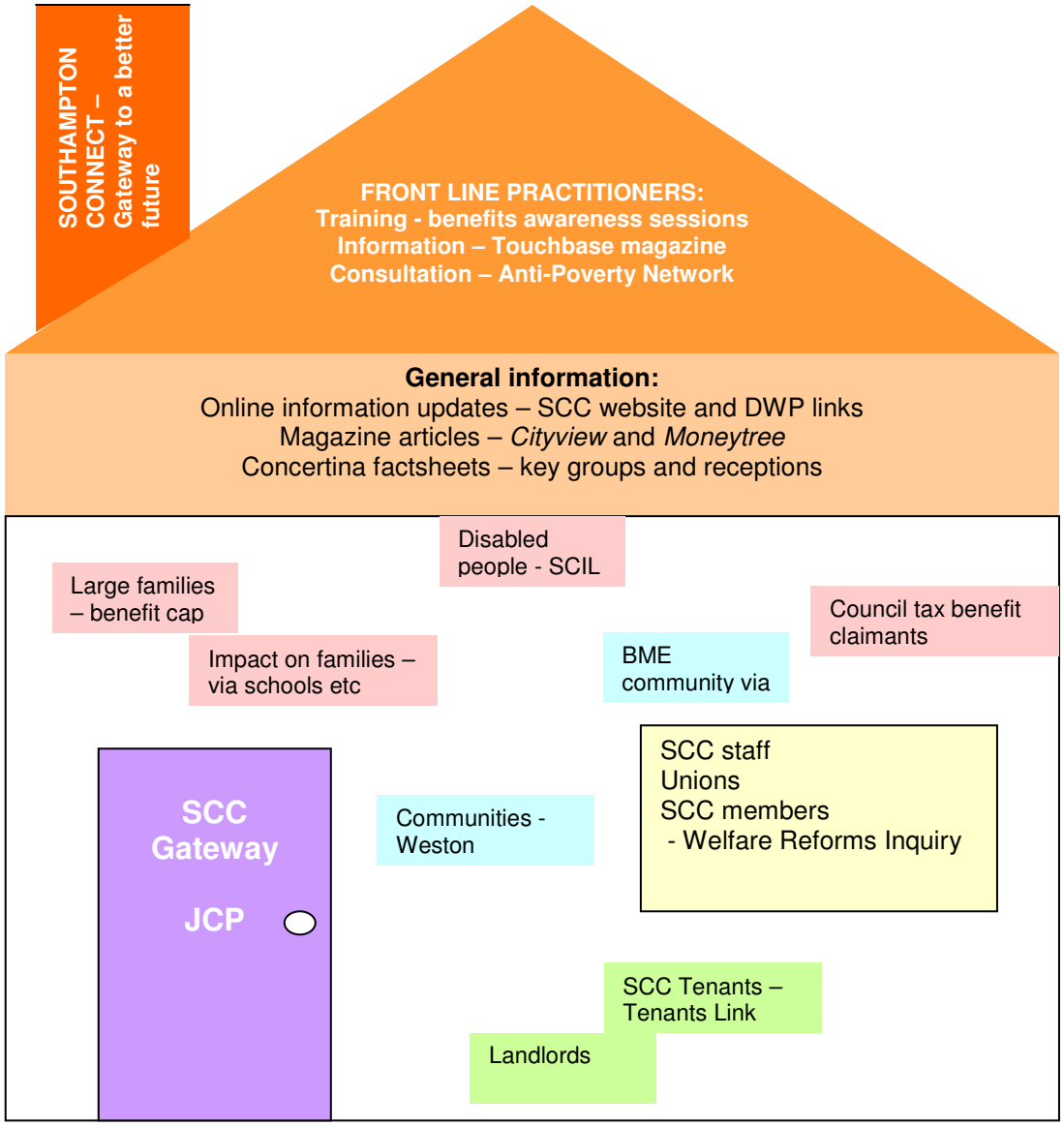WELFARE REFORMS: COMMUNICATION LINKS 2012-2013