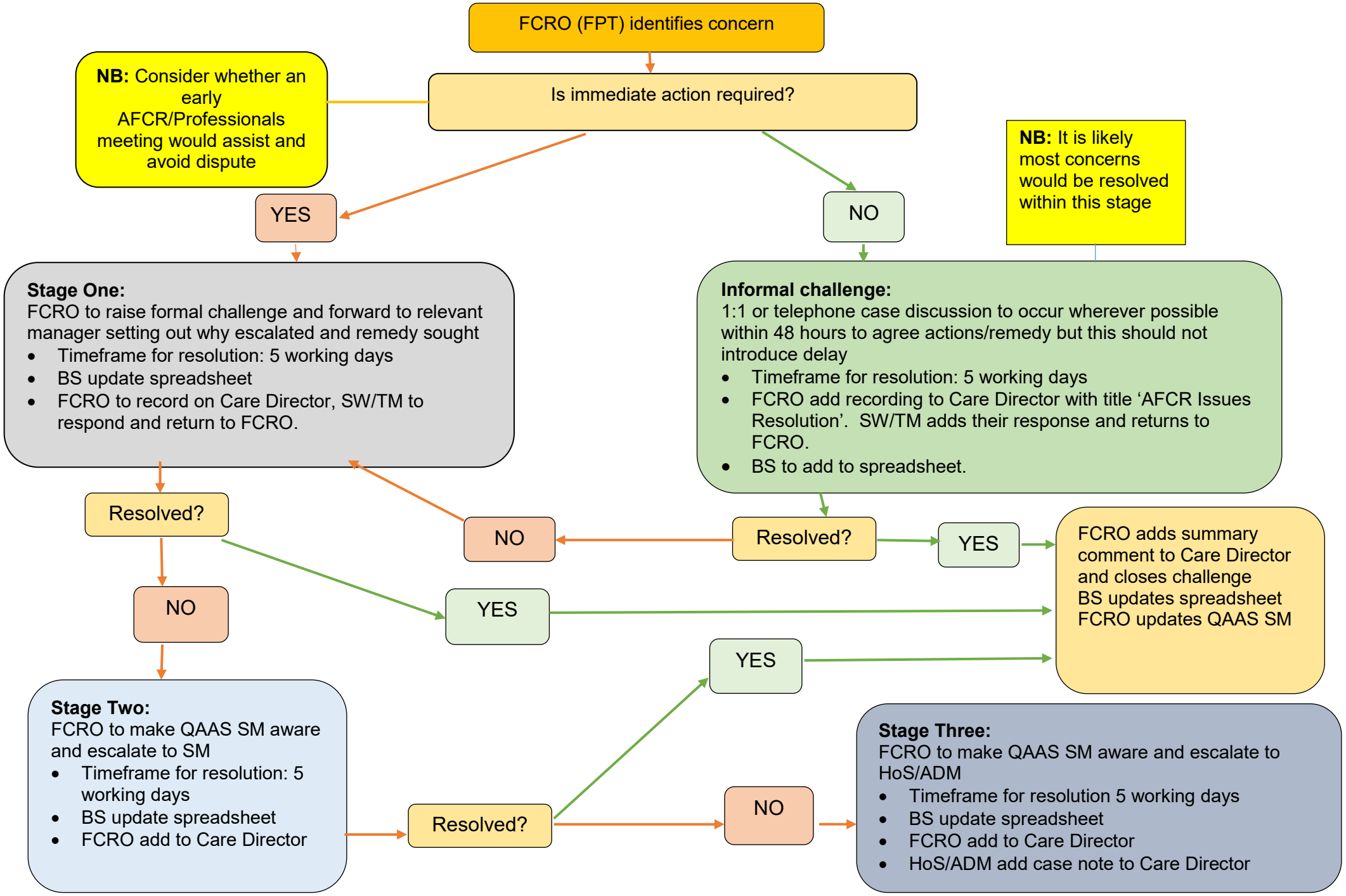FOSTER CARER REVIEWING OFFICER (FCRO) ISSUES RESOLUTIONS PROCESS (FPT TEAM)