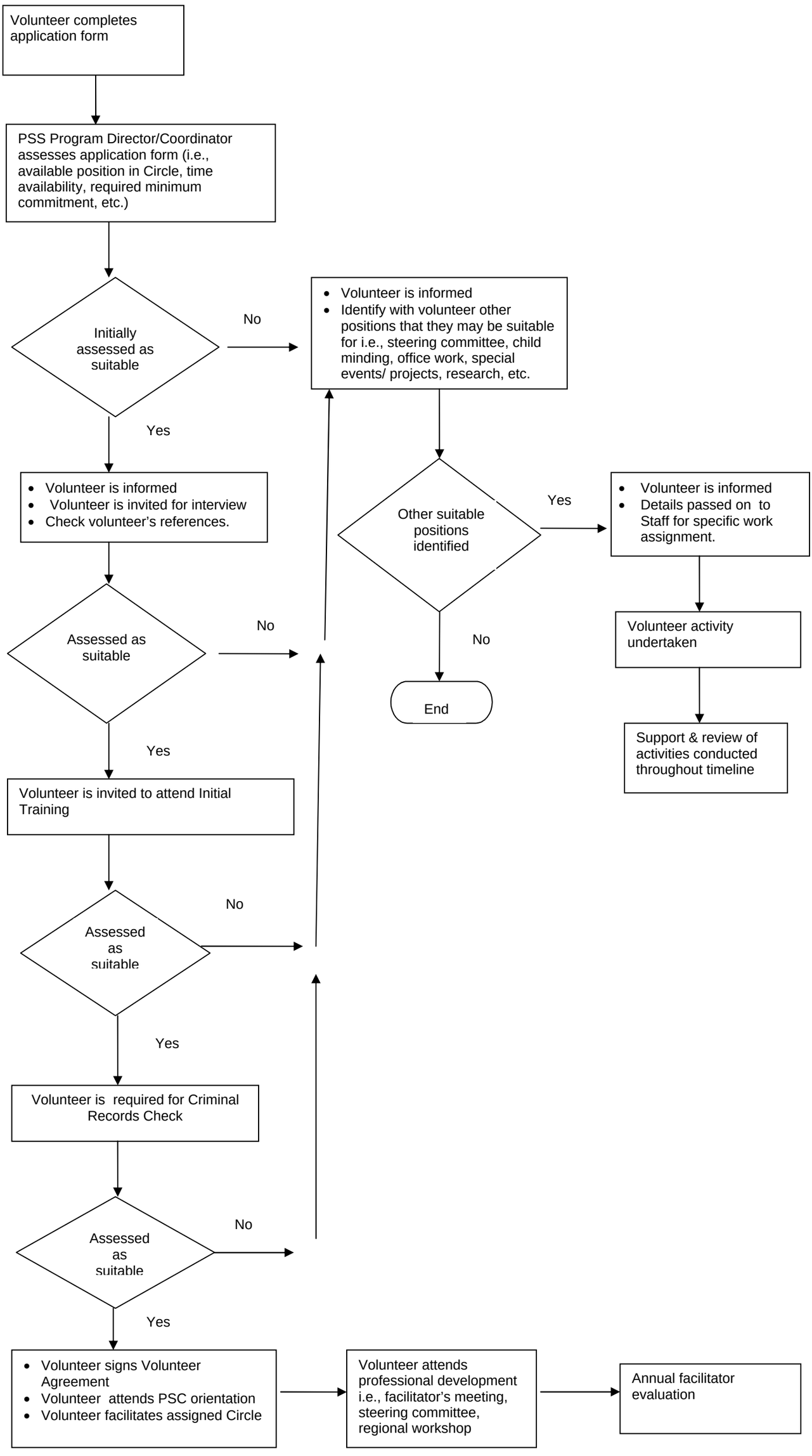PSS Volunteer Facilitator Process