

---

The Agency provides home visits for all homebound and disabled clients. In addition, the agency also visits and delivers services to over 150 adult daycares every year to accommodate our elderly clients requiring special accommodations. All homebound services are assigned to workers and tracked for outcomes. Clients from the ADC will be served by phone due to the COVID and signature waiver will be used.

**6. How does your area ensure that applications are accepted in areas that are geographically accessible to all applicants?**

**For agencies with a single county:**

**What analysis has your agency done to determine that your offices are accessible to all high poverty zip codes in your county?**

**How does your agency ensure that you are service populations from all areas of your county equitably?**

**For agencies with multiple counties:**

**For every county in which your agency does not have a remote office, how are you ensuring that applications are accepted from those areas?**

CSA is a single county agency with satellite offices throughout Hidalgo county which create accessibility to clients applying for services.

**7. What is your process for applicants presenting disconnect notices to ensure compliance with the 18/48 hour time limit?**

---

Every morning electronic, mail and fax applications submitted by clients who submitted a disconnection bill or disconnected account are given priority and will be serviced the same day. Clients who are in imminent danger of disconnection are also given priority.

**8. Describe your agency's outreach/information plan to advertise the availability of CEAP assistance in your service area. Include information about partnerships that help identify and refer eligible families, locations of applications/information in your area, etc.**

The agency utilizes the local media, newspapers, the 211 service and social media to relay the message of available CEAP assistance in Hidalgo County. We also partner with cities, schools, county precincts, religious organizations, food banks, and community organizations throughout the area. The Agency is able to receive referrals and information regarding prospective recipients of the CEAP program.

**9. Are any of your offices closed to applicants/clients on a regular basis for processing of paperwork? If so:**

**When and for how long?**

**How is your agency ensuring that clients are not repeatedly appearing at your office and not having an opportunity to apply for your programs?**

---

The Agency assists clients Monday thru Friday from 8am-5pm. We further provide multiple ways of receiving additional information through fax, email, text, etc.. If they are unable to receive their information through these avenues. Additionally, the Agency's exterior bulletin board is available to the community, which is updated with hours of operation in accordance to recognized holidays.



Provide a brief narrative of how customer education is being addressed.

Attached to the Service Delivery Plan is vast amount of educational material provided to our customers. We provide extensive information (in English and Spanish) ranging from tips on how to save money on utilities, multiple information pamphlets provided by Texas Commission on Environmental Quality, and educational coloring books for the children of our clients. We also strive on understanding our client's needs, so we ask them to take part in our needs assessment to better understand our clients and make proper referrals to other agencies to assist their needs.

## Comprehensive Energy Assistance Program (CEAP) Production Schedule Tool

**Instructions:** Input accurate numbers, ideally from submitted and approved Monthly Expenditure Reports, in the yellow boxes (cells). The rest of the table should auto-populate the information according to the data input in the appropriate boxes (cells). More detailed instruction is provided in each cell, once selected.

Monthly Report: January

Current Program Year Contract					
Contract Number:	Contract Term:	Jan 1 - Dec 31	Program Year:	PY21	
	Direct Services - Household Crisis	Direct Services - Utility Assistance	Program Services	Travel	TOTAL
Budget Amount	\$2,574,192.00	\$2,574,193.00	\$789,091.00	\$2,500.00	\$6,402,216.00
Expenditure	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%
Remaining Dollars	\$2,574,192.00	\$2,574,193.00	\$789,091.00	\$2,500.00	\$6,402,216.00
Obligated Funds Including Obligated		\$0.00			\$0.00
Percentage Obligated		0.00%			0.00%
Remaining Dollars less Obligated	\$462,240.00	\$2,574,192.00	\$789,091.00	\$2,500.00	\$6,402,216.00
					0.00%

### Percentage of Total Award Expended and Obligated

Data Analysis					
Weeks Left in Program Year	Cumulative Unduplicated Households Served	0	Number of CEAP caseworkers employed	10	Estimated Files to be completed per day per caseworker
48	Average Household Expenditure Prior Year	Estimated number of Households still needed to serve	Estimated Files to be completed per week	Estimated Files to be completed per day	Estimated Files to be completed per day per caseworker
Remaining Direct Service Budget to Expend [Budget - (Exp+Oblig)]	\$533.00	11140	232	46.4	4.6
\$0.00	\$5,937,476.00				

**Disclaimer:** This spreadsheet provides a quick analysis of data. There are countless situations that each Subrecipient can be in, regarding the CEAP program, that this spreadsheet does not include, like the encumbered UA payments for upcoming months, for example. It is the responsibility of the Subrecipient to stay aware of the expenditure levels in this program, analyze it, and then act accordingly with the end goal of full and allowable contract program expenditures. This spreadsheet is simply another tool Subrecipients can use to try and understand what is left to do for the current program year.

## Comprehensive Energy Assistance Program (CEAP) Production Schedule Tool

**Instructions:**

**ONLY COMPLETE THIS PRODUCTION TOOL IF YOU WILL HAVE PY20 CARRY-OVER**  
 Input accurate numbers, ideally from submitted and approved Monthly Expenditure Reports, in the yellow boxes (cells). The rest of the table should auto-populate the information according to the data input in the appropriate boxes (cells). More detailed instruction is provided in each cell, once selected.

Monthly Report:	November						
<b>Current Program Year Contract</b>							
Contract Number:	58200003156	Contract Term:	Direct Services - Household Crisis	Direct Services - Utility Assistance	Program Year: Program Services	Travel	TOTAL
Budget Amount	\$462,240.00	\$2,574,192.00	\$2,574,193.00	\$789,091.00	\$2,500.00	\$6,402,216.00	
Expenditure	\$58,579.39	\$53,312.73	\$4,238,858.33	\$116,862.33	\$0.00	\$4,467,612.78	
Percentage	1.31%	1.19%	94.88%	2.65%	0.00%	69.78%	
Remaining Dollars Obligated Funds	\$403,660.61	\$2,520,879.27	-\$1,664,665.33	\$672,228.67	\$2,500.00	\$1,934,603.22	
Percentage Including Obligated			94.88%			\$0.00	
Remaining Dollars less Obligated	\$403,660.61	\$2,520,879.27	-\$1,664,665.33	\$672,228.67	\$2,500.00	\$1,934,603.22	
<b>Percentage of Total Award Expended and Obligated</b>							<b>69.78%</b>

### Data Analysis

Weeks Left in Program Year	3.5	Cumulative Unduplicated Households Served	8265	Number of CEAP caseworkers employed	10	Estimated Files to be completed per day per caseworker
Total Direct Service Budget Expended & Obligated	Remaining Direct Service Budget to Expend [(Budget - (Exp+Oblig))]	Average Household Expenditure Prior Year	Estimated number of Households still needed to serve	Estimated Files to be completed per week	Estimated Files to be completed per day	Estimated Files to be completed per day per caseworker
\$4,409,033.39	\$1,528,442.61	\$533.46	2865	819	163.7	16.4

**Disclaimer:**

This spreadsheet provides a quick analysis of data. There are countless situations that each Subrecipient can be in, regarding the CEAP program, that this spreadsheet does not include, like the encumbered UA payments for upcoming months, for example. It is the responsibility of the Subrecipient to stay aware of the expenditure levels in this program, analyze it, and then act accordingly with the end goal of full and allowable contract program expenditures. This spreadsheet is simply another tool Subrecipients can use to try and understand what is left to do for the current program year.

# Complete all sections of the workbook as instructed below.

## **1. Poverty Population Analysis**

Obtain data through the Using the Community Assessment Tool guide. Link and instructions available at <https://www.tdhca.state.tx.us/community-affairs/ceap/guidance.htm>.

Multi-County Subrecipients are to enter households in poverty per county.  
Single-County Subrecipients are to enter households in poverty per zip code.

## **2. Offices and Outreach**

Complete the worksheet for all offices and outreach locations (manned by staff on a regular basis) in your service area.

## **3. Service Delivery Process**

Describe your application and service delivery process by answering each question.

## **4. Extreme Weather Temp Triggers**

Determine and list the summer and winter Extreme Weather temperature triggers for each county in your service area. Refer to the SDP instructions webinar for a detailed description of how to determine these triggers.

In your submission, include website printouts of the weather stations used for your determination.

## **5. Client Education**

Describe how your agency provides energy education to applicants.

## **6. CEAP Production Tool - PY 20**

If your agency does not expect to fully expend your PY20 contract funds by December 31, 2020, complete this production tool based on remaining funds and anticipated date for full expenditure.\*

*\*Reminder: PY21 funds cannot be accessed until PY20 funds are expended. Deobligation may be triggered if PY20 carryover delays expenditures of PY21 funds.*

## **7. CEAP Production Tool - PY 21**

If your agency has fully expended your PY20 contract funds by December 31, 2020, complete this production tool based on anticipated PY21 funds with calculated production for full expenditure by December 31, 2021.\*

If you completed number 6 Production Tool, remember to not include those weeks in your PY 20 production analysis.





Hidalgo	La Posada Adult Day Care II 159 S. Texas Blvd. Weslaco TX 78596	3	One Time	8
Hidalgo	La Fuente Adult Day Care 801 E Expressway 83 Sullivan City TX 78595	3	One Time	8
Hidalgo	La Victoria Adult Day Care #1 420 S. Broadway Mcallen TX 78501	3	One Time	8
Hidalgo	La Victoria Adult Day Care #2 220 Bicentennial Blvd. Ste B Mcallen TX 78501	3	One Time	8
Hidalgo	Lahs Adult Day Care 105 Expressway 83 Pharr TX 78577	3	One Time	8
Hidalgo	Lalito's Adult Day Care 520 W. 2nd Street Mercedes TX 78570	3	One Time	8
Hidalgo	Las Milpas Adult Day Care 6901 S. Cage Blvd A & B Pharr TX 78577	3	One Time	8
Hidalgo	Libertad Adult Day Care 7220 W. Expressway 83 Mission TX 78572	3	One Time	8
Hidalgo	Lindos Momentos 2514 Buddy Owens Ave. Mcallen TX 78503	3	One Time	8
Hidalgo	St Michaels ADC 920 W. State St. Pharr TX 78577	3	One Time	8
Hidalgo	Los Encinos Adult Day Care 105 East Expressway 83 Suite E Pharr TX 78577	3	One Time	8
Hidalgo	Loving Touch Adult Day Care 1206 E. University Drive Edinburg TX 78539	3	One Time	8
Hidalgo	MI Casa Adult Day Care #1 2017 E. Griffin Parkway Mission TX 78574	3	One Time	8
Hidalgo	MI Casa Adult Day Care #2 1125 S. James Suite E Weslaco TX 78596	3	One Time	8
Hidalgo	MI Casa Adult Day Care #3 1613 Pecan Blvd Mcallen TX 78501	3	One Time	8
Hidalgo	MI Casa Adult Day Care #4 502 S. Texas Ave. Mercedes TX 78537	3	One Time	8
Hidalgo	MI Casita Adult Day Care 816 E Expressway 83 Sullivan City TX 78582	3	One Time	8
Hidalgo	MI Hacienda 2917 N. Westgate Drive Weslaco TX 78596	3	One Time	8
Hidalgo	MI Ilusion Adult Day Care 3421 W. Palma Vista Palmview TX 78572	3	One Time	8
Hidalgo	MI Jardin Adult Day Care 614 W. Palm Vista Palmview TX 78572	3	One Time	8
Hidalgo	MI Nuevo Mundo 220 W 1st St. La Joya TX 78560	3	One Time	8
Hidalgo	MI Pueblito 1405 N. Expressway 281 Edinburg TX 78539	3	One Time	8
Hidalgo	MI Pueblito De Belen Adult Care 723 S. Airport Drive Weslaco TX 78596	3	One Time	8
Hidalgo	MI Ranchito Adult Day Care 832 E. Expressway 83 La Joya TX 78560	3	One Time	8
Hidalgo	MI Ranchito Adult Day Care 337 E. Mile 14 1/2 N. Road Weslaco TX 78599	3	One Time	8
Hidalgo	MI Reposo Adult Day Care 912 E. Nolana Suite W Pharr TX 78577	3	One Time	8
Hidalgo	MI Tierra Adult Day Care 2406 Brock Street Ste. 7&8 Mission TX 78572	3	One Time	8
Hidalgo	Mirasoles Adult Day Care 408 W. Hwy 107 Edcouch TX 78538	3	One Time	8
Hidalgo	Mis Abuelitos Adult Day Care 5300 North Athol St Pharr TX 78577	3	One Time	8
Hidalgo	Mis Amigos Adult Day Care 2111 W. Sprage Street Edinburg TX 78539	3	One Time	8
Hidalgo	Mis Anos Feliz ADC 1200 W. Montecristo Edinburg TX 78541	3	One Time	8
Hidalgo	Morning Dove Adult Day Care 1210 W. Espressway 83 Suite 4 Pharr TX 78577	3	One Time	8
Hidalgo	My Morning Star Adult Day Care 300 E. Nolana Loop Suite E Pharr TX 78577	3	One Time	8
Hidalgo	New Life 4 2110 E. Griffin Parkway Mission TX 78572	3	One Time	8
Hidalgo	New Life Adult Day Care #3 604 E Tejano Dr Hidalgo TX 78557	3	One Time	8
Hidalgo	Nuestra Familia Feliz Adult Day Care 801 South Flag Pharr TX 78577	3	One Time	8
Hidalgo	Nuestra Familia Adult Day Care #1 1010 S. Utah Weslaco TX 78596	3	One Time	8
Hidalgo	Nuestra Familia Adult Day Care #2 621 E. Business Old 83 Weslaco TX 78596	3	One Time	8
Hidalgo	Nuestra Familia Adult Day Care #3 1000 S Utah Ave Weslaco TX 78596	3	One Time	8
Hidalgo	Nuestra Familia Adult Day Care #4 221 N. D. Salinas Ave Ste 8 Donna TX 78537	3	One Time	8
Hidalgo	Nuestra Familia Adult Day Care #5 602 E. 6th Street Weslaco TX 78596	3	One Time	8
Hidalgo	Nuevo Amanecer Adult Day Care 5224 N. Cage Blvd Suite 1 Pharr TX 78577	3	One Time	8
Hidalgo	Oro Del Pueblo Adult Day Care 2015 E. University Drive Edinburg TX 78539	3	One Time	8
Hidalgo	Paloma Blanca Adult Day Care 1020 N. Conway Mission TX 78572	3	One Time	8
Hidalgo	Paradise Adult Day Care II 503 W. Business 83 Donna TX 78537	3	One Time	8
Hidalgo	Paseo De Angelitos 4121 W. State Highway 107 Edinburg TX 78539	3	One Time	8
Hidalgo	Pueblo Alegre 719 N. 23rd Street Mcallen TX 78501	3	One Time	8
Hidalgo	Rainbow Adult Day Care 618 S Kansas San Juan TX 78589	3	One Time	8
Hidalgo	Recuerdos Adult Day Care 2557 E. Monte Cristo Road Edinburg TX 78542	3	One Time	8
Hidalgo	Rio Grande Adult Day Care 803 S. Athol Street Pharr TX 78577	3	One Time	8
Hidalgo	Santa Cruz Adult Day Care 2015 E UNIVERSITY DR Edinburg TX 78539	3	One Time	8
Hidalgo	Santa Cruz Adult Day Care 834 E. Palm Dr Elsa TX 78543	3	One Time	8
Hidalgo	Santa Cruz Adult Day Care 157 N. Texas Ave. Mercedes TX 78570	3	One Time	8
Hidalgo	Santa Helena Adult Day Care 107 N. Texas Mercedes TX 78570	3	One Time	8
Hidalgo	South Texas Adult Day Care 500 E. Tejano Hidalgo TX 78557	3	One Time	8
Hidalgo	Su Casa Adult Day Care #1 1305 E. Juarez Street Pharr TX 78577	3	One Time	8
Hidalgo	Su Casa Adult Day Care #2 318 W. Railroad Weslaco TX 78596	3	One Time	8
Hidalgo	The 3rd Heaven Adult Day Care 2308 Expressway 83 Sulte D Penitas TX 78576	3	One Time	8
Hidalgo	Tierra Santa Adult Day Care 508 S. Standard San Juan TX 78589	3	One Time	8
Hidalgo	Tigres Adult Day Care 950 S. Missouri Ave. Mercedes TX 78570	3	One Time	8
Hidalgo	Valle De Palmas 221 S. Cage Blvd Pharr TX 78577	3	One Time	8
Hidalgo	Valle Feliz Adult Day Care 1108 E. Kika De La Garza Ste. E. Mission TX 78572	3	One Time	8
Hidalgo	Valle Feliz Adult Day Care II 2014 E. Busines 83, Ste. B Mission TX 78572	3	One Time	8
Hidalgo	Vida Adult Day Care 2024 W. University Edinburg TX 78539	3	One Time	8
Hidalgo	El Rinconcito ADC 207 N Palmview Drive Palmview Texas 78572	3	One Time	8
Hidalgo	Pride & Joy 304 EAST CANO ST EDINBURG TEXAS 78539	3	One Time	8
Hidalgo	Amigos Por Siempre 305 East Elda st Palmhurst Texas 78573	3	One Time	8
Hidalgo	MI Casita Adc 216 North Cage Blvd Pharr Texas 78577	3	One Time	8
Hidalgo	Rosie's Adc 8214 West Expressway 83 Mission Texas 78572	3	One Time	8
Hidalgo	El Club adc # 2 2803 East bus 83 Donna Texas 78537	3	One Time	8
Hidalgo	Happy Years Adult Day Care 323 conway Mission Texas 78573	3	One Time	8
Hidalgo	El Cielo Adult Day Care 401 East Hooks Ave suite D Donna Texas 78537	3	One Time	8
Hidalgo	El Reyno La Posada Adc 159 South Texas Weslaco Texas 78596	3	One Time	8
Hidalgo	Una Nueva Esperanza 3700 West 5 mlie rd mission Texas 78574	3	One Time	8
Hidalgo	Mis Abuelitos Adult DayCare 2306 east Freddy Gonzalez Dr Edinburg Texas 78539	3	One Time	8
Hidalgo	Corazones Divino Healthcare 217 Conquest Blvd Edinburg Texas 78539	3	One Time	8

Hidalgo	Mejor Vida Adult Day Care 1209 East 495 suite 1,2,3 San Juan TEXAS 78589	3	One Time	8
Hidalgo	Mis Amigos ADC #2 707 Angellita Drive Weslaco Texas 78596	3	One Time	8
Hidalgo	Casa del Sol Adult Day Care 1400 West 2nd st Mercedes Texas 78570	3	One Time	8
Hidalgo	El Rancho ADC 1905 W 3 Mile line Road Suite 1600&1700 Mission TX 78573	3	One Time	8
Hidalgo	El Rancho ADC 1905 W 3 mile line road Suite 1600&1700 Mission TX 78573	3	One Time	8
Hidalgo	Angel Mio Adult Day Care 1619 La Homa Rd Mission Texas 78574	3	One Time	8
Hidalgo	Besos y Carlitas # 2 315 North Broadway Elsa Texas 78543	3	One Time	8
Hidalgo	La Sombra Apartments 519 N Main St Donna TX 78537	3	One Time	8
Hidalgo	Las Florez Adult Darycare 2214 N 10 St McAllen Texas 78501	3	One Time	8
Hidalgo	Un Dia a la Vez 5201 N. Raul Longoria San Juan TX 78589	3	One Time	8
Hidalgo	Amigos Del Valle # 2 1100 E, Dallas St Mcallen Texas 78501	3	One Time	8
Hidalgo	Palomita Blanca Adc 1352 East 1ST ST SUITE H Mission TEXAS 78572	3	One Time	8
Hidalgo	La Palma Adc # 2 1215 S I 69C Edinburg Texas 78539	3	One Time	8
Hidalgo	Buena Vida ADC 2517 E Griffin Pkwy Mission Texas 78541	3	One Time	8
Hidalgo	New Age Aduly DayCare 2701 Cornerstone BLVD Edinburg Texas 78539	3	One Time	8
Hidalgo	El Rancho Grande ADC 2 1154 East Palma Vista Dr Palmvlew Texas 78572	3	One Time	8
Hidalgo	Five Star ADC 2109 W 3rd mile lane Mission Texas 78572	3	One Time	8
Hidalgo	Un Rinconcito En El Cielo 3204 N. Sugar Rd Edinburg TX 78541	3	One Time	8
Hidalgo	Un Rinconcito En El Cielo 3204 N. Sugar Rd Edinburg TX 78541	3	One Time	8
Hidalgo	Mejor Vida #2 1600 N Valverde Donna Tx 78537	3	One Time	8
Hidalgo	Los Primitos Adc 2605 W Mile RD Suite B1/B2 Mission Texas 78574	3	One Time	8
Hidalgo	MI Hermoso Valle 3103 East Maln Ave Atlon Texas 78573	3	One Time	8
Hidalgo	St Michaels ADC 920 West State St Pharr Texas 78577	3	One Time	8
Hidalgo	Guardian Angel ADC 3415 W University Dr Edinburg Texas 78541	3	One Time	8
Hidalgo	Cosas De Ayer 818 W. Expressway 83 Mission Texas 78572	3	One Time	8
Hidalgo	My Morning Star # 2 8102 W Expressway 83 Mission Texas 78572	3	One Time	8
Hidalgo	Hargill Community Park Between 5th and 6th St. Hargill, Texas	3	One Time	8
Hidalgo	Monte Alto Veterans Park Valdez Rd and 1st St. Monte Alto, TX 78538	3	One Time	8
Hidalgo	Heidelberg Park Palm St Mercedes, TX 78570	3	One Time	8
Hidalgo	Alamo Community Reource Center 1429 S Tower Rd Alamo, TX 78516	3	One Time	8
Hidalgo	San Juan Community Resource Center 509 E Earling Rd San Juan, Tx 78589	3	One Time	8
Hidalgo	City Of La Joya 101 leo Ave La Joya, TX 78560	3	One Time	8
Hidalgo	City Of Sullivan 500 S Ceniza Dr. Sullivan City, TX 78595	3	One Time	8
Hidalgo	Hidalgo County Planning Department 2401 Moorefield Rd Mission, TX 78574	3	One Time	8
Hidalgo	Hidalgo County Endowment Community Resource Center 107 N Sunflower Rd Edinburg, TX 78542	3	One Time	8
Hidalgo	Penitas Public Library 1111 S Main St Penitas, TX 78576	3	One Time	8

Please answer the questions below to describe the process of CEAP service delivery in your area.

**1. How are applications accepted? (electronic, fax, mail, in person, etc.)**

Applications are submitted electronic, fax, and mail.

**2. Where can applicants access applications? (online, in office, by mail, at sites throughout the service area, etc.)**

Program applications are available in both English and Spanish at the Agency's main office or at any of our outreach locations. In addition, the applications can also be found online on the listed websites: <https://hidalgocsa.org/> and <https://www.hidalgocounty.us/744/Download-Application>. They are also made available at the four precinct offices of Hidalgo county.

**3. Are applicants required to visit an office to apply?**

If so:

How many appointments are scheduled per day for each intake worker?

How long do appointments last?

What is done at each appointment (intake/data entry, eligibility determination, pledges, referrals, etc.)?

Do applicants leave with pledges and referrals?

If applicants are not required to visit an office:

How are applications submitted (drop-off, fax, mail, email, online, etc.)?

How is application processing prioritized?

How are eligibility determinations communicated to customers?

How are referrals provided to customers that do not visit the office?

Applicants are required to apply electronic, mail or fax to the Agency office. In the case of a home-bound client, staff will be assigned a visit with the client to pick up required documentation. Ten to twelve appointments are scheduled to each available Eligibility Worker per day. Each appointment can span between 30-45 minutes and consists of transferring all of the information from the application to our system (SHAH). During the phone interview we will also determine eligibility, give out any referrals to clients and complete the needs assessment and priority rating. If client is receiving current and arrears funding, the pledge will be completed by the end of that business day. At the end of the appointment the client will be provided with any necessary referrals as well as the letter of notification for future months awarding, should they qualify will be mailed to them. If a history is not made available, the agency will request it from the client's energy provider. Once the history is received the agency will forward a letter of notification to the client and pledges will be submitted on a monthly basis. If a history is unavailable the alternative billing method will be utilized to determine monthly benefits.

**4. How does your agency utilize applicants' priority rating? For example, are clients served in order of priority at any time or do eligible households receive assistance based on priority (when funds are low)?**

The Priority Rating Sheet is used to determine if the client is vulnerable or non-vulnerable and how many payments the client could be eligible for. The agency will provide vulnerable clients with six payments and non-vulnerable clients with five payments. In the case when the Agency receives additional funds, the Priority Rating Sheet will be used when qualifying the clients for an extra payment.

**5. How does your area ensure that homebound/disabled applicants and other applicants requiring accommodations have equal access to CEAP?**