



425 Old Kersey Road • Kersey PA 15846

## Youth Standing Committee Monday, September 11, 2017: 10:00-11:30 am

**Members Present:** Board Member: Chris Palmer, OVR (Chairperson); Other members: Ray Donati, Goodwill Industries; Brett Lasko, IU9 Transition, Loretta Lininger, Title II – IU9, Blythe Brunner, Title I – North Central

**Staff Present:** Pam Streich

**Topics Discussed** – Funding, Performance, Local and Regional Plan, Youth Consortia meeting, Penn State Extension, Youth Consortia meetings, Title I report and Referral Policy/Guidance

**Committee Purpose:** To provide information and to assist with planning, the operational oversight, and other issues relating to the provision of services to youth.

**Funding and Performance:** Executed subcontract with North Central contains \$783,800 youth funding (\$471,120 WIOA Youth, \$218,670- TANF Regular and \$94,010 TANF Special/Summer Appropriation. Performance numbers for each funding stream – ISY – 41, OSY – 126, TANF Youth 95, WIOA Work Experience – 75, TANF Work Experience 35, TANF Summer – 35 Work Experience. Café Connection – 112

**Local and Regional Plans** – final drafts were submitted to Labor and Industry and are available to view on our webpage – [www.workforcesolutionspa.com](http://www.workforcesolutionspa.com).

**Youth Consortia meetings** – the discussion continued regarding youth consortia meetings being held in all counties; item discussed included: ensuring agencies serving OSY are on the consortia, changing the agenda of the meetings to ensure that referrals are being discussed and acted upon and not just a sharing of information (which is valued), Currently Clearfield County is utilizing the transition meeting and Blythe stated that this will be expanded to address OSY as North Central is in the process of hiring a youth counselor in Clearfield County. It was stated that getting partners to attend meetings is a challenge and therefore suggested that perhaps there are other forums/meetings that the business of the consortia could be met at (i.e. collaborative boards, CJABs, etc.). Blythe stated that they are addressing the youth consortia concerns and will ensure they are more effective. Despite partners not being able to attend meetings, referrals are being made from some of them via other methods. Pam stated that the youth committee and the NCWDB will do whatever they can to assist as one of the required roles is that they provide technical assistance to Title I providers. Brett Lasko suggested that a brainstorming session be held at Local Transition Council Meeting (Elk, Cameron, McKean and Potter) on how to recruit youth; Brett can get a group of youth together to create something for use in the community (such as a youth brochure showing all of the services/programs. Brett also suggested that there be a mandatory agenda/items and that a goal be set for staff. The low numbers of youth served so far this year was discussed. We are only 2 months into the program and anticipate this number increasing greatly. In addition, Blythe stated that there was very little recruitment of youth (both ISY and OSY) done during the month of July due to the lack of an executed subcontract. Pam stated that the board sent a letter of commitment which committed the funds to North Central in June 2017.

**Title I Report** – Blythe Brunner – North Central – provided an overview of the Title I report that is attached to this report and also explained why there are low numbers of youth currently being served.

**Referral Policy/Guidance** - Pam shared a draft of the Referral Policy/Guidance that will be taken to the board for approval at their October 2017 meeting. Members were asked to provide input and send to Pam by Friday, September 22, 2017.

**New Business** – Ray Donati of Goodwill Industries informed the group that they are offering the Driver's Education Courses once again.

**Follow up:** Following the meeting staff reached out to Title I for Youth Carryover numbers – there are 22 ISY and 24 OSY staff are working with from last program year.

**Next Meeting Date** – Meeting Dates for the following year are: Monday, December 11, 2017, Monday, March 12, 2018 and Monday, June 11, 2018. All meetings will begin at 10:00 am.

**Action Items for Executive Committee:** There are no recommendations for the board.

# NORTH CENTRAL WORKFORCE OPERATIONS REPORT

July 1, 2016 – June 30, 2017

WIOA OUT OF SCHOOL YOUTH 121% TO PLAN	
Cameron	3
Clearfield	34
DuBois	11
Elk	24
Jefferson	21
McKean	25
Potter	13
<b>TOTAL</b>	<b>122</b>

CAREERS THAT WORK ONLY 145 TOTAL 113 IN WIOA	
Cameron	0
Clearfield	9
DuBois	1
Elk	0
Jefferson	6
McKean	3
Potter	13
<b>TOTAL</b>	<b>32</b>

WIOA IN SCHOOL YOUTH 103% TO PLAN	
Cameron	0
Clearfield	4
DuBois	3
Elk	2
Jefferson	6
McKean	14
Potter	4
<b>TOTAL</b>	<b>33</b>

WIA/WIOA CARRYOVER CUSTOMERS (prior to 7/1/16)	
Cameron	4
Clearfield	15
DuBois	20
Elk	16
Jefferson	15
McKean	67
Potter	17
<b>TOTAL</b>	<b>154</b>

## CUSTOMER CENTERED DESIGN UPDATE

### CONNECTION CAFÉ – OUTCOMES

- ✓ WIOA/Careers that Work Opportunities
- ✓ Updating ISS/Plan – Next steps
- ✓ Job Corps Orientation/Update
- ✓ Recruitment for program – WIOA/Careers that Work Opportunities

### DESIGN IDEAS

- ✓ Cork Board Strips
- ✓ Full Length Mirrors
- ✓ Hygiene Kits
- ✓ Planners
- ✓ Portfolios
- ✓ Journals
- ✓ Play Dough
- ✓ Lunch Boxes



Pictured left is Mykaela, she is an Out of School Youth who has been working at the DuBois CareerLink doing clerical work through the Careers That Work Program Work Experience, seated next to Mykaela is Kylie, she just moved to DuBois from Punxsutawney and she is an Out of School Youth, seated to her left is Destini, she is new to DuBois also. Destini just enrolled at DuBois High School and she is a senior and she will graduate this year. Seated at the back is Jacob, an Out of School Youth who just moved to Fairweather Lodge and he is preparing for a work experience. He is in the process of getting his documentation together. On the right is Angel, she is a counselor working with Pentz Run. The topic was "The importance of writing a thank you letter after an interview and information on how to create a portfolio and how to use it to benefit your job search."



## JOB CORPS MEETINGS/REFERRALS/OUTCOMES

We have been working very closely with Bob Chunta, Job Corps Admissions Counselor, offering Job Corps opportunities to our Customers on an ongoing basis through polycom meetings and individual meetings in our region.

Current customer updates....

- ✓ Michael Dyer reported on January 4, 2017 at Pittsburgh Job Corps Center to study Homeland Security training lasting approximately 5 months long. Received GED ...training/working as a security guard. Returned on March 8, 2017.
- ✓ John Uceda Jr reported on January 17, 2017 in the Automotive Technician program at Redrock Job Corps Center. Returned in June 2017.
- ✓ Grace Olofson reported on February 15, 2017 in Nursing at the Pittsburgh Job Corps Center. She is enjoying her LPN training.
- ✓ Ben Himes in Auto Technician at Redrock Job Corps Center, received GED, Returned on April 24, 2017.

## OUTCOMES/SUCCESS STORIES



Young adults, Mykaela Smith and Zachary Reitz, both Out of School Youth and both working in a work experience and Ebony Pierce a senior from Jeff Tech and an In school Youth all attended the Connection Café on April 13th that highlighted an orientation about Jobs Corps with Bob Chunta. All youth are from the DuBois area.



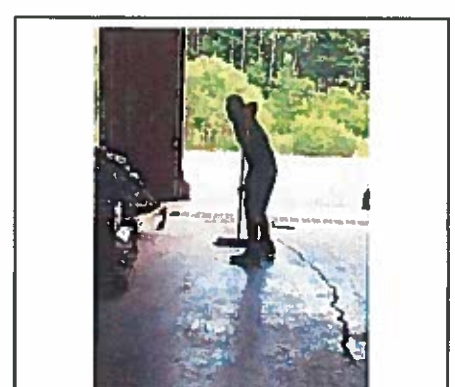
Melissa Franklin from OVR met with youth at the DuBois CareerLink on March 28. She reviewed the services the Office of Vocational Rehabilitation offer. Most of the participants are enrolled in the Out of School Program and several will be enrolled soon. After the orientation the youth received information on Identity theft, local jobs were reviewed and they discussed the importance of setting a goal and putting steps to accomplish the goal backed by an action plan.



Corey installing updates to laptops for the Clearfield County Career and Technology Center



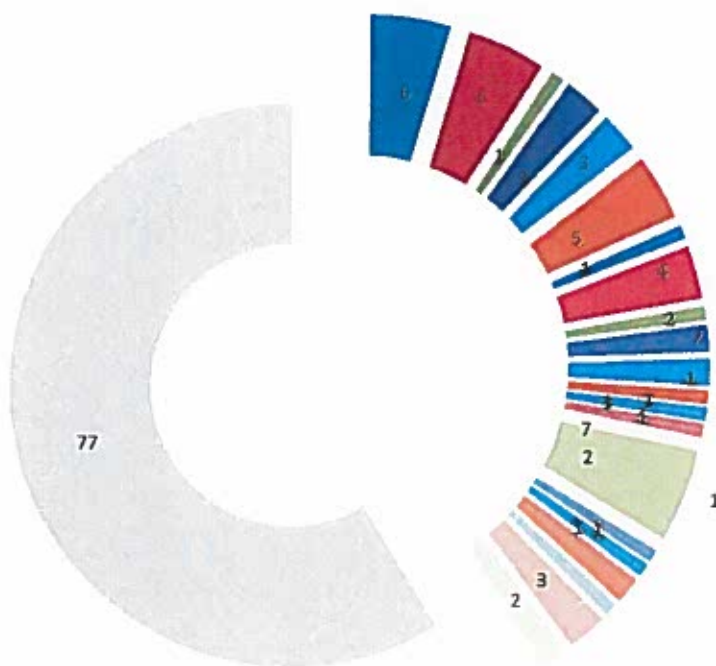
Matt sweeping floor in Auto Mechanics to prepare for the new wax coat at the Clearfield County Career and Technology Center



Matt sweeping floor to prepare for floor waxing at the Clearfield County Career and Technology Center

# DOCUMENTED OUT OF SCHOOL BARRIERS - 131 Customers

## 54 Multiple Barriers

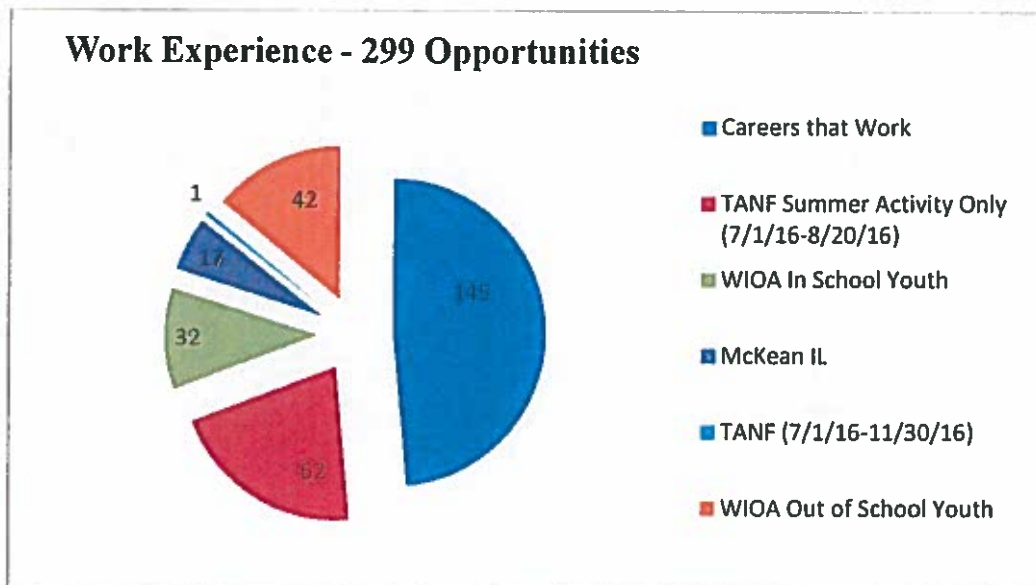


- School Dropout/Juvenile System
- School Dropout/Juvenile System/Disability
- School Dropout/Juvenile System/Homeless, Runaway, Foster Care/Disability
- School Dropout/Juvenile System/Pregnant or Parenting
- School Dropout/Pregnant or Parenting
- School Dropout/Homeless, Runaway, Foster Care
- School Dropout/Homeless, Runaway, Foster Care/Disability
- School Dropout/Disability
- Basic Skills, Low Income, Juvenile System
- Basic Skills, Low Income, Juvenile System, Pregnant or Parenting
- Basic Skills, Low Income, Juvenile System, Disability
- Basic Skills, Low Income, Homeless, Runaway, Foster Care
- Basic Skills, Low Income, Homeless, Runaway, Foster Care, Disability
- Basic Skills, Low Income, Pregnant or Parenting
- Basic Skills, Low Income, Disability
- Juvenile System, Homeless, Runaway, Foster Care
- Juvenile System, Homeless, Runaway, Foster Care, Disability
- Juvenile System, Pregnant or Parenting
- Juvenile System, Pregnant or Parenting, Disability
- Juvenile System, Disability
- Pregnant or Parenting, Disability

■ School Dropout 16; Basic Skills/Low Income 16; Juvenile System 16; Pregnant or Parenting 7; Disability 21; Homeless, Runaway, Foster Care 1

## WORK EXPERIENCE - 109 Worksites – 299 Opportunities

Allegheny Store Fixtures, Aquatic Pets, Arête Quality Industrial Solutions, Austin School District, Auto Zone, Bigler Boyz, Boondocs, Bradford Crew, Bradford Manor, Bradford Regional Medical Center, Bradford Township, Bradford YMCA, Bradford YWCA, Brookville Crew, Brookville YMCA, Bubba's Pizza, Cameron County Borough, Cameron County Courthouse, Care Limited, Castelli Oil & Gas, Charles Cole Memorial Hospital, Clearfield Art Studio Theatre, Clearfield Borough, Clearfield County Area Agency on Aging, Clearfield County Career and Technology Center, Clearfield SPCA, Clearfield Wholesale Company, Clearfield YMCA, Cooper Township Borough Building, Coudersport Library, Coudersport School District, Crosby's, CrossRoads, Curwensville Dam, Curwensville Feed Store, Curwensville Public Library, CVS Pharmacy, Daniels Day Care, Dickinson Center, Inc., DuBois Crew, DuBois Village, Dworsky's Environmental, E & G Auto, East Forest High School, Elk County Community Recycling Center, Elk County Courthouse, Elk County Humane Society, Express Café, Fast Track, Foster Township, Galetton Area School District, Gam Gam's Diner, Goodwill – Bradford, Goodwill – Clearfield, Goodwill – Coudersport, Goodwill – DuBois, Goodwill – St Marys, Goodwill Distribution Center – Falls Creek, Goodwill Industries – Punxsutawney, Hamlin Memorial Library, Harmony Area School District, Headwaters Charitable Trust, Hennard Construction, Home Instead, Irvona Borough, J & J Tire & Auto, Jefferson County Historical, Johnsonburg Borough Office, Johnsonburg Community Building, Johnsonburg Public Library, Kighlinger Motor, KTH Architects, Leyo's Market, Lindberg Furniture, Long John Silver's, McKean County Historical Society, Mulberry Square, North Central PA Regional Planning & Development Commission, Northern Tier Trading, Novey Metals, Inc., Oswayo Valley School District, PA CareerLink Clearfield County at Clearfield, PA CareerLink Clearfield County at DuBois, PA CareerLink Elk County, PA CareerLink Jefferson County, PA CareerLink Potter County, Pebbles, Philipsburg Osceola High School, Philipsburg YMCA, Port Allegany Borough, Port Allegany High School Guidance Office, Postlewait Trucking Inc., Pro Form Powdered Metals, Protektor Model, PSM BrownCo, Punxsutawney Area School District, Punxsutawney Crew, Punxsutawney Memorial Library, Rebecca M Arthurs Memorial Library, Ridgway Welcome Center, Ridgway YMCA, Roulette Township, Seneca Highlands CTC, Steffey Plumbing, Heating & Construction, Superior Machining Inc., Tuna Valley Trails Crew, Wallaceeton Borough, W.W. Engine, Zito Media



## SHORT TERM TRAINING – 22 Opportunities, \$74,972.40

Buffalo Tractor Trniler Institute, Inc., CDL; CCC&TC, Heavy Truck Driver and CDL – Class A; Greater Altoona Career & Technology Center, Dental Assistant; Jeff Tech, CDL – Class A, Culinary Arts, HVAC/Refrigeration and Welding and Fabrication Technology; Lock Haven University, Clinical Medical Assistant and Phlebotomy Technician; Training Center, Lincman Training; Triangle Tech, Welding and Fabrication Technology.

## ON-THE-JOB TRAINING – 24 Opportunities, \$25,322.50

Allegheny Mountain Recycling, Inc., Arête Quality Industrial Solutions, Clearfield Wholesale Paper, Curwensville Feed, Diamond Back Truck Covers, E&G Auto Plus, Inc., Emporium Hardwoods, Forum Energy Technologies, Keystone Powdered Metals, Metal Powder Products/Washington Street Division, Novey Metal Company, Paris Companies, Plyler's At Your Service, Product Assurance Service, Inc., Pro-Form Powdered Metals, PSM BrownCo, US Resistor, Inc., W.W. Engine and Supply, YWCA

## OUTCOMES/SUCCESS STORIES



Mykaela, she is hard at work in her Careers that Work, Work Experience. Mykaela hasn't stopped since the beginning of her work experience at the DuBois CareerLink. She has assisted staff by shredding papers, making copies, working on various projects and typing work experience schedules. She assisted Kathleen Margle, North Central Employability Counselor to prepare for the DuBois/Jefferson County Youth Educational Consortium. Mykaela will also attend the meeting and make sure the many participants will sign in before they are seated. After a week of work under her belt she stated she would like to work in the CareerLink, she has made the rounds and met all of the staff, she is enjoying her many duties. Mykaela is an Out of School youth, her current goals are to finish her work experience, get a job and then consider going to Job Corps for additional training. Mykaela has proven to be a hard worker, very pleasant and extremely interested in learning new things. It is worthy to say she is only sixteen years old and she just received her GED, she is on her way to accomplishing a lot.

Answering the phone at the DuBois CareerLink is Mykaela, she is in a work experience and stated she has learned a lot. Mykaela will make a good employee, she is a fast learner and she is very personable. She had an interview for a position with a fast food restaurant. She is hopeful she will get the job. Mykaela was able to get her GED while working in her work experience. She has learned how to work with people and offer a good customer service. She is working on some thoughts for the future, she is interested in possibly studying to be a clerk in a law office.



Taking a chance on an employee that has limited or no work history is difficult, however when a bright, kind hearted, determined young man walks into apply for a job it is more difficult to tell him that you aren't going to give him a chance. That is exactly what happened for Sage at W.W Engine. Sage began working with the WIOA out of school youth program in the beginning of February as a self-referral. From the moment he walked in the door we knew that he would be a great placement at any employer because of his drive and eagerness to participate in the program. Due to his limited work experience, and not being employed when he came to the Clearfield CareerLink, Sage was considered to be low income. This did not stop him from attending workshops when the winter weather permitted, and calling to update the Business Service Representative on what jobs he had applied for. Finally in the second week of March a position in the Parts Room at W.W Engine opened up and Sage applied. He was hesitant when first applying because he had no knowledge of this type of work or tools in general. Sage did not let his hesitation stop him from impressing the employer with his desire to learn. W.W Engine called us at the CareerLink directly after Sage interviewed and asked if they would be able to utilize a Work Experience to give this young man a chance. Sage began this work experience on March 21, 2017. Sage continues to impress his supervisors at W.W Engine and will transition to an On The Job training within the last weeks of April.

## OUTCOMES/SUCCESS STORIES



Brittany Zantoni stopped by the DuBois CareerLink to see Kathleen Margle, NC Employability Counselor who works with youth. Brittany was in the In School Youth Program a year ago. She was exited from the program after she graduated from high school and she had a job. Brittany has kept her job with Pizza Hut and she went back to Jeff Tech this year and enrolled in the Adult Education for Culinary. She will be completing this year long program and she has achieved a great deal. Brittany informed me she will go to IUP's School of Culinary next fall, she is a young woman with a plan and she is real success



Michael Dyer, he is an Out of School Youth working out of the DuBois office. Michael recently achieved getting his GED and his Safe Serve Certificate. He applied for a position with Red Lobster, he starts with his orientation on 2/28/17. Michael is at the computer updating his resume as he is applying for an office position. His plan is to work nights and weekends at Red Lobster and in a part time office position during the week.



Jeff Tech student, Denae graduated from Jeff Tech. Denae is looking forward to a work experience through North Central at a nursing center in dietary, she studied culinary and has her Serve Safe. She is enrolled at BC3 for the fall semester.



Intelligent, dedicated, compassionate and determined are all words that can be used to describe Mariah. Through all of the hardships that Mariah has overcome in her short life she has not let these barriers affect her ability and determination to succeed.

Mariah comes from a separated family where she has not received a great deal of support from either side. Despite this Mariah was an excellent student while in high school often taking advanced classes. In April of her senior year, Mariah decided that she wanted to enter the workforce sooner than graduation would allow her to. With this she decided to drop out of school and to get her GED. Without taking any GED classes Mariah went and took all four GED tests and passed them all on the first attempt. Afterward Mariah began working at the Clearfield Walmart. In an unexpected turn of events Mariah found herself to be a single mother at the age of 20. Shortly after having her son she was let go from Walmart for missing three days of work due to her new born being ill. Although Mariah has an unconditional love for her son, she found herself disappointed with where she was in life with having to support a child.



Mariah began looking for employment soon after losing her job but was struggling to land a job. At this time Mariah decided to turn to the Clearfield County CareerLink at Clearfield for assistance in her job search. Mariah first met with Kay Robison to discuss job search and CareerLink Services. After meeting with Kay, she was then referred to the Out Of School Youth Program. After hearing of the services offered through the program Mariah decided this was a good opportunity and enrolled in the program. Mariah attended all Career Readiness Training Workshops and was dedicated to developing a career plan. Through Career Exploration Mariah decided that she would like to be involved in the Medical Field, potentially becoming a Mid-Wife. Mariah realized that obtaining the level of education that is needed for a Midwife was unrealistic at this time and wanted to start on a smaller level. With this Mariah applied to the Phlebotomy Technician Program at Lock Haven University Clearfield Campus. Mariah was accepted and was able to obtain funding through the Career's that Work grant through North Central Regional Planning and Development Commission. During her schooling Mariah entered into a paid work experience with the Clearfield County CareerLink at Clearfield. Upon starting at CareerLink Mariah was quiet and reserved, as she spent more time working with the public her personality truly began to blossom. Mariah would spend her days working at CareerLink and go to class in the evenings. During her employment at CareerLink she was responsible for greeting customers that came to CareerLink and assist them with registering on the Job Gateway. Mariah continually went above and beyond her job description while working at the CareerLink, she assisted customers in correcting resumes, applying to jobs and job search all while making them feel at home. Mariah was responsible for taking pictures of the Career Fairs and creating displays around the CareerLink. On June 7<sup>th</sup> Mariah successfully completed the short term training program at Lock Haven University and became a Certified Phlebotomist. The completion of this course is symbolic of an end of a chapter in her life and the start of a new one. One filled with hope, determination, self-confidence and support.

## Performance Measures

- ✓ Employment Rate - 2<sup>nd</sup> Quarter after exit
- ✓ Employment Rate – 4<sup>th</sup> Quarter after exit
- ✓ Median Earnings – 2<sup>nd</sup> Quarter after exit
- ✓ Credential Attainment
- ✓ Measurable Skill Gains
- ✓ Effectiveness in Serving Employers

PA CareerLink Clearfield County at Clearfield Hiring Fair, June 17, 2017



DuBois Jefferson County Youth Educational Consortium hears from Brad Geer, Triangle Tech and Susan Galbraith, North Central Business Service Representative on March 10, 2017. Agencies and schools were drawn to the youth consortium meeting on March 10th at Penn State's DEF Building. Standing and partially hidden the third row back is Mykaela Smith, a Careers That Work, Work Experience Out of School Youth. Mykaela was assisting Kathleen Margle, the North Central, Employability Counselor to set up and get everyone to sign in. Mykaela is working for Kathleen and she has done a remarkable job. She was a high school dropout and it is worthy to say she recently earned her GED. Mykaela is in the process of making decisions for her future. She stated she enjoyed being a part of the meeting, it was a great experience for her, she even participated in the discussion and gave her opinion of why youth today do the things they do. Pictured are Robin McMillen on the left and Kylee Estudante on the right, they are the two speakers from PASSAGES, Inc. Robin and Kylee presented to the DuBois/Jefferson County Youth Educational Consortium, the sobering topic covered "Human Trafficking. This presentation drew over 25 people from schools and agencies, more were scheduled but declined the morning of because of the inclement weather. Pictured are youth consortium members watching Danielle Boyles role play at the March 10th training for Human Trafficking.





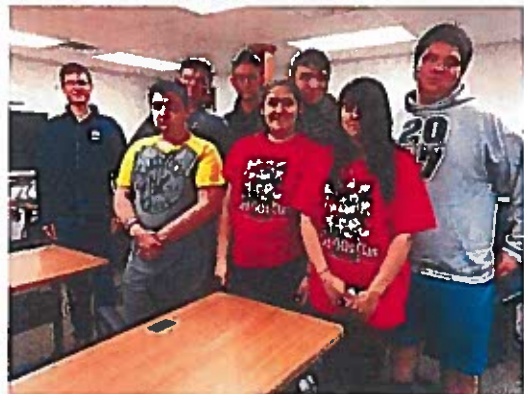
PA CareerLink Clearfield County at Clearfield's Kerri Button, Shawn Evans and Joe Royer participated in Senior Mock Interviews at the Curwensville High School



On March 16<sup>th</sup> many professionals from the community gathered to teach area students about different aspects of employment. This event is known as Student Employment Day and is held at Lock Haven University Campus in Clearfield. This year North Central Regional Planning and Development Commission Staff were responsible for educating the youth on job applications. The WIOA representative from the Clearfield office walked the students through red flags on applications, how to answer tough questions and what to put when they had minimal experience. Afterward the students were broken into groups and had to review 5 sample applications and decide who they would interview or not. Finally the students completed a mock application. Pictured are the students from the Clearfield Area High School.



Kathleen Margle, North Central Employability Counselor meeting with 85 graduating seniors on Saturday, May 20<sup>th</sup> to discuss Careerlink services, Job Gateway and the In school and Out of School programs available to assist the students after they leave school. The students were excited about their graduation and all of their accomplishments. Many of them had part time jobs earning a minimum wage. There was discussion about how to decide on a career, what is a sustainable wage in this region, who are the employers who offer a better wage and how the programs can offer help to get the students headed in a direction that will be profitable for them. There was discussion on barriers and difficulties they may face but the conversation always turned to how help is available to encourage the students about their future.



A group of graduating seniors from Clearfield Area High School toured the CareerLink on 5/16/2017. Shawn Evans led them on the tour and explained different facets of the CareerLink and all services offered here. Afterward he gave them a demonstration on how to enroll into the CWDS website and how to complete a job search. Kerri Button met with students afterward to talk more in-depth about the youth services and how to enroll if they were interested.

## Upcoming Meetings/Events

September 8, 2017	DuBois/Jefferson County Youth Educational Consortium Meeting, 10:00 – 12:00, PA CareerLink Clearfield County at DuBois
September 14, 2017	Potter County Transition Youth Consortium meeting, 1:00 – 3:00, PA CareerLink Potter County
September 28, 2017	McKean Youth Consortium/Local Transition meeting, 9:00, 911 Center, Smethport
October 2, 2017	Elk County Youth Consortium, 1:00, PA CareerLink Elk County
October 6, 2017	Jefferson CJAB meeting, 9:00, Brookville
October 13, 2017	DuBois/Jefferson County Youth Educational Consortium Meeting, 10:00 – 12:00, PA CareerLink Clearfield County at DuBois
November 17, 2017	DuBois/Jefferson County Youth Educational Consortium Meeting, 10:00 – 12:00, PA CareerLink Clearfield County at DuBois
November 17, 2017	Potter County Transition Youth Consortium meeting, 1:00 – 3:00, PA CareerLink Potter County
December 1, 2017	Jefferson CJAB meeting, 9:00, Brookville
December 7, 2017	McKean Youth Consortium/Local Transition meeting, 9:00, 911 Center, Smethport
December 11, 2017	Elk County Youth Consortium, 1:00, PA CareerLink Elk County
February 9, 2018	Potter County Transition Youth Consortium meeting, 1:00 – 3:00, PA CareerLink Potter County
February 15, 2018	McKean Youth Consortium/Local Transition meeting, 9:00, 911 Center, Smethport
February 26, 2018	Elk County Youth Consortium, 1:00, PA CareerLink Elk County
May 7, 2018	Elk County Youth Consortium, 1:00, PA CareerLink Elk County
May 11, 2018	Potter County Transition Youth Consortium meeting, 1:00 – 3:00, PA CareerLink Potter County
May 24, 2018	McKean Youth Consortium/Local Transition meeting, 9:00, 911 Center, Smethport

Please contact Blythe Brunner at North Central Workforce Development, 49 Ridgmont Drive, Ridgway, PA 15853, and (814) 773-3162 for additional information. Thank you for making a Difference in the Lives of Our Young Adults!!!