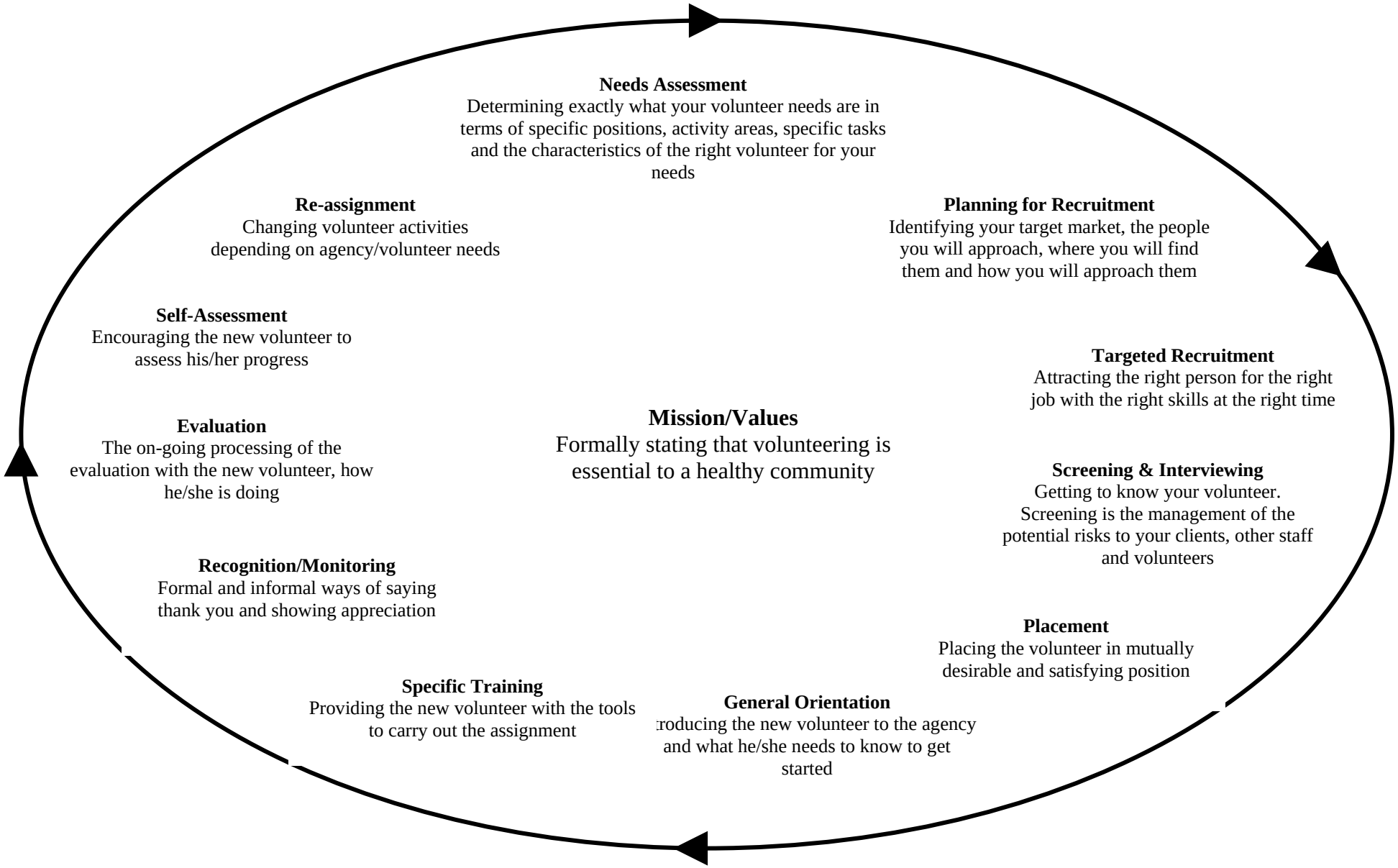VOLUNTEER DEVELOPMENT CYCLE