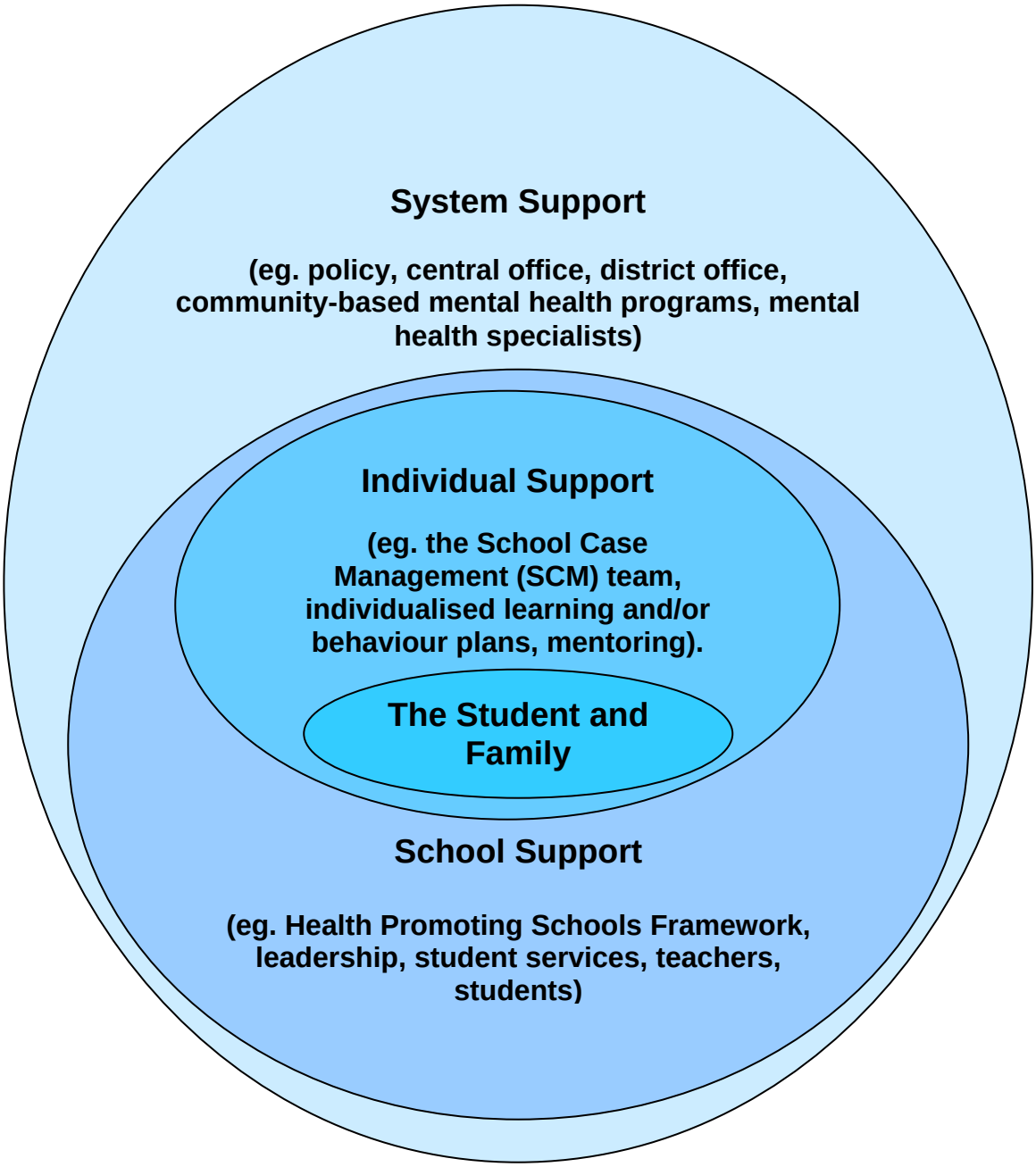Levels of support associated with school case management structures and processes