Let’s Talk About It Community Mental Health Services, Inc.

Resident

MCj04344570000[1]Handbook

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Welcome to Let’s Talk About It Girl’s Home!

Our Mission is Empowering Families One Child At A Time .

The goal of our program is to:

* foster emotional healing
* create a safe and stable environment
* improve family relationships
* build spiritual and moral development consistent with the individual’s spiritual beliefs; and build character
* increase personal competency and responsibility in relationships
* improve educational and vocational performance
* identify and nurture strengths

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Our unique services include:

* Group Counseling
* Individual Counseling
* Substance Abuse Counseling
* Family Counseling
* Life Skills Development

We offer the following support services:

Education: Our residents attend public, charter and alternative schools. In collaboration with community and university organizations, tutorial services are provided for all residents.

Health and Wellness: Menus, including meals and snacks, are selected according to nutritional dietary requirements. Each resident will be enrolled at the local Y.M.C.A.

Group and enrichment activities: Each resident’s personal interests and strengths are identified and nurtured; for example, interest in sports, drivers education, theater, poetry, music, and other arts is fostered and encouraged.

Therapeutic Services: Individual, group, family therapy and substance abuse informational workshops are provided.

Academic Responsibilities:

We are committed to providing the following:

* Assistance with school enrollment (charter, alternative, public high or middle, local community colleges)
* Assistance with homework, projects, special assignments, etc.
* A place to study
* School supplies (pens, paper, pencils, markers, etc.)
* Advocacy on behalf of the student (communicating with teachers, counselors, principals and other school staff when necessary. Also, representation at court ordered appointments)

The following will be discussed during orientation:

1. Behavioral Expectations
2. Phases of Residency
3. Home/Family Visits
4. Incentives
5. Behavior Modification Policy, and more

**Behavioral Expectations**:

Treat other residents with respect. All residents are expected to display courtesy and respect to other residents of the LTAI facilities. Basic expectations include proper greetings, appropriate conversation, and supportive comments. The following would be considered violations and subject to behavior modification: (i.e., inappropriate name calling, verbal and/or physical threats, use of profanity, combative/aggressive tones, slander, voice elevation, etc.).

Treat staff and guests with respect. All residents are expected to display courtesy and respect to all staff and guests of the LTAI facilities. Residents are expected to greet staff at all times (i.e., speaking, responding appropriately to questions asked, etc.).

Treat self with respect. All residents are expected to respect themselves. This includes, but is not limited to, maintaining proper hygiene, not engaging in self-destructive behaviors, etc.

In addition, residents should NOT:

* Use profanity
* Disrespect staff verbally or physically
* Gossip or gang up on each other
* Engage in sexual activity of any kind in the house or with other residents
* MCj04344570000[1]Break curfew
* Miss tutoring
* Miss group therapy
* Miss individual therapy
* Have visitors at the house without permission
* Engage in any illegal activity
* Have sharp objects on their person
* Enter another residents room without permission
* Leave the house without permission
* Leave chores undone
* Earn lower than grades of “C”
* Have confrontations with staff or residents
* Disrespect others and their boundaries
* Engage in inappropriate behavior at school, home or at any time
* Have food or drink of any kind near computers
* Neglect personal hygiene
* Refuse to participate in fire drills
* Fail to report to your room during “All Clear”
* Sleep in other resident’s room/bed
* Attempt to do laundry on unassigned days
* Possess lighters, candles, matches or anything that ignites a flame (s)
* Use tobacco or other illegal substances nor bring any of the about into the home
* Use weapons or bring them into the home

***Please note this is not an exhaustive list.***

If illegal drugs, weapons or tobacco is confiscated from the youth or brought into the home the police may be notified, youth’s guardian and referring agency will be notified. Behavior Modification consequences will be applied.

Each resident is also expected to attend school daily; attend group therapy meetings; attend individual and or family therapy; participate in study table/tutor time; and participate in any other required activities.

Residents in violation of any expectation will be subject to the Behavior Modification Policy.

1st Offense: Consequences:

* No television,
* No video games
* No telephone

2nd Offense Consequences:

* No television
* No video games
* No telephone
* No electronics
* No basketball
* No community service

3rd Offense Consequences:

* No television
* No video games
* No telephone
* No electronics
* No basketball
* No community service
* No outings (activities and exercise at the home)
* No personal outing requests

Every youth has an opportunity to regain privileges upon completion of Behavior Modification consequences.

**Phases of Residency:**

There are five (5) phases of residency: Orientation Phase, Phase 1, Phase 2 and Phase 3. During the Orientation Phase you will become acclimated to the LTAI community and learn what is expected of you. You will also learn basic IL Skills.

**Phases of Residency (continued):**

The life skills modules completed during the phases of residency are tools to assist you on your individual journey at LTAI and beyond. The skills you develop or enhance at each level are expected to carry forward throughout the program, and life.

Orientation Phase:

During the orientation phase residents are transitioning into the LTAI Program, receiving orientation, becoming familiar with the expectations, establishing program goals with their therapist. You will also create a Safety Plan and Person Center Plan with your therapist on this phase.

**At all times Youth are expected to:** follow staff instructions (i.e. complete chore, clean room, participate in study time, etc.); properly introduce self to other youth, staff, etc.; show sensitivity to others; adhere to phone usage rules; behave respectfully during outings, etc

**Incentives on all Phases include:** telephone usage daily; porch sitting or basketball in the back of the house; weekly supervised outing with staff (i.e. movies, mall, library, community center, community activities and events (open mic night, art events), picnics, museum visits)

Phase 1:

Resident is accustomed to the expectations and is demonstrating (behaviorally) the mission and goals of the LTAI Program. Further, residents know their treatment goals and can articulate them. It is during this level residents are learning new coping skills and apply coping skills appropriately, working towards achieving their goals, and spending time in the community with a mentor following through on academic assignments, attending school regularly and apply for employment in the community.

attending specialized course(s), school, work, or volunteer experiences (which ever applies) as expected.

**At all times Youth are expected to:** continue applying skills acquired during Orientation Phase and appropriately accept “no” for an answer; accept consequences; disagree appropriately with staff, other youth, worker, etc.; establish new coping skills and apply coping skills.

Phase 2:

Residents in Phase 2 are acclimated to the LTAI Program. They are accustomed to the expectations and are demonstrating (behaviorally) the mission and goals of the LTAI Program. Additionally they are demonstrating leadership, earning C’s or better in school or achieving at his or her highest level of ability.

**At all times Youth are expected to:** continue applying skills acquired during Orientation & Phasel 1 and appropriately ask for clarification;complete homework/group work; complete tasks; follow rules; maintain personal hygiene; and stay on task. Youth should have acquired employment in the phase or has made a serious commitment to acquire employment. Youth is volunteering or participating in extracurricular activities if not employed. Youth is expected to exhibit leadership qualities and ask for help as needed.

Phase 3:

Residents in the advanced phase are goal-oriented, focused on program completion, consistently applying coping skills and preparing for transition back into the community. Youth is following through on his/her commitment to lead youth that are on Orientation Phase Youth is actively working with staff on his/her transition plan..

**Phases of Residency (continued):**

**At all times Youth are expected to:** continue applying skills acquired during Orientation Phases 1 & 2 and communicate honestly; deal with group pressure effectively; use appropriate language; and be an appropriate role model. Youth are also expected to choose appropriate clothing; choose appropriate friends; adjust to appropriately to change and ask questions; follow through on agreements; manage time; assist with meal preparation, schedule appointments; assess own abilities; be a consumer; gather information; plan ahead; set goals; use community resources.

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Take Charge of YOUR Journey!

**Resident Evaluations:**

Residents will have weekly “Resident Evaluation Meetings” (with an Administrative Team Member) to discuss progress, opportunities to improve moving forward, Phase booklet and any questions the resident may have. During the evaluation youth will be given an allowance and he or she will be allowed to keep it or use it to pay for incidents or damages caused by said youth.

The following information will be discussed at Resident Evaluation:

Staff will give you a + (plus) or – (minus) daily after you have completed chores, taken care of your hygiene and cleaned your bedroom. You will not qualify for a plus if your bedroom is not clean in the morning. During weekly evaluation you will receive .50c for each + under chores, bedroom and hygiene for 6 of 7 days. You will receive $5.00 if you have a 2.5 grade point average for the week. You must bring a printed copy of your grades to the evaluation in order to qualify. You will receive an additional $5.00 if you receive 2 you YOU ROCK slips from two full-time staff persons. You must bring a copy of your YOU ROCK slips to evaluation. Good Luck You can earn up to $19.00 every week. Please note that incident reports will cost you.

If you receive a YOU ROCK SLIP from two full-time staff persons for exceptional behavior you will earn an additional $5 during weekly evaluation. Full-time staff must report recommendation directly to Program Director. The Program Director may or may not accept the recommendation at her discretion.

If you receive two incident reports within a week you will become ineligible to receive funds during your weekly evaluation. You will be disqualified for your allowance for one week if you are AWOLP, bully another resident or bring drugs into the home.

Orientation Phase Booklet Incentives:

* You are eligible to earn up to $3 a week for properly completing your chores.
* You are eligible to earn up to $3 a week for properly cleaning your bedroom.
* You are eligible to earn up to $3 a week for properly completing your hygiene.
* You are eligible to earn $5 for maintaining a 2.5 GPA weekly.
* You are eligible to earn $5 for having great behavior weekly.
* You may earn up to $19 per week if you properly complete your chores, follow through on your hygiene daily, maintain a 2.5 GPA weekly and exhibit LTAI Culture behavior.
* Each incident report costs $9.
* You are eligible to earn an additional $20 upon successful engagement and completion of the Orientation Phase Packet.

**Additionally, any deferred allowance will first pay any damages, monies owed to school, public library fines, etc. with any remaining balance being mailed to youth within 30 days of discharge. The maximum deferred allowance payout is $50.**

**Skills Booklets Replacement Costs**

It is your responsibility to maintain and care for your skills booklet. You will be accountable for your skills booklet and are expected to bring it to skill units and weekly evaluation meetings. If your skills booklets is lost, misplaced, or destroyed there will be a minimal replacement fee of $2. Should your skills booklet be lost, misplace, or destroyed more than once, the fee will increase for additional replacements.

**Town Hall Meetings:**

‘Our Voices’ is an organization created by LTAI residents that allows youth to take an active role in the program and influence program development while displaying their leadership skills. ‘Our Voices’ are heard during monthly Town Hall meetings, which are conducted by residents, facilitated by the Administrative Team and each resident is expected to attend. During the monthly town hall meeting residents are given an opportunity to share feedback, make programmatic recommendations, vote on suggestions, and hear responses from members of the Administrative Team.

**Telephone Usage:**

Residents are allowed two (2) 15 minute phone calls (30 min per day) Monday through Saturday. All phone calls must end 30 minutes prior to bedtime. Outgoing calls are prohibited on Sundays. However, family connection calls may be *received* from family members on Sundays.

**Worker Call Time:**

Youth are allowed to call their workers Monday thru Friday between 2:00pm and 4:00pm, as long as they are not in an escalated state. This time is separate from the youth’s regular telephone usage.

**Cell Phones:**

Cell phones are prohibited and will be confiscated and donated to the local domestic violence women’s shelter, the YWCA .

**Mail:**

A resident is allowed to send and receive U.S. mail. No letter shall be opened or read by staff unless there are reasons to believe that either the resident’s safety or the safety of the facility is at risk. If a letter requires a staff person to read it for a resident, the resident must be present when the mail is initially opened. If a resident receives mail from jail/prison from a non-family member, the mail can be discarded unless otherwise court ordered.

If a resident would like to send mail, the recipient must be approved. Resident can address and seal envelop and leave for Administrative Specialist to add stamp and place in outgoing mail.

**Bedtime:**

All residents are expected to be in their rooms no later than 30 minutes prior to bedtime. Bedtime is 9:30pm (in room by 9pm), Sunday thru Thursday; 10:30pm (in room by 10pm) Friday and Saturday.

**Curfew:**

All residents are given an unsupervised outing curfew. Youth are expected to return as instructed. Occasionally permission *may* be granted for special events/extenuating circumstances.

**Life Skills Development:**

Residents are assigned chores weekly. In addition, residents may be asked to assist with the following, moving beds, help bringing in groceries, putting groceries away, cleaning out the refrigerator, wash/clean the van, pull up weeds in the yard, rake leaves, etc. – this is not an exhaustive list and residents are not compensated for any of the tasks associated with maintaining their living environment. However, a resident is excluded from exploitation by performing these tasks because this is their home and they are learning independent living skills by participating in different household tasks and associated responsibilities. No resident shall be permitted to work for staff members for their personal gain and at all times will be protected from exploitation. All duties and assigned tasks that are asked of a resident shall be appropriate to their personal age, personal health, and personal abilities.

Further, LTAI will provide residents with hands on opportunities to learn and practice skills in their home and community as part of everyday living. Such skills include problem solving, getting along with people, budgeting, cleaning, banking, shopping, cooking, personal hygiene, self-management, job and apartment hunting.

**Swimming:**

For safety reasons, a resident shall be allowed to swim when there is a qualified lifeguard on duty (i.e. at the YMCA). Residents are allowed to swim at other facilities/locations only when there is a certified lifeguard available.

**Home/Family Visits:**

Home/Family Visits are considered after 2 weeks after the LTAI admission date unless otherwise court ordered. Exceptions *may* be made during major holidays. Resident is only allowed three (3) pass per four week period (exceptions are made for court orders and unification purposes). Further, the “Home Visit Request” form must be completed in a timely manner, and resident must take the following steps:

1. Resident must obtain a home/family visit request form from staff;
2. Resident must arrange an agreed upon date with family;
3. Resident must write at least three goals with the action steps (for accomplishing the goals) for every home visit;
4. Resident must submit home/family visit request to Administrative Specialist for approval;
5. Once the Administrative Team, DHHS Worker, and Therapist make a decision, the Resident will be notified.
6. Form **must be completed a minimum of 1 weeks prior** to the requested home/family visit.

Upon successful completion of the home/family visit and to be considered for future visits the following must be completed:

1. Resident takes the appropriate form on the visit to discuss visit goals and completes the necessary homework/tasks for addressing the goals.
2. Parent/guardian writes specific comments in the space provided (or on a separate sheet) explaining the overall success of the visit.
3. Resident is required to add comments, and then submit the form to the Administrative Specialist within 24 hours of returning from the visit.

Please note we will do our best to accommodate all family visit requests. All scheduled supervised family visits are supervised for the maximum period of one hour.

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*Residents should also take note and have an understanding of the following:*

**All Clear**

An “All Clear” is called when a resident is exhibiting disruptive and or threatening behavior toward staff or other residents. During an “All Clear” residents are to immediately report to their room and close the door until the situation is diffused. Once the situation has been diffused residents may resume previous activities. **NOTE:** Residents must report to their room [only] during this time. Any resident in violation of this rule will be placed on behavior modification. Additionally, an “all clear” is signified by a staff member saying “all clear and it is ended by a staff stating All Clear has ended.”

**Court Appearance**

Youth are transported to court when their appearance is required. Youth are expected to dress casually for court appearance and groom their hair appropriately. LTAI staff will assist with grooming as necessary.

**Assessments**

Per policy all youth will have an Initial Service Plan completed on the 30th day of placement and every 90 days thereafter. The purpose of the assessments is to document youth’s status or progress in the program as well as the plan to transition youth to the next living arrangement within the next 6 to 9 months. Part of the assessment entails developing a treatment plans and setting goals. The youth is required to be a part of developing a treatment plan by giving input on the goals he or she would like to accomplish over the next 6 to 9 months. Youth will have an opportunity to provide input in the documented assessments and treatment planning ( upon admission, during weekly therapy sessions, during quarterly FTM’s and IEP meetings if applicable).

**Successful Completion of LTAI Program**

A youth has successfully completed the program at LTAI upon 6 to 9 months of doing the following 95% of the time at LTAI:

* Following the rules
* Applying acquired coping skills
* Working diligently toward accomplishing set treatment goals
* Completing Orientation Phase through Phase 3 of Phase Booklets
* Leading peers in a positive direction by example
* Attend school and give your personal best

**Upon Successful Completion of the program at LTAI, LTAI’s COO and Chief Administrator will recommend that you transition to a less restrictive environment.**

**Welcome to LTAI and GOOD LUCK on your journey with us!!!!!!!!**

MCj04344570000[1]**Grievances & Grievance Process:**

In the event that a resident perceives that he/she has been violated by a staff person the following steps may take place:

1st step: He/she should be encouraged to write a grievance that details the incident.

2nd step: The grievance should be given to the Chief Administrator.

3rd step: The Chief Administrator has a responsibility to investigate the grievance by speaking to other present parties, if applicable.

4th step: The Chief Administrator will facilitate a meeting to bring all involved parties together to meet, with the understanding that if the grievance is substantiated it will be placed in the staff’s personnel file. During this meeting, it is important for youth to be reassured, particularly if the staff’s behavior was inappropriate.

5th step: If the staff is found responsible a follow up meeting will be scheduled between Chief Administrator, staff member’s immediate supervisor and staff, at which time the alleged violator will be reprimanded.

6th step: A written copy of the resolution will be provided to all involved parties.

Reprimand includes the following:

1st write up of this nature will result in staff being required to attend training (internal or external) that is relevant to the violation.

2nd write up to this nature will result in violator receiving 2 to 5 days off without pay and the assignment of writing a 2 page letter of apology to youth (s) who were violated.

3rd write up of this nature will result in immediate termination of employment.

All reprimands can have up to the consequence of immediate termination.

**Let’s Talk About It Community Mental Health Services Inc.**

**PROGRAM STATEMENT**

**Let’s Talk About It &ACTS II Ministry for Teens** are residential agencies located in Kalamazoo, MI for abused/ neglected Teen Girls and Teen Boy’s between the ages of 13-18. Our program has an average length of stay between six to nine months and focuses on providing both individual and group therapy to both residents and family with a goal of family reunification, transferring to independent living or foster home or pre-adoption home if family reunification is not possible.

**Our Mission Statement Is:** *Empowering and Equipping Youth For Success Beyond Foster Care…*

**Services Provided:**

* Provide Psychiatric consultations and evaluations
* Psychiatric & Clinical assessments
* Weekly Individual trauma informed, evidence based therapy, family, and/or group therapy
* Self help groups as needed
* Family education classes
* Independent living skills assessment/ preparation and community integration
* Participate in M.A.R.E events
* Life skills training (soft skills)
* Academic tutoring
* Advocacy at IEP meeting and parent teacher conferences
* Substance abuse education
* Education about healthy sexual choices, STI’s and hygiene
* Daily community outings
* Employment training
* Transportation to court hearings
* Scheduling and transportation to psychiatric appointments
* Scheduling and facilitation of Family Team Meetings
* Smoking cessation education
* Education on the cycles of domestic violence
* Education on college admission
* Assistance with completing college applications and financial aid packets
* Hands on independent living training in the community

**We Collaborate With The Following Community Agencies:**

* Kalamazoo Public School System- Education
* YMCA- Physical activity
* Public Library- Research and academic resources
* WMU- Internships
* Kalamazoo College- Internships
* Douglas Community Center- Physical activities and tutoring
* Family Health Center- Medical resources and school backpacks
* Delta Sigma Theta Sorority- Mentoring and training
* Communities in schools- Resource for grief groups, school backpacks and eye wear
* The Urban Zone- Tutoring, activities and life skills training
* Trenches Community Church- Spiritual fulfillment, Chorus activity, clothing resource
* Deacons Conference- Resource for clothing, volunteer/ job training skills

**Criteria for Admission:**

* Youth between the ages of 13-18
* IQ of 75 or above
* Youth in need of developing Independent Living skills
* Youth who have a low risk factor of AWOLP
* Youth whom do not have a history of fire starting
* Youth who have minimal assaultive behaviors/Oppositional Defiant Disorder
* No active drug use

Our youth may have a history of:

* Abuse
* Neglect
* Substance Abuse History (but not actively using illicit drugs)
* Behavioral Issues
* Physical Aggression

**We address the following behaviors**

* Severe emotional episodes
* Non compliant
* Oppositional defiance
* Verbal aggression
* Promiscuity
* Substance abuse history (experimentation with marijuana and alcohol)
* School truancy
* Sexual abuse history and CSC history
* ADHD
* Bi-Polar Disorders

***Our Security Level is open and our youth attend school in the community. The average length of stay in our program is 6-9 months.***

**We require the following information upon admission:**

* Title IV-E funded **OR** County funded Federal Funds *(Please check a box)*

Placement letter that includes the address the youth will be living at:

* 1004 Conant Street Kalamazoo, MI. 49007
* 615 West Lovell Street Kalamazoo, MI. 49007
* 406 Eldred Street Kalamazoo, MI 49006

A copy of the commitment order or placement and care order from the court, or appropriate documentation of authorization from the local law enforcement agency.

DHS form 3600 (Signed by DHS county director)

Copy of the Case Service Plan (DHS-441) and DHS-69 from prior placement(s) if applicable.

Birth Certificate (Original preferred), or copy of the request for verification.

Social Security Card (Original)

Updated Medical Passport (DHS-221)

An Initial Placement Outline and Information Record (DHS-3307), If required, and other documentation required by MDHHS policy specified in FOM.

Dental Records (Documentation of last cleaning within a year)

Immunization Record

Medicaid Card (Original)

Emergency Medical Card (DHS 3762)

Physical (Documentation of last physical within a year)

Previous Court paperwork (Most recent preferred)

Previous ISP or USP Assessment

School Discipline Information

School Transcript and IEP (if applicable)

Copies of current Psychotropic Medication Informed Consent (DHS-1643) Form (Signed by Parent, Guardian, or DHS Worker) for current prescriptions and a minimum 14-day supply of prescribed medications and a prescription for all current medications, or a 30-day supply of all medications.

Child’s behavioral history.

Child’s placement history.

Treatment plans from prior residential placements.

Adequate Clothing or Clothing Allowance

Clothing Inventory

Copies of all psychological/psychiatric reports, evaluations, assessments, and medication monitoring visits related to mental health care.

Copy of the Child Protective Services Transfer Summary as specified in FOM 722-01.

Exception request approval from DCWL for the placement of an adjudicated delinquent child in an abuse/neglect program. Court order required for the specific contracted abuse/neglect program

**Care, Safety and Supervision:**

* Youth will be supervised 24/7 in the home and in the community.
* Youth will attend public school in the community.
* Youth will receive three meals a day and a snack.
* Youth medical needs will be attended to upon notification.
* Youth will stay current on immunization and annual physicals and dentals.
* All staff are trained in crisis intervention, de-escalation model and trauma informed care.
* All medication will be secured and passed to youth.
* Our behavior modification plan is used in response to unacceptable behavior
* All residents needs are addressed and documented on a daily basis
* Staff and therapist consult with parent/guardian, worker and youth to develop service plans and treatment plans.
* Youth receive a copy of their treatment plans and they meet with their therapist weekly or as often as needed to discuss progression or de-compensation on goals.

**Discharge:**

Once accepted, the resident will remain at the facility until he/she displays evidence of readiness for transition to the community (i.e. Foster home, reunification, independent living or another planned living environment). The youth must show that he/she has the ability to operate in the community with supportive services. Upon completion of the program, a FTM will be facilitated, a DHHS-69 will be completed and a discharge summary will be completed.

**Note: Parents/ guardians, youth, and referral sources may receive copy of this Program statement by signing below.**

**Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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