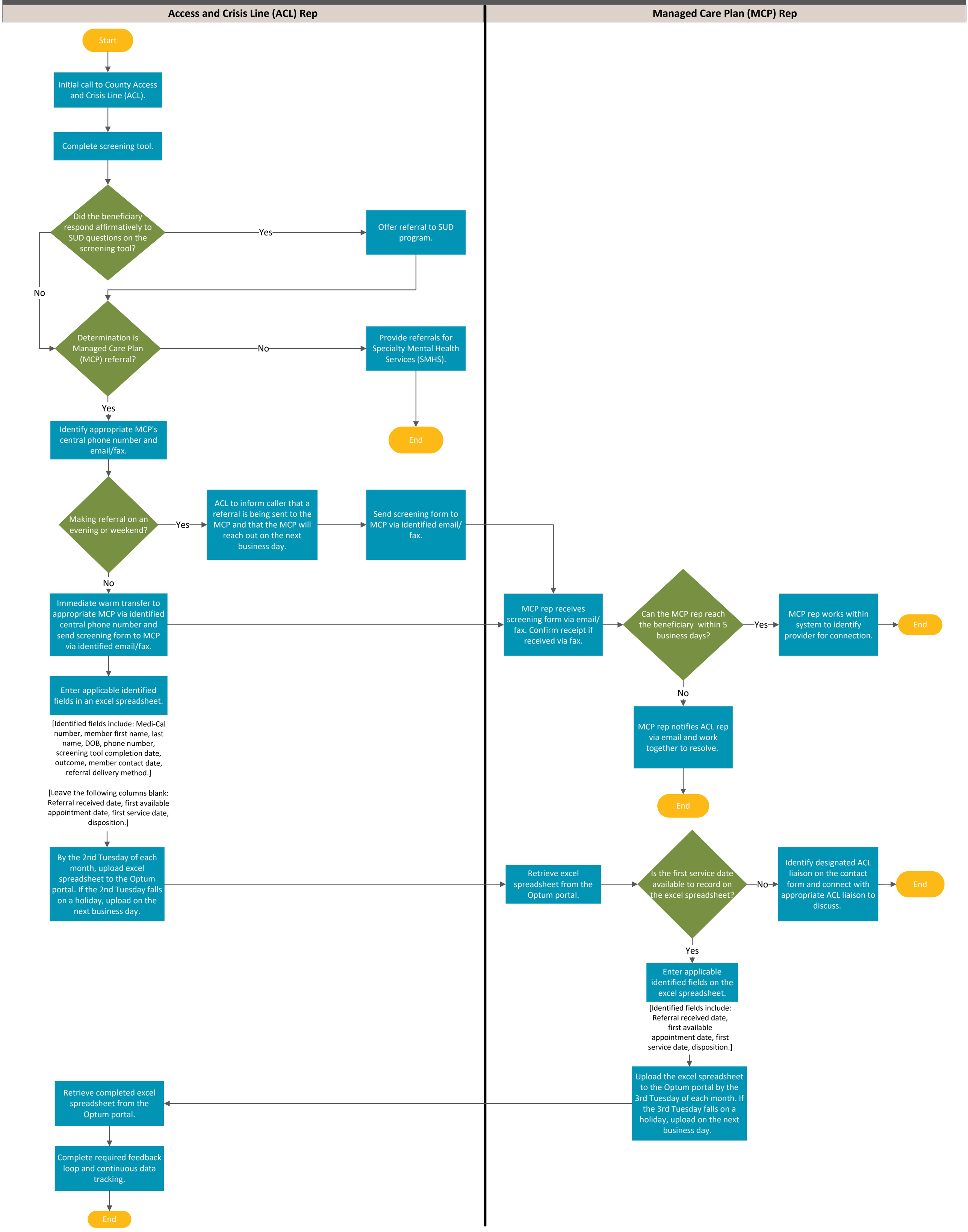Screening Tool - New Requests for Service (Calls to ACL)