



Resources: Planning for Basic Skills Assessment & Services



Seek out your Title II provider! They can offer a ton of resources for your Title I customers...Title III and IV customers for that matter too!

–Joe Campbell, Franklin-Essex-Hamilton BOCES

I encourage everybody to reach out to your partner staff - even attend a meeting. There are a lot of great partnerships you can build from there.

– Maria Huntington, Champlain Valley Education Services (CVES) BOCES, Plattsburgh



Leave TABE testing to Title II providers and co-case manage with them for efficiency and customer service. – Julie Deo, NYSDOL

Northstar Digital Literacy is a particularly useful tool for our customers, and we encourage you to go ahead and take some of the classes yourself.

– Akilah Jones & Vikki Kaufman, NYSDOL

Attached: Insights, Highlights, and Slides

[Recording](#)

Click: "View session recordings" at the top right corner | Search: Planning for Basic Skills Services

Included Resources are for:

- Basics of Basic Skills
- Partnership building advice
- Data of available basic skills individuals

Agenda:

- Basic Skills Assessment
- Partnering with the Adult Education System
- Meeting Indicators of Performance and Adult Priority of Service Metric

Share your resources to train WIOA staff at [Synergy Google Drive](#) or email [the WIOA Admin Office](#)

Experts Speak

Combine the powers of WIOA Title I & Title II

Title I funds for supportive services or transitional jobs

+

Title II High School Equivalency (HSE) or English Language Learners (ELL) or Career & Technical Education Courses

=

Barriers removed and a path to success

Braid funds across titles, grants & partners

Title I funds for Occupational Skills Training

+

Title II funds for staff

=

A formula for success

Lisa Pearson: Adult Ed programs are provided at no cost to participants and use a robust and comprehensive intake process to identify individuals' needs and the best programs for them. Find and connect with Adult Education programs in your region:

- [Comprehensive list with location, email address & phone number](#)
- [Search the map by Regional Adult Education Networks \(RAENs\)](#)

Want to figure out your local area-specific formula for success?

Connect with Joe (jcampbel@fehb.org), Maria (huntington_maria@cves.org) or Juie & Meg (LWDB@labor.ny.gov) We will be happy to hear from you!

Seek grants from other partners, like the Office of Temporary and Disability Assistance (OTDA) or Department of Education, private foundations and make an even stronger formula!

Digital Literacy Speaks

Every Career Center has a license for [Northstar Digital Literacy](#)

Online, self-guided modules assess the ability of individuals to perform tasks on computers and online. Included are [basic computer digital literacy standards](#) and modules in:

Standards for Essential Computer Skills	Standards for Essential Software Skills	Standards for Using Technology in Daily Life
<ul style="list-style-type: none">Basic Computer SkillsInternet BasicsUsing EmailWindows 10Windows 11Mac OS	<ul style="list-style-type: none">Microsoft WordMicrosoft ExcelMicrosoft PowerPointGoogle Docs	<ul style="list-style-type: none">Social MediaInformation LiteracyCareer Search SkillsAccessing Telehealth AppointmentsYour Digital FootprintSupporting K-12 Distance Learning

Customers like Northstar, when they start using it!

-Vikki Kaufmann & Akilah Jones



Don't know who your Northstar Digital Literacy Admin is? Contact Akilah labor.sm.futureofwork@labor.ny.gov

Your Feedback Speaks

About Basic Skills, mark all that apply. We:

- a) Serve fewer individuals with basic skills deficiencies than we would like. 31%
- b) Need to build multi-sector partnerships for basic skills services. 29%
- c) Refer customers to improve basic and literacy skills but haven't tried shared case management. 43%
- d) Didn't know Northstar has advanced modules for digital literacy for all customers. 29%
- e) Need to improve our data entry of customers who do not have a high school diploma or equivalent. 31%
- f) Haven't used any assessment other than TABE 17%
- g) Are a WIOA Title I and Title II provider 43%

- Engage partners to initiate co-case management and leverage resources.
- Try basic and advanced modules of Northstar and start a cohort.
- Offer tours to partners and customers on unique employment services you offer.
- Develop a strategic outreach plan to engage organizations utilized by individuals in need of basic skills:
 - English Language Learners
 - Those without high school diploma/equivalency (HSD/E)
 - Those with only an Individualized Education Plan (IEP) or
 - Those lacking digital literacy.
- Reach out to Title II providers to learn more about their programs.

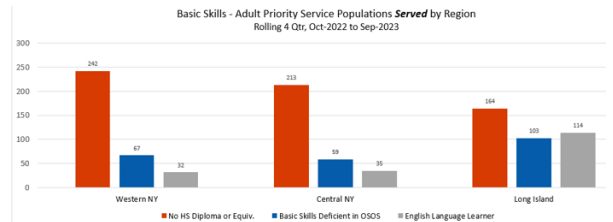
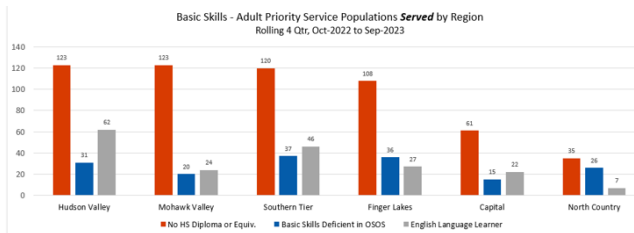
Data Speaks

In each region and county, we have a large number of individuals who would be classified as Basic Skills Deficient

We can update our Basic Skills Deficiency data entry in OSOS for individuals without HSD/E.

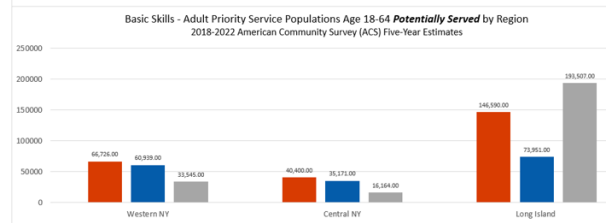
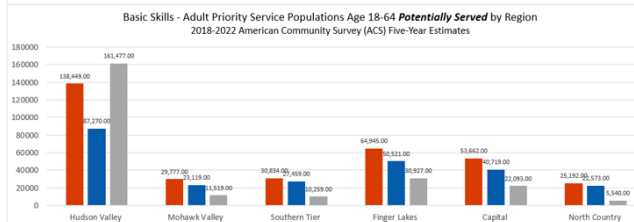
Data Entry

No HSD/E must be equal to BSD in OSOS



Available Customers

Which customers do you want to target outreach?



■ No HS Diploma or Equiv. ■ Basic Skills Deficient in OSOS ■ English Language Learner

[County and Region Specific Data Attached](#)

Handouts & Resources

Slides on Basics of Basic Skills Attached

- [Basic Skills Assessment](#)
- [Comprehensive Assessment and Supplemental Data OSOS Guide](#)
- [Northstar Digital Literacy](#) basic and advanced modules
- [Try some assessments!](#)
- [Practice lessons at Northstar Online Learning](#)
- If you are a staff member, ask your administrator for staff and/or proctor access: [Join us for Northstar Office Hours April 5th, 10:00-10:30, and every other Friday](#)
- Need help with Northstar? Email: labor.sm.futureofwork@labor.ny.gov
- [Release of information form](#) to be completed at initial assessment from customer to support in follow-up

Adult Education Programs

- [Literacy Zones](#) – An initiative to close the achievement gap in urban and rural communities of concentrated poverty and high concentrations of families and individuals with limited literacy or English language proficiency
- Adult Literacy Education Programs (ESL, Secondary Education, Basic Education)
- Employment Preparation Education (EPE – students 21 years of age or older without a US HS diploma)
- [NYSSED/CUNY CareerKits](#) – A Comprehensive Career Preparation Teaching Resource for HSE & ESL Learners Reflecting NYS Regional Labor Market Statistics
- [CollectEdNY](#) – Resources for NYS educators preparing adult students for high school equivalency and beyond
- [Adult Citizenship Education Sample Curriculum](#)
- [National External Diploma Program](#) (Online HS Equivalency)

[Resources from past Workforce Synergy Forums](#) (under the Workforce Synergy Forum filter)

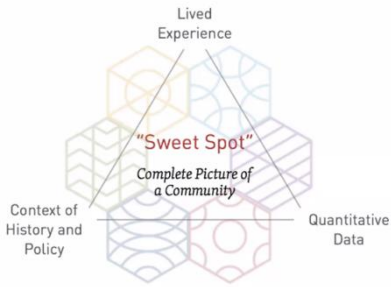
Shape the Synergy Forum & Take Initiative!

Share resources to train new staff about A/DW WIOA programs via [Synergy Google Drive](#) or Email [the WIOA Admin Office](#).

[Share your Workforce Synergy Forum impact or successes](#) with only two answers!



What's Workforce Synergy Forum?



As the leaders of WIOA Adult/DW Programs, we all face similar opportunities and thrive by asking questions, sharing practices, and learning from experts and our peers. Workforce Synergy is a monthly forum dedicated to exploring, developing, and sustaining effective workforce strategies. We will collectively build the synergy we want and need throughout 2024 and beyond. Leaders are encouraged to attend live for active, real-time collaboration!

Inspired? Questions? Collaborate! LWDB@labor.ny.gov | 518-457-3555

Brought to you by the WIOA Adult/Dislocated Worker Program Leaders and New York State Department of Labor



2018-2022 American Community Survey (ACS) Five-Year Estimates

Region	County	No high school diploma or equivalency	Speaks English less than very well	No paid Internet service* or no computer in household**
New York State		1,349,617	1,682,661	826,591
Capital Region		53,662	22,093	40,719
	Albany County	14,488	10,625	12,240
	Columbia County	2,831	1,229	2,432
	Greene County	3,776	705	2,918
	Rensselaer County	7,735	2,546	4,597
	Saratoga County	8,306	3,168	5,928
	Schenectady County	8,850	2,712	7,183
	Warren County	3,374	362	2,489
	Washington County	4,302	746	2,932
Central Region		40,400	16,164	35,171
	Cayuga County	5,760	659	3,411
	Cortland County	2,159	458	3,066
	Madison County	2,623	660	2,484
	Onondaga County	23,111	13,748	22,896
	Oswego County	6,747	639	3,314
Finger Lakes Region		64,945	30,927	50,521
	Genesee County	2,355	447	2,037
	Livingston County	2,603	1,071	2,158
	Monroe County	37,244	24,833	29,578
	Ontario County	4,066	1,484	3,563
	Orleans County	3,663	685	1,499
	Seneca County	3,487	441	2,088
	Wayne County	5,265	1,125	4,389
	Wyoming County	3,349	314	2,228
	Yates County	2,913	527	2,981
Hudson Valley Region		138,449	161,477	87,270
	Dutchess County	15,084	9,891	7,451
	Orange County	24,208	24,178	21,502
	Putnam County	4,121	3,597	1,604
	Rockland County	21,181	33,657	19,903
	Sullivan County	5,948	3,793	4,263
	Ulster County	9,434	3,617	4,770
	Westchester County	58,473	82,744	27,777
Long Island Region		146,590	193,507	73,951
	Nassau County	60,195	98,480	26,446
	Suffolk County	86,395	95,027	47,505
Mohawk Valley Region		29,777	11,519	23,119
	Fulton County	4,203	214	3,071
	Herkimer County	2,978	608	2,768
	Montgomery County	3,261	1,260	3,250
	Oneida County	14,920	8,518	9,027
	Otsego County	2,976	786	3,509
	Schoharie County	1,439	133	1,494

2018-2022 American Community Survey (ACS) Five-Year Estimates

Region	County	No high school diploma or equivalency	Speaks English less than very well	No paid Internet service* or no computer in household**
New York State		1,349,617	1,682,661	826,591
New York City Region		753,042	1,197,630	404,869
	Bronx County	195,822	245,463	89,167
	Kings County	222,596	339,342	144,867
	New York County	94,675	134,519	62,001
	Queens County	209,598	434,609	87,094
	Richmond County	30,351	43,697	21,740
North Country Region		25,192	5,540	22,573
	Clinton County	5,519	630	4,379
	Essex County	1,954	536	1,436
	Franklin County	3,789	598	2,445
	Hamilton County	420	19	377
	Jefferson County	5,212	2,348	5,157
	Lewis County	1,288	95	1,496
	St. Lawrence County	7,010	1,314	7,283
Southern Tier Region		30,834	10,259	27,459
	Broome County	10,115	4,462	7,545
	Chemung County	5,154	863	3,737
	Chenango County	3,176	346	2,231
	Delaware County	2,229	359	1,865
	Schuyler County	881	181	1,007
	Steuben County	4,702	886	5,015
	Tioga County	2,377	254	1,522
	Tompkins County	2,200	2,908	4,537
Western New York Region		66,726	33,545	60,939
	Allegany County	1,983	437	2,751
	Cattaraugus County	4,816	598	6,495
	Chautauqua County	8,116	2,689	7,402
	Erie County	41,990	27,612	35,907
	Niagara County	9,821	2,209	8,384

Education Data Prepared by NYS Department of Labor, Division of Research and Statistics.

Sources: 2018-2022 American Community Survey 5-year Estimates Table B15001

[https://data.census.gov/table/ACSDT5Y2022.B15001?t=Age%20and%20Sex:Educational%20Attainment&g=040XX00US36,36\\$0500000&tid=ACSDT1Y2022.B15001](https://data.census.gov/table/ACSDT5Y2022.B15001?t=Age%20and%20Sex:Educational%20Attainment&g=040XX00US36,36$0500000&tid=ACSDT1Y2022.B15001)

Language Data Prepared by NYS Department of Labor, Division of Research and Statistics.

Sources: 2018-2022 American Community Survey 5-year Estimates Table B16004

[https://data.census.gov/table/ACSDT5Y2022.B16004?q=%20&t=Age%20and%20Sex:Language%20Spoken%20at%20Home&g=040XX00US36,36\\$0500000&tid=ACSDT1Y2022.B16004](https://data.census.gov/table/ACSDT5Y2022.B16004?q=%20&t=Age%20and%20Sex:Language%20Spoken%20at%20Home&g=040XX00US36,36$0500000&tid=ACSDT1Y2022.B16004)

Highlighted cells have coefficient of variations greater than 35% and should be suppressed.

Internet/computer Data Prepared by NYS Department of Labor, Division of Research and Statistics.

Sources: 2018-2022 American Community Survey 5-year Estimates Table S2802

* Has Internet access by paying a cell phone company or Internet service provider.

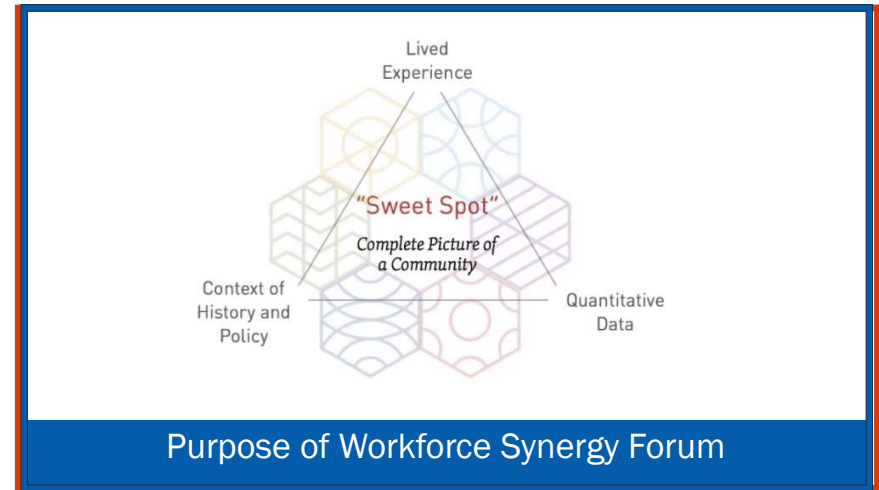
** Included if anyone in the household owned or used a computer such as a desktop or laptop, a smartphone, a tablet or other portable wireless computer, and some other type of computer."

[https://data.census.gov/table/ACSST5Y2022.S2802?q=%20s2802&g=040XX00US36,36\\$0500000](https://data.census.gov/table/ACSST5Y2022.S2802?q=%20s2802&g=040XX00US36,36$0500000)

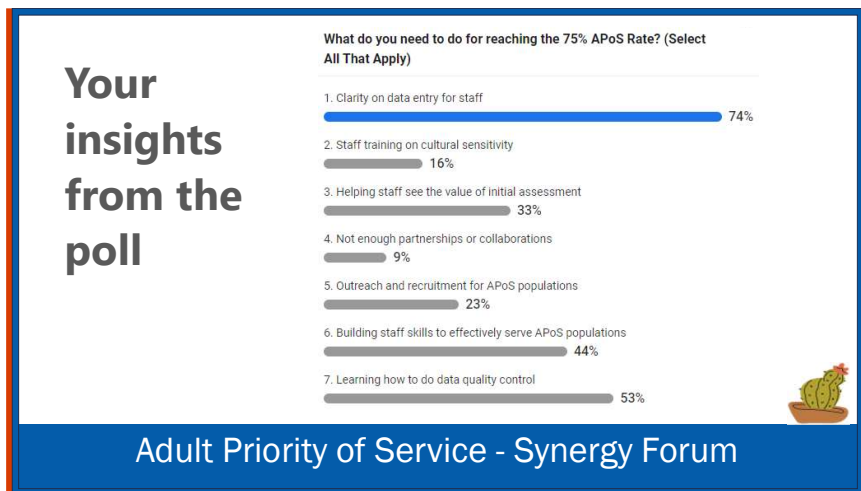
Note: Excludes group quarters and vacant households. The question of access to the internet is not asked of those living in group quarters such as shelters, healthcare facilities, or correctional facilities.



1



2



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Programs & Tools for Workforce Professionals

<https://dol.ny.gov/workforce-professionals-tools>

4 results found available within Workforce Synergy Forum

- Workforce Synergy Forum: Strategies for Adult Priority of Service. Includes recording and resources from with survey results, chat, and breakout room discussions. [DOWNLOAD]
- Workforce Synergy Forum: CJT Process and Marketing to Businesses. Recording, resources, OSOS CJT data entry slides, and feedback from WICA Title I Leaders. [DOWNLOAD]
- Workforce Synergy Forum: WICA Training Services Strategy Development. Recording, resources, and feedback from WICA Title I Leaders. [DOWNLOAD]
- Workforce Synergy Forum: Learning Forum Brainstorm with WICA Title I and NYS/DOL Leaders. Recording and resources from survey, chat, and breakout rooms for strategizing and operationalizing WICA.

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Resources: Strategies for Adult Priority of Service (APoS)



When having conversations with staff in the Department of Social Services, remind them that a lot of the services we provide through our One Stop offices align with a lot of their requirements and performance.
– Nicole Wilson, Employment & Training Director, Herkimer



Staff development for accurate data entry and keeping up with the quarterly APoS reports is helpful.
– Craig Horowitz, Assistant Administrative Director, Suffolk

To reach the 75% APoS metric goal, build strategic partnerships. See Innovative Actions and Multi-Sector Partners Resources. – Julie Deo, NYSDOL

Self-assessment for innovative leadership actions to take and rate yourself!

Data Management and Accuracy

- Legend that describes data values, OSOS data entry, and troubleshooting ideas for APoS Quarterly Reports
- Video on how to use APoS Quarterly Reports to correct the data entry
- Lists and Search by Staff Activities in OSOS in slides
- OSOS guide on performing advanced customer searches

Targeted Outreach and Partner Collaboration

- Reach More APoS Customers with Multi-Sector Partnerships
- Elevator Pitch for DSS in slides
- DSS Release from Herkimer County and Broome-Tioga

Staff Development and Recruitment

- Understanding APoS Metric Slides
- Leaders and staff take Harvard's Implicit Bias Tests and engage in discussions
- APoS Technical Advisory #23-01
- Know individualized and training services in OSOS
- Example staff quiz on APoS from Niagara

[Resources from previous Workforce Synergy Forums](#)
(under the Workforce Synergy Forum filter)

APoS Customer List Office Hours
Apr 2, 3:30-4:30 pm Register!

Use APoS Data Video:
<http://tinyurl.com/APoS-Customer-List-Video>



Synergy Forum is about YOU!

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Upload your staff training resources

<https://tinyurl.com/synergy-drive/>
(or email LWDB@labor.ny.gov)

Share Synergy Forum's impact or successes with only two answers!

<https://tinyurl.com/synergy-forum-impact/>

Synergy Forum is nothing without your input!

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Basic Skills - Synergy Forum

WIOA Administration Unit
Julie Deo
Meg LeFevre- Bobbin
Liz Martin

Research & Statistics
Nathan Heffner & Team

Data Center
Meg Rokov & Team

OSOS Unit
Susan Carimando & Team

Many other states
Notably, Wisconsin

WIOA Basic Skills

Local Experts

Chats

Title II HSE & EEL

Q&A Mingle after 3:30

You!

Data

Digital Skills

Polls

Maria Huntington
Supervisor of Adult Services,
Champlain Valley Edu. Services
Clinton County

Joe Campbell
Program Manager
Franklin-Essex-Hamilton BOCES

Lisa Pearson
Associate in Continuing Edu.
Adult Edu. Prog. and Policy
NYS Education Department

Vikki Kaufman
Employment Services Manager

Akilah Jones
Future of Work
Career Development & Inclusion
NYS DOL

Basic Skills - Synergy Forum

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Basic Skills Deficiency

WIOA Sec. 3(5) – Individuals (youth or adults) unable to solve problems, or read, write, or speak English at a level necessary to function on the job, in their family, or in society, such as:

- English Language Learners
- Not have high school diploma/equivalency
- Have only an Individualized Education Plan (IEP) or
- Lack digital literacy

Basic Skills Assessment: dol.ny.gov/basic-skills-assessment

Ensure the Adult Priority of Service Policy is Detailed & Clear about Basic Skills

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Customer self-assessment without staff help.

This assessment is to help us learn about your basic computing, problem solving, and English reading, writing, and speaking skills so we may provide appropriate services.

Customer Name: _____
Customer/OSOS ID: _____

Customer marks (yes/no):

- ± HSD/E
- ± Follow instructions & diagrams
- ± Complete medical and job application
- ± Basic math of three digits
- ± Basic computer & phone tasks
- ± Business computer software
- ± Speak and read English to gain and maintain job

a. Do you have a high school diploma (HSD) or High School Equivalency (HSE) (e.g., GED or TASC)? Yes No Currently in high school (Does not include HSE programs)

b. Can you follow basic written instructions and diagrams with little or no help? Yes No

c. Can you fill out basic medical forms and job applications? Yes No

d. Without the help of a calculator, can you add, subtract, multiply, and divide with whole numbers up to 3 digits? Yes No

e. Can you do basic tasks on a computer, which does not include the use of a cell phone (e.g., search for files, upload/download documents or use the internet)? Yes No

f. Can you use business computer software (e.g., email or word processing such as Microsoft suite, spreadsheets)? Yes No

g. Do you speak and read English well enough to obtain and maintain a job that requires English? Yes No

Basic Skills Assessment
dol.ny.gov/basic-skills-assessment

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Staff Use Only

The Out-of-School Youth & Young Adults Program has additional criteria for using Basic Skills as a barrier used for eligibility.

For WIOA program(s), select yes or no:	Yes	No
1. Is any question on the Basic Skills Assessment answered "No"? (Questions a. through g. on page 1)	<input type="checkbox"/>	<input type="checkbox"/>
2. Did the customer need help to complete the Basic Skills Assessment?	<input type="checkbox"/>	<input type="checkbox"/>
3. Is the customer an English Language Learner?	<input type="checkbox"/>	<input type="checkbox"/>

If the answer to questions 1, 2, or 3 is "Yes", check the box to the right. This customer would benefit from improving basic skills and is categorized as Basic Skills Deficient for WIOA Services.

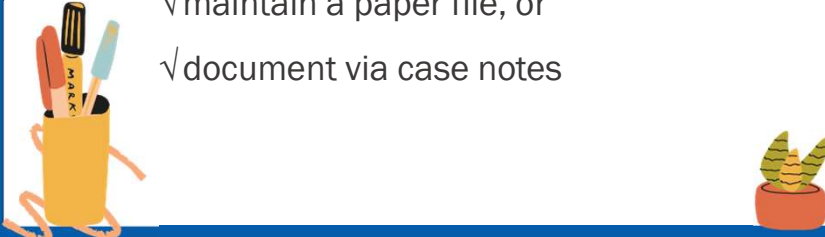
Note:

- Adult Program:**
Customers with basic skills deficiency will be included in the Adult Priority of Service (APoS) population measure.
- Out-of-School Youth Program:**
Youth (ages 16-24), not attending school per WIOA, must have a HSD/E, basic skills deficiency, and be low-income (per the designated barrier criteria B-8 on the [NYS DOL Youth Eligibility Brief](#)), to be eligible for the WIOA Out-of-School Youth Program.

Basic Skills Assessment
dol.ny.gov/basic-skills-assessment

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✓ upload BSD assessment results to OSOS
 ✓ maintain a paper file, or
 ✓ document via case notes




TA# 23-03, DEV Charts: Basic Skills Documentation

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Case notes refer to either paper or electronic statements by staff that identify, at a minimum, the following:

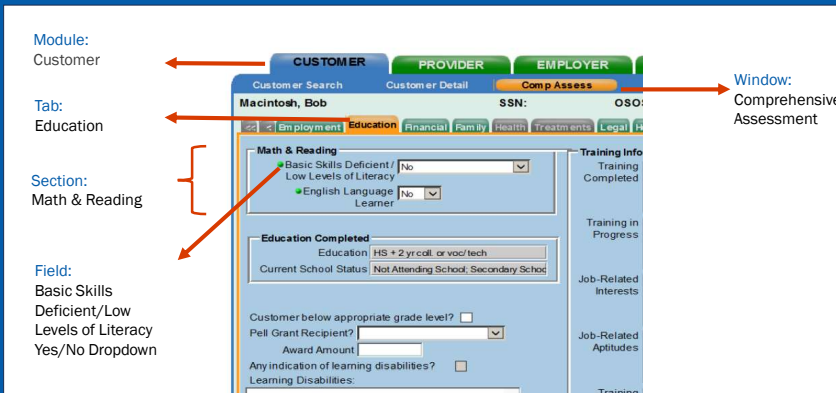
- (1) the participant's status for a specific data element
- (2) the date on which the information was obtained and
- (3) the name of the staff who obtained the information.

When case notes is the source documentation method used, a copy of the source document does not have to be retained.



Technical Advisory # 23-03: Case Notes

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Module: Customer

Tab: Education

Section: Math & Reading

Field: Basic Skills Deficient/Low Levels of Literacy Yes/No Dropdown

Window: Comprehensive Assessment


Basic Skills Deficient or ELL Data Entry in OSOS

Comprehensive Assessment and Supplemental Data OSOS Guide

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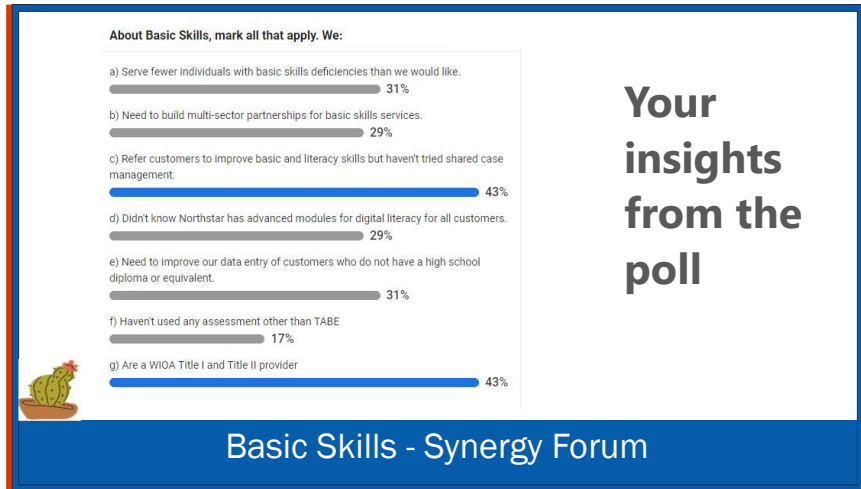
Limited ability in reading, writing, speaking, or comprehending the English language, **and**—

- (A) whose native language is a language other than English; or
- (B) who lives in a family or community environment where a language other than English is the dominant language



English Language Learner – Basic Skills Deficient

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Joe Campbell
 Program Manager, Franklin-Essex-Hamilton BOCES & WIOA Title I
 Board Member, Former President of New York Association for Continuing and Community Education
 Board Member, Literacy New York
 Former Regional Coordinator & Performance Indicator Content Specialist for NYS Even Start
 Teacher & Administrator
jcampbel@fehbo.org

Maria Huntington
 Supervisor of Adult Services, Champlain Valley Edu. Services Clinton County
 President of the New York Association for Continuing and Community Education
 Former Executive Director of Literacy Volunteer of Essex and Franklin Counties
 Former WIOA Title II representative for the Capital Region Workforce Development Board
 Former volunteer English teacher in Egypt and Sudan
 ESL, HSE Teacher & Administrator
huntington_maria@cves.org

Experiences of Experts Today!

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Upstate Lead Regional Associate, Adult Education Programs and Policy, NYS Department of Education, covering the Capital North Country, Central Southern Tier, Finger Lakes, and West Region

Former Manager, Central Assignment and Collection Section, Training and Development Team, NYSDOL

Lisa.Pearson@nysed.gov

Department of Education

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Adult Education Programs
 Literacy Zones
 Adult Literacy Education Programs (ESL, Secondary Education, Basic Education)
 Employment Preparation Education (EPE - students 21 years of age or older without a US HS diploma)
 National External Diploma Program (Online HS Equivalency)

<https://www.acces.nysed.gov/aepp/welcome-adult-education-programs-and-policy-aepp>



Adult Education Programs

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Akilah Jones
 Project Coordinator, Future of Work, Career Development & Inclusion Office, NYSDOL
 Employment & Training Client Services Specialist, Schenectady County Career Center
 Family Support Worker, Northern Rivers Family Services
 Case Manager, YWCA NorthEastern NY
 Member of: Capital District Transportation Committee Equity Advisory Board, Schenectady County Domestic Violence Task Force, Schenectady County Eviction Task Force
Akilah.Jones@laborny.gov



Vikki Kaufman
 Employment Services Manager, NYSDOL, overseeing three career centers in the Southern Tier, including Johnson City, Norwich, and Oneonta
 Former Labor Services Representative
 Former Southern Tier Rapid Response Coordinator
Vikki.Kaufman@labor.ny.gov

Northstar Digital Literacy

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- ✓ Try some assessments!
<https://www.digitalliteracyassessment.org/#take-assessment/>
- ✓ See what a practice lesson looks like in Northstar Online Learning:
<https://nsdigit.org/email/>
- ✓ If you are a staff member, ask your administrator for staff and/or proctor access
- ✓ Join us for Office Hours April 5th, 10:00-10:30 and every other Friday:
<https://us06web.zoom.us/j/88300381735?pwd=emtXUWpUWJlXkQ9Zk93ZEdHVkUuUT09/>
- ✓ Need help?
 Email: labor.sm.futureofwork@labor.ny.gov



Get Started Northstar Digital Literacy

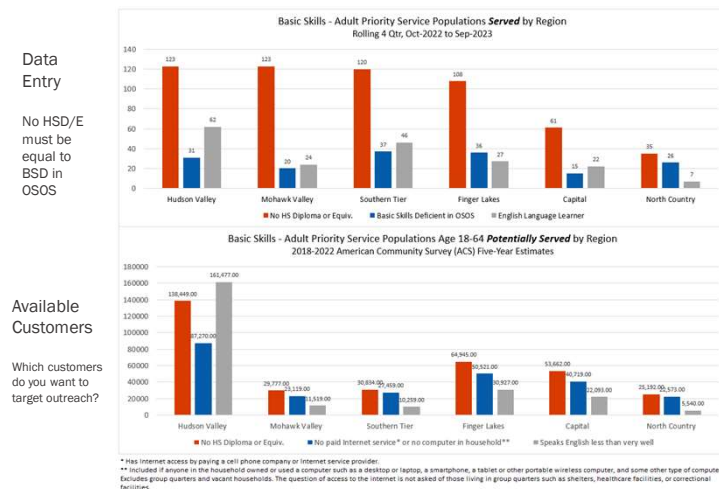
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**Census Data
 OSOS APoS Data**



Data-Driven Decision Making

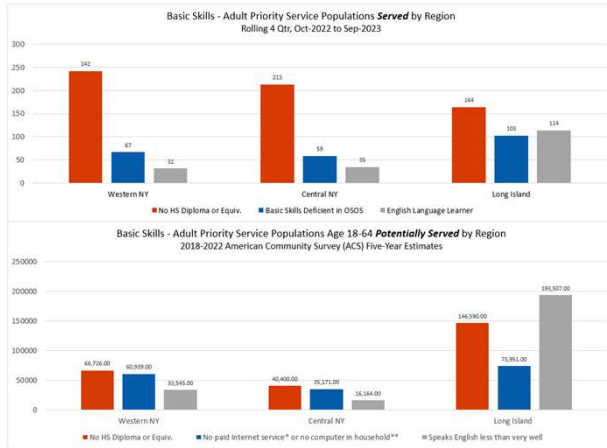
23



24

Data Entry

No HSD/E must be equal to BSD in OSOS



*Has internet access by paying a cell phone company or internet service provider.
** Included if anyone in the household owned or used a computer such as a desktop or laptop, a smartphone, a tablet or other portable wireless computer, and some other type of computer. Excludes group quarters and vacant households. The question of access to the internet is not asked of those living in group quarters such as shelters, healthcare facilities, or correctional facilities.

Available Customers

Which customers do you want to target outreach?

- Mental health:**
- ✓ affects how we think, feel, and act.
 - ✓ helps determine how we handle stress, relate to others, and make healthy choices.
 - ✓ is important at every stage of life, from childhood and adolescence through adulthood.

Mental Health Supportive Services

Office of Mental Health
NYSDOL
Hempstead

April 23, 2:30pm



Next Workforce Synergy Forum



Upload your staff training resources

<https://tinyurl.com/synergy-drive/>
(or email LWDB@labor.ny.gov)

Share Synergy Forum's impact or successes with only two answers!

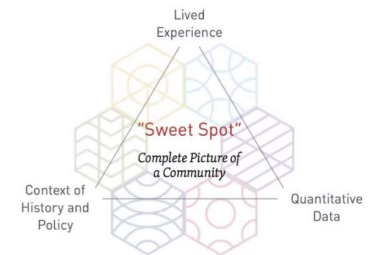
<https://tinyurl.com/synergy-forum-impact/>

Synergy Forum is nothing without your input!

At Your Service Helping You Reach a Sweet Spot!

LWDB@labor.ny.gov
Your Local and/or State Monitor

Don't Hesitate to Reach Out!



Questions? Ideas?