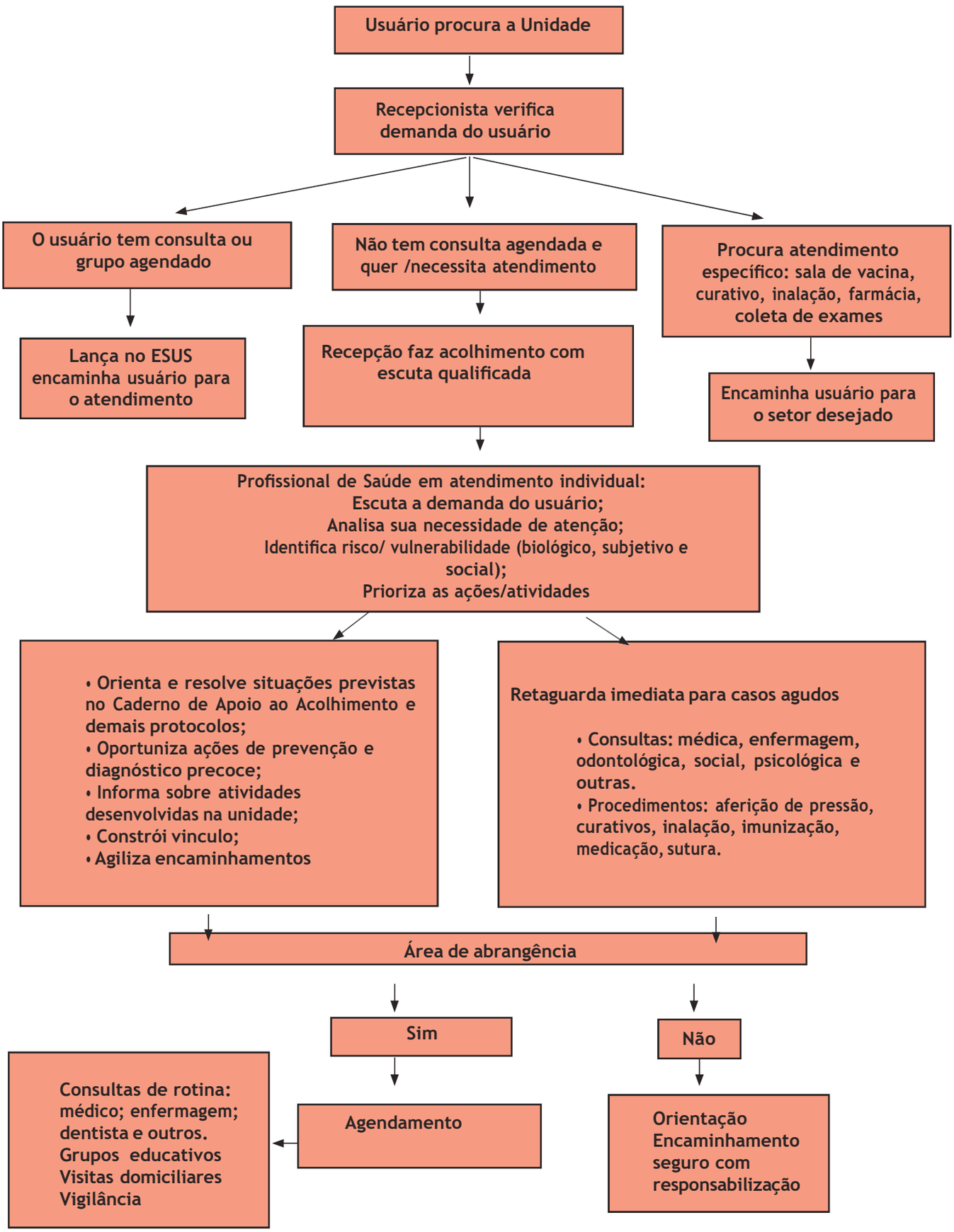FLUXOGRAMA DE ACOLHIMENTO