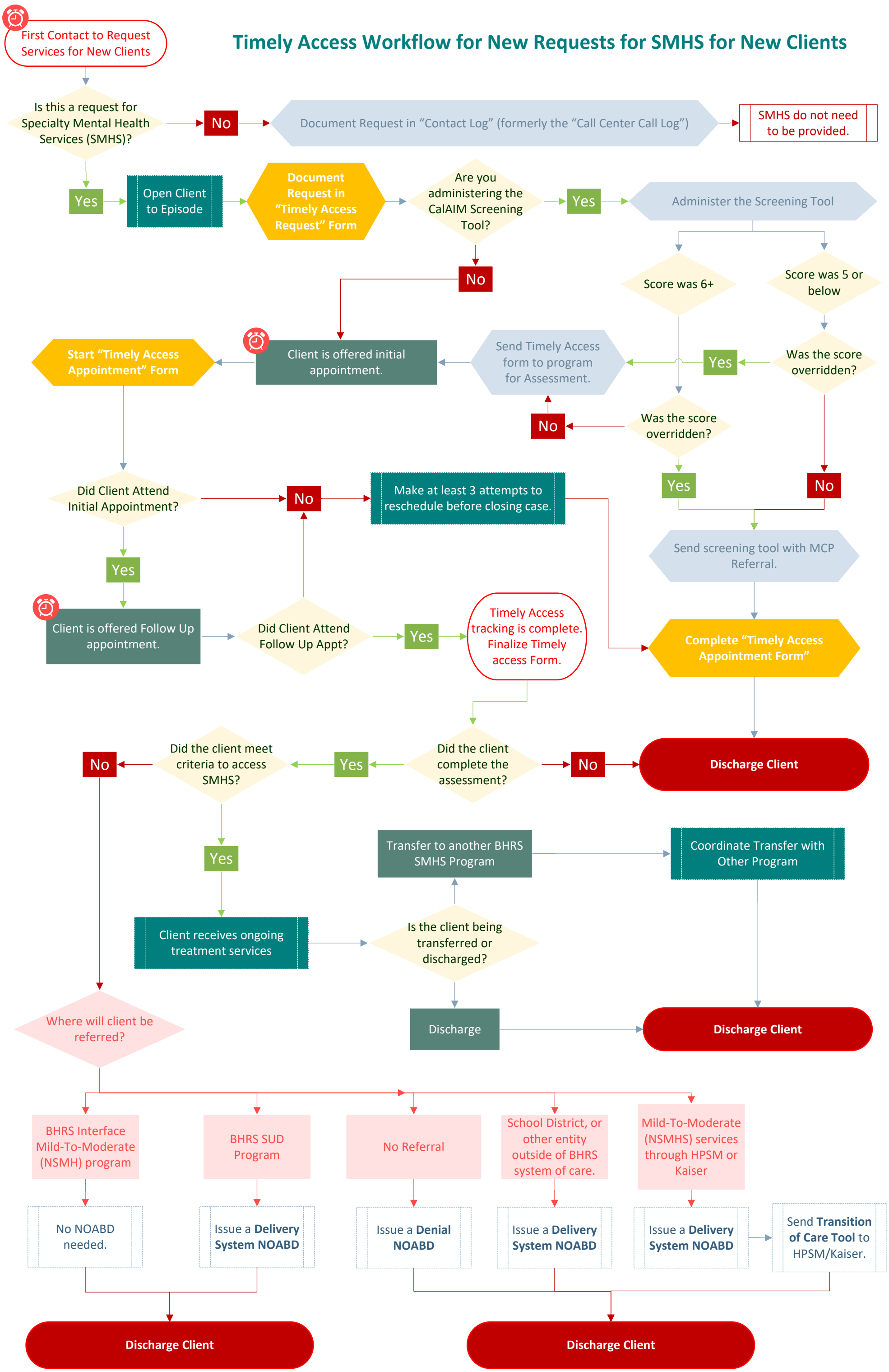Timely Access Workflow for New Requests for SMHS for New Clients