



2017 STATE OF HOMELESSNESS  
Annual Report For The  
Detroit Continuum Of Care  
January – December 2017

---



# HOMELESS ACTION NETWORK OF DETROIT (HAND)

Since 1996, the Homeless Action Network of Detroit (HAND) has served as the region's leading resource on solutions to homelessness. Known as the Continuum of Care Lead, HAND is the only agency recognized by HUD to apply for Continuum of Care homeless funding in Detroit. We secure over \$25 million dollars annually in federal funds. These resources support local service agencies in their mission of ending homelessness.

HAND is unique in its perspective on homeless data. We coordinate the Homeless Management Information System (HMIS), the only comprehensive database on homelessness in Detroit. With over 85,000 distinct client records, we are able to ensure that we have thorough and accurate information on who is experiencing homelessness, what their needs are, and what is working to address those needs.

HAND also works with our community partners and elected officials to advocate for policy solutions to end poverty and homelessness. We are working to raise awareness locally, across the State of Michigan, and at the federal level about what our community needs to end homelessness.

## ENDING HOMELESSNESS

We help to make ending homelessness a reality by securing funding, analyzing data, and driving change in our community.

In all that we do, we are guided by the following purpose and values:

## OUR PURPOSE


Providing leadership to address homelessness.

## OUR VALUES

- **Collaboration:** We promote partnerships and consensus
- **Competence:** We advance knowledge and expertise
- **Commitment:** We live it and expect it
- **Performance:** We support outcome-driven best practices
- **Integrity:** We strive to be fair and transparent
- **Advocacy:** We create awareness and promote policy solutions

This report provides a look at the state of homelessness in our community during 2017. For more information, please visit our website at [www.handetroit.org](http://www.handetroit.org)

# TABLE OF CONTENTS



3	Homelessness in Detroit: Overall Picture
4	Homeless Families Characteristics
5-7	Chronic Homeless
7	Youth
8	Data on Seniors
9	3 Year Data Comparison
10	Change in Homeless Numbers
11	Resources & Funding
12-13	2017 Accomplishments
14-15	2017 Project Homeless Connect
16	Detroit Veteran Update 2017
17-18	Coordinated Assessment Model (CAM) – 2017 Summary
19	Permanent Supportive Housing
20-22	System Performance Measures
23-24	Appendices - Appendix 1: What is HMIS? - Appendix 2: Agencies using the System



**As we face the coming changes, our community will continue to work together to realize our collective vision:**

That every individual and family in our community has a home that is decent, safe and affordable, and that they receive every support needed in order to remain housed. This vision is grounded in the belief that through our commitment to working together, being open to new ways of thinking and acting, and having this shared vision, we can - and will - move forward together to achieve real change in our community.

# HOMELESSNESS IN DETROIT: OVERALL PICTURE

CLIENT CHARACTERISTICS	OVERALL HOMELESS <sup>1</sup>	SINGLE ADULT	ADULTS IN FAMILIES	CHILDREN IN FAMILIES	UNACCOMPANIED YOUTH UNDER 18**	CHRONICALLY HOMELESS
TOTAL IN HMIS-ACCOUNTING FOR 95% OF OVERALL HOMELESS IN THE DETROIT CONTINUUM <sup>2</sup>	<b>13,175</b>	<b>8,092</b>	<b>1,933</b>	<b>3,447</b>	<b>95</b>	<b>1,700</b>
<b>MALE</b>	<b>60%</b>	<b>74%</b>	<b>18%</b>	<b>51%</b>	<b>78%</b>	<b>69%</b>
<b>FEMALE</b>	<b>39%</b>	<b>25%</b>	<b>82%</b>	<b>49%</b>	<b>21%</b>	<b>30%</b>
<b>TRANSGENDER</b>	<b>&lt;1%</b>	<b>&lt;1%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>&lt;1%</b>
<b>UNDER 18</b>	<b>23%</b>			<b>100%</b>	<b>100%</b>	<b>&lt;1%</b>
<b>AGE 18-24</b>	<b>12%</b>	<b>13%</b>	<b>64%</b>			<b>7%</b>
<b>AGE 25-54</b>	<b>44%</b>	<b>55%</b>	<b>29%</b>			<b>60%</b>
<b>AGE 55+</b>	<b>21%</b>	<b>32%</b>	<b>7%</b>			<b>33%</b>
<b>AVERAGE AGE</b>	<b>34</b>	<b>45</b>	<b>33</b>	<b>6</b>	<b>16</b>	<b>47</b>
<b>WHITE</b>	<b>8%</b>	<b>12%</b>	<b>3%</b>	<b>1%</b>	<b>6%</b>	<b>10%</b>
<b>AFRICAN AMERICAN</b>	<b>91%</b>	<b>87%</b>	<b>97%</b>	<b>98%</b>	<b>88%</b>	<b>88%</b>
<b>OTHER</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>

<sup>1</sup> Overall Homelessness may be lower than the combined categories as categories are not mutually exclusive.

<sup>2</sup> See page 23 for details on data limitations.

\*\* Small % of Race questions were not answered by unaccompanied youth

# HOMELESS FAMILY CHARACTERISTICS

Over the course of 2017, we served **1,933** adults in a total of **1,748** families

## Composition of Homeless Families

**19%** of homeless adults in families who responded reported entering a program from the streets or another place not meant for human habitation

**37%** reported being homeless for the first time in 2017

**23%** were homeless for 12 or more months at the time of program entry in 2017

**16%** were homeless four or more times prior to program entry in 2017

**78%**

Female Single Parent

**10%**

Two Parent Families

**7%**

Other Family Composition

**4%**

Male Single Parent

**1%**

Grandparents, Foster Parents, or Non-Custodial Caregivers

# CHRONICALLY HOMELESS

A person is considered “chronically homeless” if he/she has been homeless 4 or more times in the past 3 years or has been homeless for one year continuously and has been diagnosed with a disability. A family is also considered chronically homeless if the head of household meets the requirements of the definition above. These individuals and families are often prioritized for intensive housing and supportive services, as they have significant barriers to housing, such as poor rental histories, no income, untreated mental health and/or substance abuse issues, chronic physical health concerns, unemployment, and more.

## Basic Demographics

- Over the course of 2017, a total of **1,700** people were identified as being chronically homeless
- **69%** of the chronically homeless were males, while **30%** were females
- The average age for females was **42**
- The average age for males was **49**
- **88%** of the chronically homeless clients were Black/African American, **10%** were White, and **2%** were other
- **94%** of chronically homeless were singles and **6%** were adults in families
- **33%** of chronically homeless were ages **55 and older**







# YOUTH

The following data for youth outlines unaccompanied youth ages 18-24 and those under the age of 18 that are “unaccompanied” and not in the care of a parent or guardian. The youth may also be the head of a household if he/she is a teen parent.

## BASIC DEMOGRAPHICS

Overall (Youth ages 24 and under)

- **88%** were black, **6%** were white, **1%** Asian and **1%** other\*
- **9%** were domestic violence victims/survivors
- **20%** have a disabling condition

## EXTENT OF HOMELESSNESS

Number of times on streets, in emergency shelter or safe haven in the past 3 years:

- **49%** reported one time
- **27%** reported 2 times

## YOUTH AGES 18-24

1,594 young people ages 18-24 were served by homeless service providers:

- **53%** were males, **47%** were females and **<1%** were transgender

## YOUTH UNDER 18 YEARS OF AGE

95 unaccompanied youth (under 18 years of age) were served by homeless service providers

- **16** were ages 11-14
- **80** were ages 15-17
- **78%** were females
- **21%** were males

## LIMITATIONS ON YOUTH DATA

The total number of young people who experience homelessness may be an undercounting of the actual number of young people who find themselves without stable housing. A young person who was “couch surfing” -- that is, staying temporarily with friends or family -- would not have been considered homeless by the definition in place at that time. Therefore, many young people who were “couch surfing” are not included in these numbers of homeless youth. These young people need the same types of services and stable housing as other homeless youth.

*\*a small percentage of race questions were not answered by unaccompanied youth*



## Seniors:

- Seniors 55+ represent **21%** of our total homeless while they make up **33%** of overall individuals experiencing chronic homelessness
- **19%** of the seniors experiencing homelessness in Detroit are over 65 years old
- **82%** of seniors experiencing homelessness are men
- In 2017 **62%** of seniors experiencing homelessness had a disabling condition
- **90%** of seniors experiencing homelessness in Detroit are Category 1 homeless. They are presenting in our system from Emergency Shelter, Safe Haven, Transitional Housing or a place not meant for habitation.

# 3-YEAR DATA COMPARISON

The table below shows a comparison of homeless data over the past three years.

COMPARISONS	2015	2016	Change/ Trends 2015-2016	2017	Change/ Trends 2016-2017
<b>Total number of homeless</b>	16,040	14,117	-12%	13,175	-7%
<b>Number of singles</b>	10,406	9,560	-8%	8,092	-15%
<b>Number of adults in families</b>	2,403	2,019	-16%	1,933	-4%
<b>Number of children in families</b>	3,587	2,913	-19%	3,447	+18%
<b>Number of unaccompanied youth<sup>1</sup></b>	193	107	-45%	95	-11%
<b>Chronically homeless<sup>2</sup></b>	2,107	2,107	0	1,700	-19%
<b>Veterans</b>	1,562	1,407	-10%	1,286	-9%

<sup>1</sup> See page 7 for a discussion on youth homelessness.

<sup>2</sup> See page 5 for a discussion on trends in chronic homelessness



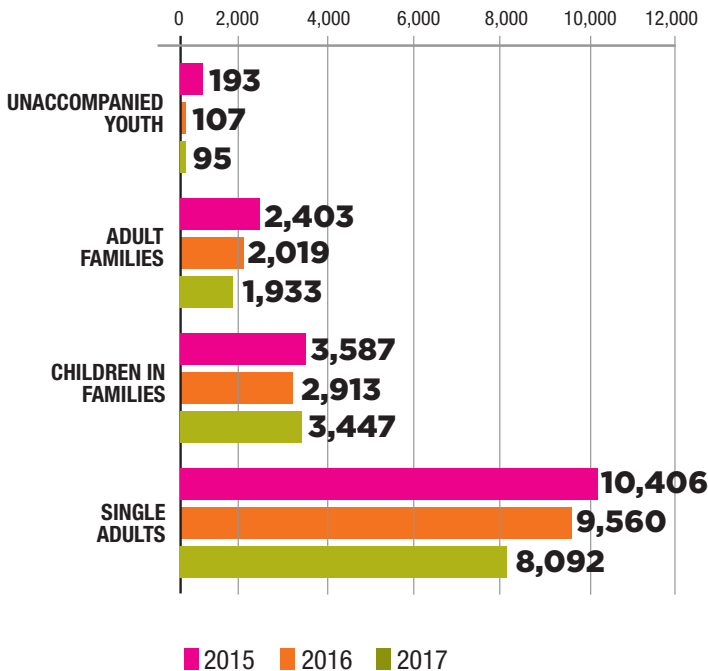
# Change in Homelessness Numbers – 2017

Over the course of 2017, a total of 13,175 people experienced homelessness. This is a 7% decrease from the total number of people who were counted last year (14,117).

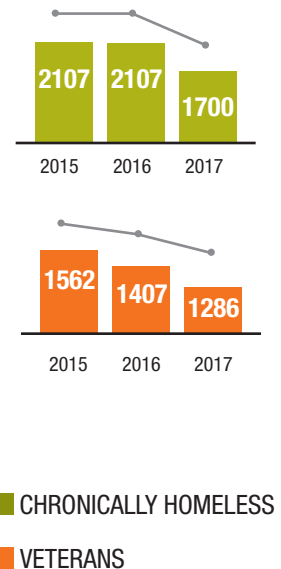
The overall decrease in the total number of persons experiencing homelessness in our community reflects the coordinated efforts to expand the availability of housing opportunities to those in need. Prioritizing continuum funding to support Permanent Supportive Housing and Rapid Rehousing programs, as well as shifting the focus of coordinated entry and street outreach to focus on connecting our community’s most vulnerable citizens to positive housing opportunities, are reflected in this year’s decreased count.

While nearly all populations had a noted decrease in 2017, the number of children in families counted as experiencing homelessness increased. This highlights the need to continue to target resources toward housing families.

## TRENDS BY HOUSHOLD TYPE



## TRENDS BY POPULATION



# RESOURCES & FUNDING

## HOMELESS SERVICES FUNDING: 2017

The Detroit Continuum of Care received a total of \$23,662,172 in Continuum of Care funds to fund projects serving people experiencing homelessness. The funding for these projects were utilized over the course of 2016 and 2017.

### HUD FY2016 Detroit Continuum of Care Awards

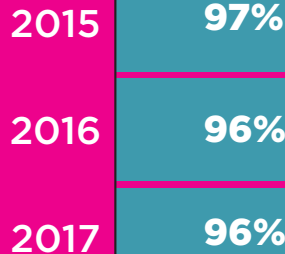
	New Awards	Renewal Awards
<b>Permanent Housing</b>		
Permanent Supportive Housing	\$1,885,504	\$14,218,489
Rapid ReHousing	N/A	\$ 1,812,599
<b>Transitional Housing</b>	N/A	\$ 2,472,634
<b>Supportive Services Only</b>		
Coordinated Entry Services	\$1,015,141	\$ 400,000
Other Services	N/A	\$ 1,370,772
<b>Homeless Management Information System</b>	N/A	\$ 290,233
<b>CoC Planning</b>	\$ 196,800	N/A
<b>TOTAL</b>	<b>\$3,097,445</b>	<b>\$20,564,727</b>
<b>GRAND TOTAL</b>		<b>\$23, 662,172</b>



# 2017 ACCOMPLISHMENTS

## PERMANENT SUPPORTIVE HOUSING OUTCOMES

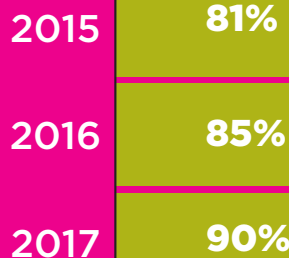
One of the primary goals of Permanent Supportive Housing (PSH) is to help people remain housed, including either remaining in PSH or moving to another permanent housing placement. The PSH programs in Detroit historically perform very well in this area:



Percentage PSH Residents Remaining Permanently Housed

## Rapid Re-Housing

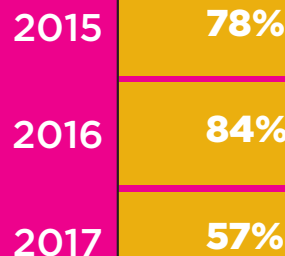
Rapid Re-Housing provides temporary rental assistance; therefore, one of the key performance factors for this project type is the extent to which people exit the program to permanent housing. As Rapid Re-Housing continues to grow in Detroit, project outcomes continue to improve:



Percentage of People Exiting to Permanent Housing from Rapid Re-Housing

## Transitional Housing

Like Rapid Re-Housing, Transitional Housing (TH) is a temporary program, with a primary performance expectation being that people are exited to permanent housing. Changes in the TH projects reporting in HMIS in 2017 may have contributed to the change in overall performance.

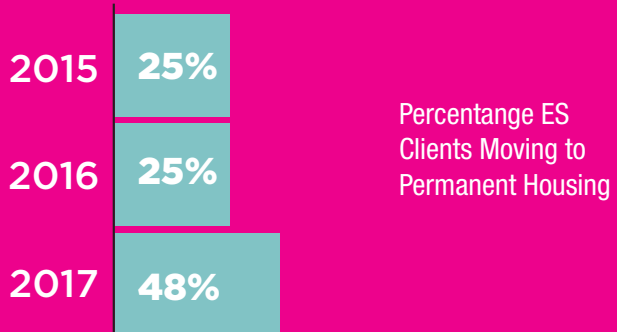


Percentage TH Clients Moving to Permanent Housing



## Emergency Shelter

Emergency Shelter (ES) is a temporary program, with a performance expectation being that people are exited to permanent housing. Improvements to the coordination of housing resources through the CAM as well as an increase in the availability of permanent supportive and rapid rehousing within the CoC may have contributed to the change in overall performance.



## Street Outreach

Street Outreach (SO) is a program focused on engaging persons experiencing homelessness in places not meant for human habitation, with a performance expectation to assist individuals in getting off the streets and into a positive destination. This includes both permanent and temporary housing destinations. Targeted outreach focused on engaging persons documented as chronically homeless to connect them with resources to get off the streets as well as an increase in the availability of permanent supportive and rapid rehousing within the CoC may have contributed to the change in overall performance.



# BECAUSE OF YOU — DETROIT'S 2017 PROJECT HOMELESS CONNECT

## DETROIT'S 2017 PROJECT HOMELESS CONNECT WAS A MAJOR SUCCESS!

We could not have done it without you and your agency's continued support and generosity. **BECAUSE OF YOU** we were able to serve and assist over 160 individuals and families who were experiencing and/or at-risk of homelessness.

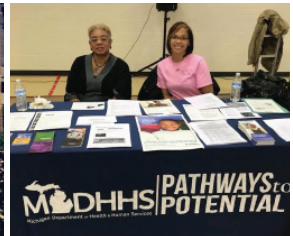
**BECAUSE OF YOU** the Detroit Continuum of Care (CoC) was able to provide lunch, hygiene kits, cold weather gear and much needed resources to those who need them. Your contribution helped us do that!



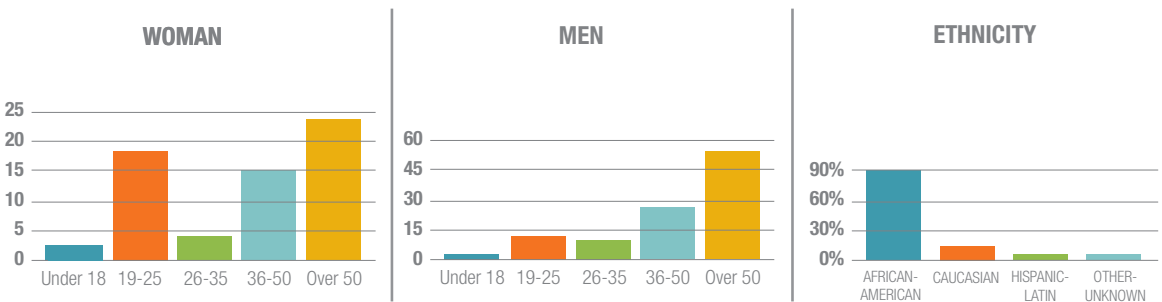
62%



38%



## PROJECT HOMELESS CONNECT SERVED







**SPECIAL THANKS!**

**Donors/Sponsors:**

- NSO Bell Building - Staff & Residents
- Motor City Hotel & Casino - Helping Hands
- Meijer
- Kroger
- Awrey's Bakery
- Cass Community Social Services
- United Community Housing Coalition
- Neighborhood Legal Services Michigan
- Community Housing Network
- Better Made Chips
- Uncle Ray's Potato Chips
- Mariners Inn
- Joseph Tardella & Bill Weld-Wallis

**Barbers:**

- Angel Dawson & Cynthia Nixon

**Vendors:**

- MDHHS
- THAW
- Detroit ID
- Voa
- Lakeshore Legal Aid
- DPSCD
- JVS
- VA
- Central City Integrated Health
- NLSM
- & All Of Our Amazing Volunteers!



# VETERANS ANNUAL REPORT: 2017

**Veterans Permanently Housed: 295**

**Annual Inflow of Veterans needing assistance with Housing: 346**

During 2017, the CoC's efforts to house homeless Veterans were enhanced with the implementation of a coordinated entry system. This decision ensures that all homeless Veterans have access to housing resources.

In addition to establishing the coordinated entry point, a Veteran's Initiative Coordinator was assigned to facilitate the By-Name List and maintain data quality. Bi-weekly meetings continue to be held to brain storm solutions to the barriers Veterans encounter while working to get off the streets and into stable housing. These meetings remind us that ending Veterans homelessness is a team effort. We will continue to work together until we can end Veteran homelessness in our community.

Data Source: Detroit Performance Management Tracker



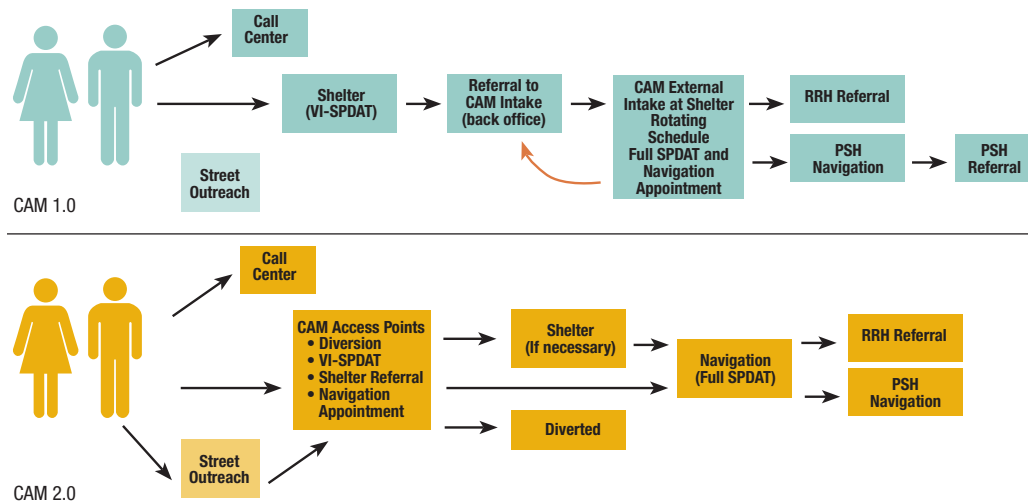
# COORDINATED ASSESSMENT MODEL (CAM) IN THE DETROIT CONTINUUM A REVIEW OF CAM IN 2017

In 2017 the Coordinated Entry (CE) system in Detroit, known locally as the Coordinated Assessment Model (CAM), began the year continuing to operate the CAM Call Center. The Call Center provided referrals for individuals and families seeking shelter and other housing resources. They handled 105,593 calls which was a 97% increase in volume from 2016. Towards the end of the year, and in alignment with HUD's new expectations for Coordinated Entry, the Detroit CoC decided, based on a recommendation from the CAM Governance Committee, to move to a different access model. Starting in November 2017, "CAM 2.0" was rolled out, which consisted of three in-person Access Points and a call center line for automated info and referral only. The former staffed CAM Call Center was sunsetted in early 2018.

## Goals of the new process: CAM 2.0

- 1. Create a more responsive system** – identifying and tracking the most vulnerable people sooner to prioritize them for housing resources
- 2. Allow for system – wide diversion** (exploring all other options before entering emergency shelter)
- 3. Create stronger coordination with street outreach team**

## CAM pre November 2017 vs CAM 2.0



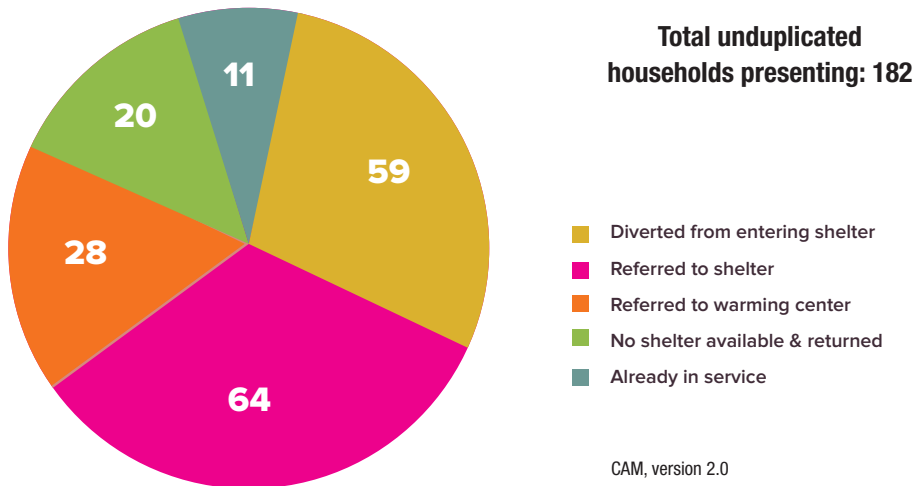
## CAM 2.0 Access Point Roll Out Timeline

<b>Families</b> Wed. Nov. 15, 2017	<b>Single Adults &amp; Unaccompanied Youth</b> Wed. Jan. 24	<b>Single Adults &amp; Unaccompanied Youth</b> Wed. Jan. 31	<b>Call Center Last Day</b> Wed. Jan. 31
---------------------------------------	--	--	---

## CAM Access Points

WHO	ACCESS POINT
Families & Unaccompanied Youth (18-24)	Southwest Solutions – Housing Resource Center
Single Adults & Unaccompanied Youth (18-24)	Neighborhood Service Organization – Tumaini Center
	NOAH Project
Veterans	Veterans Community Resource & Referral Center (VCRRC)
	Healthcare for Homeless Veterans (HCHV)

## Family Access Point Data Client Outcomes 11/15/17 – 12/31/17



# PERMANENT SUPPORTIVE HOUSING

In 2017 we continued to require all Permanent Supportive Housing (PSH) projects to accept prioritized referrals to their projects through our community's coordinated entry process. We modified the matching process and refined our coordination efforts post referral, making sure clients and providers were being connected as soon as possible.

The CoC was committed to focusing on individuals experiencing chronic homelessness. Chronic households represented 49% of the total households housed in 2017.

We are committed to continue to refine the policies and procedures around our community's PSH prioritization referrals as well as creating fair and effective methods for serving individuals and/or families experiencing homelessness that are best served with this resource.

## **Permanent Supportive Housing Data Snapshot (January – December 2017):**

NON-CHRONIC HOUSED	221
CHRONIC HOUSED	216
TOTAL HOUSEHOLDS	437

# SYSTEM PERFORMANCE MEASURES

## What are the System Performance Measures (SPM)?

The SPMs are a series of measures intended to help a community gauge its progress towards reducing and ending homelessness. These measures tell us how well our projects are working together, as a system, to make an impact on homelessness.

### How does HUD use this information?

HUD will evaluate a CoC's performance on the SPMs in the annual CoC competition. However, because the SPMs are new to both HUD and the CoCs, HUD is still developing details on how this evaluation will be used.

### How does Detroit's performance compare to other CoCs?

HUD does not intend to evaluate Detroit's performance against other CoCs. HUD has recently released national SPM data for FY2015 and FY2016, which may be accessed at <https://www.hudexchange.info/resource/5691/system-performance-measures-data-since-fy-2015/>.

### What are the measures and how are we performing?

There are six SPMs that Detroit is currently being measured on:

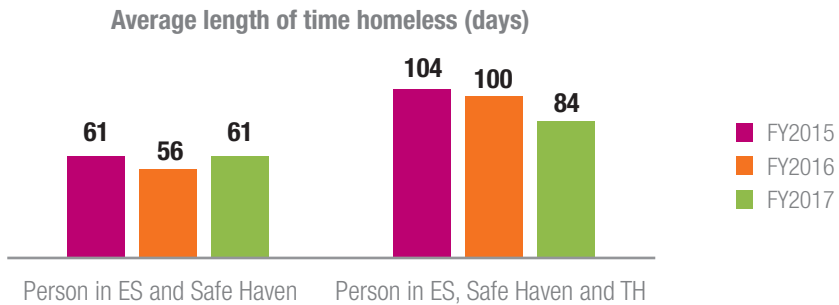
1. Length of time homeless
2. Returns to homelessness
3. Overall number of persons experiencing homelessness
4. Employment and income growth for persons served in CoC-funded programs
5. Number of first time homeless
6. Exits to, or retention of, successful and permanent housing



Each of these measures is often additionally broken down into sub-measures. Full details on the CoC's performance on the SPMs can be found on HAND's website. Below is highlighted Detroit's performance on the three key measures HUD will be focusing on:

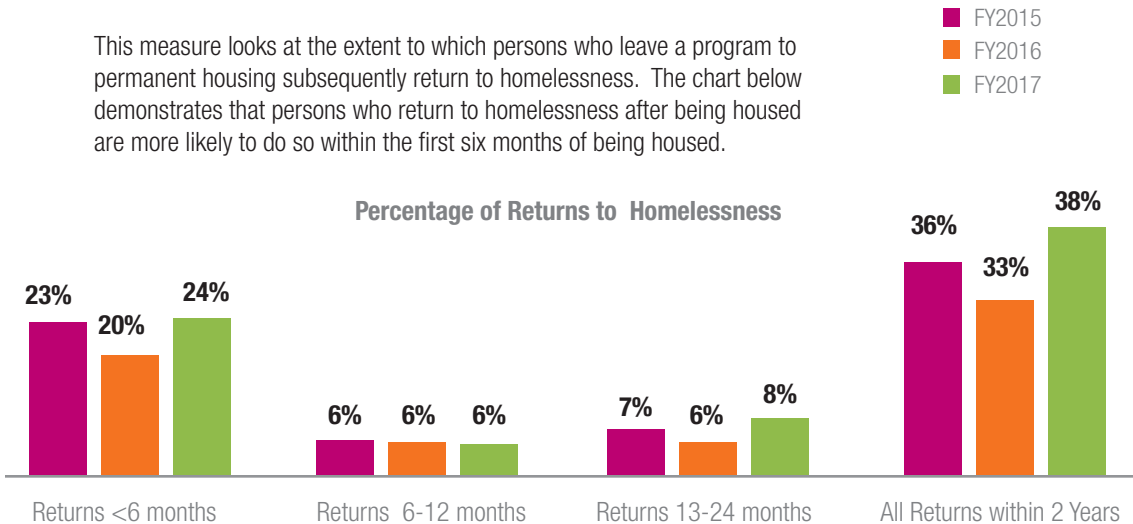
## Measure #1: Length of time homeless

This measure is the length of time (in days) that a person spends in either an Emergency Shelter (ES) or Safe Haven (SH) program, and then in either an Emergency Shelter (ES), Safe Haven (SH), or Transitional Housing (TH) program. It is expected that lengths of stay in TH programs will be longer than other program types given the nature of the program. The average length of time persons have stayed in these programs has decreased slightly between FY15 and FY16.



## Measure #2: Returns to Homelessness

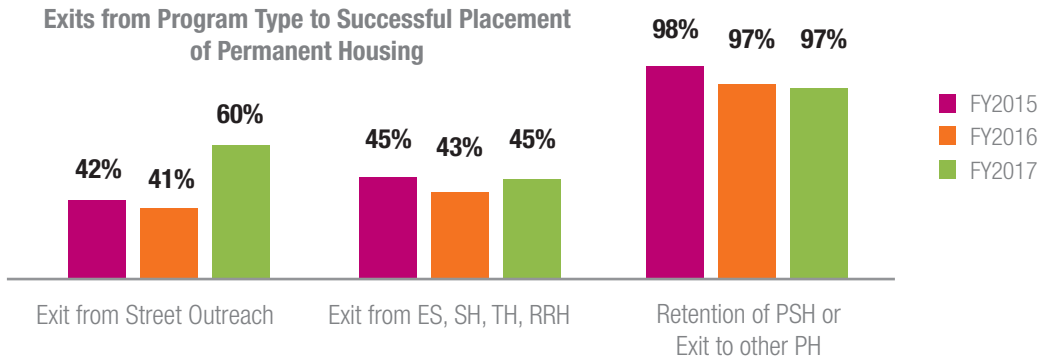
This measure looks at the extent to which persons who leave a program to permanent housing subsequently return to homelessness. The chart below demonstrates that persons who return to homelessness after being housed are more likely to do so within the first six months of being housed.



## Measure #7: Permanent Housing Placements

This measure considers successful housing placements differently, depending on the program type that the person is exiting from. Overall, the CoC's performance on these measures has improved or been the same over the past two years.

- For Street Outreach programs, a successful housing placement includes placements into permanent housing, a temporary placement, and some institutional settings.
- The measure for exits from ES, SH, TH, and RRH only considers placement into permanent housing destinations as a positive outcome. The low rates of exits from shelter to permanent housing impacts this measure.
- The measure for PSH looks at the percentage of persons who retain their PSH placement or move to another permanent housing destination.





## “DATA IS ONE OF THE MOST POWERFUL TOOLS WE HAVE IN OUR TOOLKIT TO END HOMELESSNESS”

– Mark Johnston,

Retired Assistant Secretary U.S. Department of Housing & Urban Development

– Office of Community Planning and Development

### What is HMIS?

#### Background of the Homeless Management

**Information System** is typically a web-based software application that homeless assistance providers use to coordinate care, manage their operations, and better serve their clients.

Such software applications record and store client-level information on the characteristics and service needs of homeless persons. HMIS implementations can encompass geographic areas ranging from a single county to an entire state. An HMIS knits together homeless assistance providers within a community and creates a more coordinated and effective housing and service delivery system.

The United States Department of Housing and Urban Development (HUD) and other planners and policymakers at the federal, state and local levels use aggregate HMIS data to obtain better information about the extent and nature of homelessness over time. Specifically, an HMIS can be used to produce an unduplicated count of homeless persons, understand patterns of service use, and measure the effectiveness of homeless programs.

Homeless Management Information Systems were first developed in the late 1990s in response to a mandate by Congress requiring States to collect this data as a condition of receiving federal money from HUD to serve homeless populations. The impetus behind this mandate was to reduce and eventually solve homelessness, a problem which could never be solved if it was not understood and if progress toward that goal was not tracked. Detroit’s HMIS was implemented in August 2004 in collaboration with Michigan Coalition Against Homelessness and The Homeless Action Network of Detroit (HAND). Detroit is closely aligned with the Michigan Statewide HMIS implementation which uses ServicePoint as their HMIS application.

Detroit’s HMIS application also serves as an outcome-based system that facilitates timely, efficient, and effective access to needed services and supports for persons who are homeless.

#### Data Included in This Report

This report gives a review of data collected through the HMIS during the past fiscal year. Based on our estimates, the data in this report represents approximately 95-99% coverage of the homeless clients in Detroit’s Continuum of Care from October 1, 2016 to September 30, 2017.

#### Data Limitations

The data in this report is not intended to provide a complete count of the homeless population due to the following:

1. The vast majority of homeless providers in Detroit use this system; however, there may be some organizations or programs that do not report into the HMIS.
2. Due to federal statutes, domestic violence programs are prohibited from using the HMIS, and therefore their data is not included here.
3. We continue to work to improve data quality and accuracy.
4. The data for this report was pulled from the HMIS using several different report queries. As each query may have pulled the data slightly differently from the system, there may not always be a one-to-one match of data among the graphs and tables.
5. The percentages displayed throughout the report are “rounded” to the nearest whole number, rather than using decimals. In addition, some questions didn’t have a recorded answer which contributes to the fact that some responses don’t add up to 100%

# APPENDIX 2:

## Agencies Using the System

**Over the course of 2017, there were 40 agencies actively entering or reviewing data into the HMIS. These agencies are listed here.**

Alternatives for Girls	Matrix Human Services
Blue Water Center for Independent Living	Michigan Veterans Foundation
Cass Community Social Services	Neighborhood Legal Services of Michigan
Central City Integrated Health	Neighborhood Service Organization
City of Detroit – Housing and Revitalization	New Day Multi-Purpose Center
Coalition on Temporary Shelter	NOAH Project
Community & Home Supports	Operation Get Down
Community Social Services of Wayne County	Pope Francis Center
Covenant Community Care	Positive Images
Covenant House	Ruth Ellis Center
CSH	Samaritas
Detroit Rescue Mission Ministries	SHAR House, Inc.
Detroit Recovery Project	Southwest Counseling Solutions
Development Centers, Inc.	St. John Community Center
Emmanuel House	THAW
Faith Love N Kindness	The Salvation Army
Freedom House	Traveler’s Aid Society of Metropolitan Detroit
Legal Aid and Defender Association	United Community Housing Coalition
Love Outreach	Volunteers of America
Mariners Inn	Wayne Metropolitan Community Action Agency

HAND continues to work to implement HMIS data collection and reporting at additional agencies and within additional programs, to help ensure we have the most complete, robust data possible.





Mission:  
PROVIDING LEADERSHIP TO ADDRESS HOMELESSNESS

[handetroit.org](http://handetroit.org)