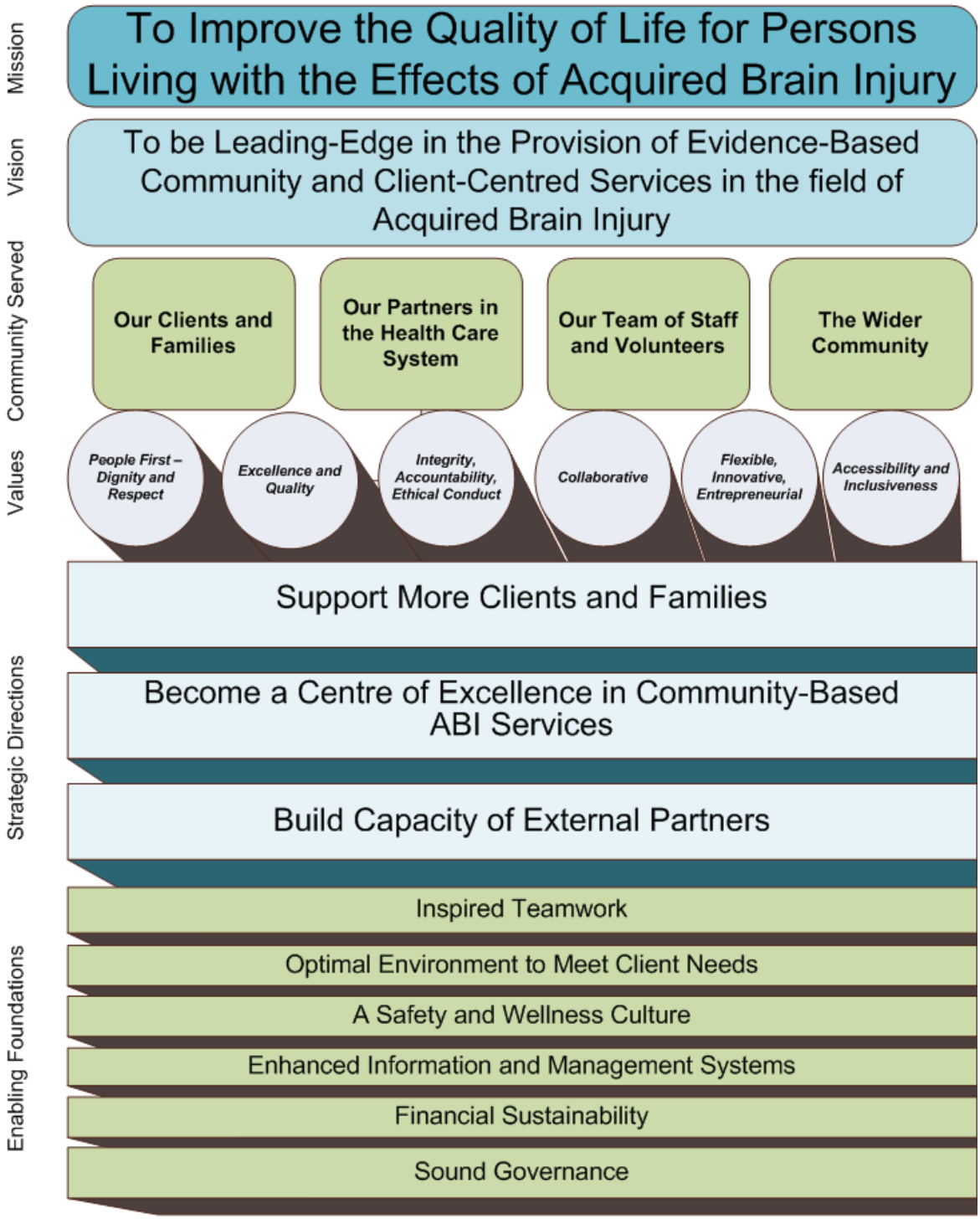CHIRS STRATEGIC PLAN 2009 - 2014