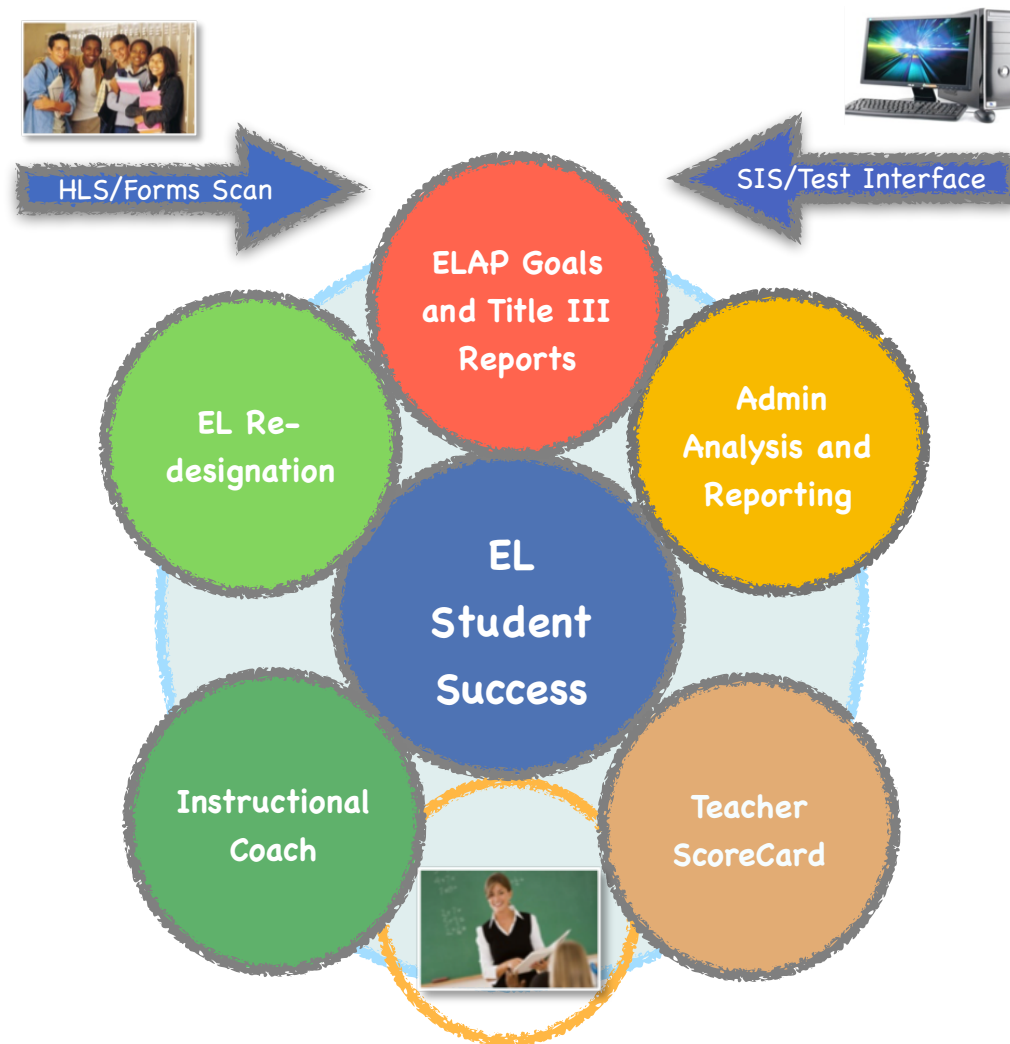


EL ANNUAL SUPPORT SERVICES PROCESS



**Actual Process Details Vary And Are Customized for each State*