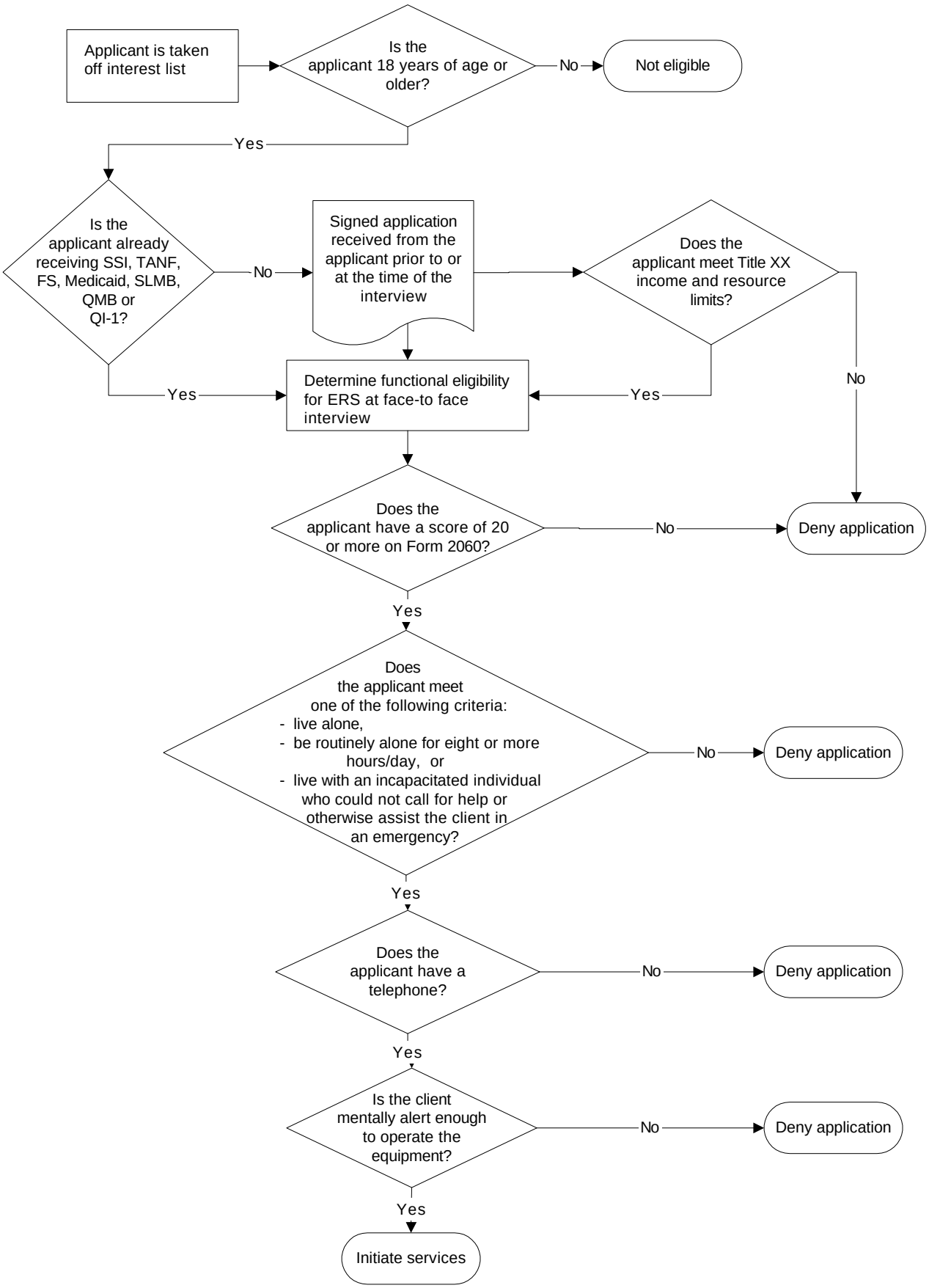Emergency Response Services Eligibility Process