

# A Way Home for Tulsa

## CoC Leadership Council Agenda

October 27, 2020 | 12:00pm | Zoom Conference Call

Agenda Item	Presenter	Time Allotted
1. Call to Order	Jeff Hall, Chair	
2. Roll Call	Erin Velez	3 min
3. October Meeting Minutes Approval*	Jeff Hall, Chair	2 min
4. What's Your Why?	Matt McCord	5 min
5. Lead Agency	Becky Gligo	5 min
6. AWH4T Data Review	Erin Willis	30 min
• Outcome Standards	Keith Anderson	
7. Operation Direct & Connect	Jacob Beaumont & TPD Rep	30 min
8. Task Force Updates		10 min
• CES – Erin Willis		
• HMIS – Erin Willis		
• Networking – Beth Svetlic		
• Discharge Planning – Sarah Grounds		
• Street Outreach – Tyler Parette		
9. Public Comments		5 min
10. Adjourn		



**Attendance**

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	Name	Representation	Category	Term
<input type="checkbox"/>	James Wagner	City of Tulsa	Appointed	2 years
<input type="checkbox"/>	Karen Keith	Tulsa County Commissioner	Appointed	2 years
<input type="checkbox"/>	Jeff Hall	Tulsa Housing Authority	Appointed	2 years
<input type="checkbox"/>	Claudia Brierre	INCOG	Appointed	2 years
<input type="checkbox"/>	Melanie Stewart-Goldman	Provider Agency, U.S. Department of Veteran Affairs	Elected	1 year
<input type="checkbox"/>	Mack Haltom	Provider Agency, Tulsa Day Center	Elected	1 year
<input type="checkbox"/>	Greg Shinn	Provider Agency, Mental Health Association Oklahoma	Elected	2 years
<input type="checkbox"/>	Jim DeLong	Participant Advisory Group	Elected	2 years
<input type="checkbox"/>	Mikayla Troulakis	Youth Advisory Board	Elected	1 year
<input type="checkbox"/>	Vacant	Business/Commerce Representative	Invited	1 year
<input type="checkbox"/>	Nancy Curry	Funder Representative	Invited	1 year
<input type="checkbox"/>	Greg Robinson	At-Large Representative	Invited	2 years
<input type="checkbox"/>	Donnie House	At-Large Representative	Invited	1 year
<input type="checkbox"/>	Jeff Jaynes	At-Large Representative	Invited	1 year
<input type="checkbox"/>	Matt McCord	At-Large Representative	Invited	2 years

# A Way Home for Tulsa

## CoC Leadership Council Minutes

October 27, 2020 | 12:00pm | Zoom Conference Call

### Agenda Item

### Presenter

1. Call to Order **Jeff Hall, Chair**
2. Roll Call **Erin Velez**
3. September Meeting Minutes Approval\* **Jeff Hall, Chair**

Nancy Curry moved to approve the September minutes. Melanie Goldman seconded the motion. Motion carried.

4. What's Your Why? **Nancy Curry & Jeff Jaynes**

Nancy Curry is a Program Officer with Zarrow Family Foundations. Her “why” is personal and professional. The Zarrow Family Foundations Trustees follow the values and vision of the founders – to build communities where marginalized populations and the most at-risk are elevated in ways that uplift us all. Both Zarrow Foundations continue to hold alleviating homelessness as a top funding priority and in the last 8 years have contributed more than \$75 million in Tulsa County to support affordable housing development and operations for homelessness service providers.

Nancy’s background is in social work. The reason she was drawn to a career in social work is to fight for social justice and uplift the dignity/worth of all people. In every job she has had, though the how and the what have varied, it all came back to advancing social justice. Nancy believes that safe and adequate housing is a fundamental human right. As a Program Officer with the Zarrow Foundations, she uses grantmaking to respond to the social injustices of homelessness.

Jeff Jaynes grew up in Tulsa, going to school at Holland Hall and church at Asbury United Methodist. He did not know what life was like beyond his “bubble.” He went on a volunteer trip to the Day Center and did not want to get out of the car when he saw the crowds standing outside. Thankfully, he did get out of the car, and then helped at the front desk and in the clothing room. His time at the front desk helped him to see that the people coming in were just like him; they had the same gifts, desires, and dreams. At that point, he wanted to start serving others. For Jeff, that drive to serve comes from Philippians 2, which is the oldest part of the new testament. It says to consider the needs of others before you consider the needs of yourself because when we all share, no one is needy. Jeff is now the Director of Restore Hope Ministries, a non-profit organization dedicated to meeting the basic human needs of families through hunger reduction, homeless prevention, and emotional and spiritual nurture.

5. Lead Agency Report **Becky Gligo**
  - ESG Allocation – Rhys Williams with City of Tulsa Grants Administration department presented the latest information on the ESG Allocations. They are almost finished with the process of allocating funds. Everyone who submitted a request was fully funded. See appendices for requested amounts. \$105,000 will be left after all of the disbursements are made. They are putting the funds into an amended fund. It will go into the CoT admin fund for other services. If people expend their

funds, the CoT can allocate the remaining funds on a case-by-case basis. There is a potential that one or two of the projects will have leftover funds. Once they know that, they may reach out to organization to see if there is a need for additional funds. The mayor has approved the budget and the City Council will vote on it at their 10/28/2020 meeting. Once the budget amendment is approved, the contracts will be written and sent to agencies. The final approval will come through HUD. A survey will be sent out to partner agencies to determine what to do with CDBG funding. Please respond if you receive it.

- Landlord Tenant Resource Center – Shandi Campell will be assuming the role of the Director on October 26<sup>th</sup>. The LTRC is being funded through a CSBG grant with CAP. This will help us focus efforts on the goal 1 of the strategic plan: stopping homelessness before it begins. Shandi will first be working on some web-based services, hiring, and building relationships with community partners. You can contact Shandi at [scampbell@housingsolutionstulsa.org](mailto:scampbell@housingsolutionstulsa.org).
- COVID Update – The Overflow Shelter is still in operation. Kellie Wilson and Noe Rodriguez are doing a great job running that facility. Since 9/8, they have had almost 4,000 visitors, averaging 125/day. Many people are accessing shelter for the first time, and the night shelter is fully occupied. The City Lights Hotel is also still in operation. They have seen a few more cases but are moving forward with the plan they created to keep people safe. Sarah is working with local hospitals on discharge planning, which will help us build health partnerships. We are looking at continue using state funds through June 2021 to keep these facilities operational. We have seen great collaboration on both projects.
- Rental Assistance Update – The THA application closes October 31. The Nan McKay portal will close, but Restore Hope has additional time on their state funds. We have seen over \$13M in requested funds since we started this project. Not all of this will be awarded because not everyone will qualify. However, we have seen an unprecedented level of need and an amazing community effort to connect people to resources for keeping them housed. Kristin Maun has worked hard on creating partnerships to connect people to rent and legal assistance. Over 8,000 applications have been submitted. Almost \$5M has been paid out and another \$3M is in process right now. We will have a final figure for the county funds before Thanksgiving. State fund numbers will be known by the end of the year. Congratulations to the hard work that has gone into this collaborative effort!  
*Site is now updated - <https://tulsahousing.nanmckay.com/>*
- NOFA – We spoke with our HUD technical assistance provider. “It’s either going to ruin Thanksgiving or it’s going to ruin Christmas.” It’s all dependent on the Hero’s Act, which is being stalled until after the election. They are going to do everything they can do make it as easy as a lift as possible. We will share updates as they come our way.

## 6. AWH4T Data Review

**Erin Willis**

- Erin Willis reviewed data. Reports are in appendices.
  - i. Common Assessment (VI-SPDAT) – Still trending upward. We saw a big increase in September. MHAOK is completing these at the Overflow Shelter, which really helped increase that number.
  - ii. RRH – 243 Individuals have been accepted into an RRH program, waiting for placement.
  - iii. PSH – 10 people experiencing chronic homelessness have been approved for a unit and are waiting to move in.
  - iv. By-Name-List – We saw an increase in all lists in October. This could indicate more people coming into the system. It could also indicate that more people are being assessed, which is how they are placed on the BNL. Overall, we have seen an increase in 25% since September 2020. Greg Shinn noted that Without all of the eviction assistance we received, this number

would be much higher.

- v. Individuals Housed – The system has housed 450 individuals since March 1, 2020.
- vi. Emergency Shelter Utilization – From our peak in March, we have seen about a 200 person decrease in people utilizing emergency shelter on a nightly basis. Our currently average is about 315/night.
- vii. Tableau Dashboards are going to be rolling out in phases. Our goal is to have these published on the website by 11/12/2020. Feel free to send feedback to [ewillis@housingsolutionstulsa.org](mailto:ewillis@housingsolutionstulsa.org).

## 7. Service Standards Update

**Bridget DeJong, Homebase**

- Service Standards were written by the housing stability committee and were approved in February 2020 by the AWH4T Governance Council.
- They set the expectations of how agencies and programs will provide services.
- The goal is to provide quality, standardized services based on best practices across our whole community.
- The rest of Bridget’s PPT can be found in the appendices.

## 8. Asimio Pilot Project

**Jeff Jaynes, Restore Hope**

- Restore Hope is working to pay 2 months forward for every person that they help. They do not use a first come, first served philosophy, so they need to figure out how to best prioritize the families that come in for rent assistance. They want to figure out if they can use data to best help families. Who are the people that they need to really focus assistance towards? What will make the biggest impact? Based on certain questions/criteria, is the client more or less likely to get evicted after receiving assistance?
- Asimio Spotlight is a tool for multi-party computation. This means that the system uses data without ever sharing personally identifiable data. An overview of the project is included in the appendices.
- Ask: Can we use HMIS Data to determine if the people who got evicted became homeless?
- Comments:
  - i. Greg Shinn reminded the group of the last time using spotlight would have helped homeless organizations make important decisions based on community-level data. He voiced his support for this project.
  - ii. Erin Willis mentioned that the HMIS task force is currently meeting to discuss data sharing protocols. This project can start building connections without sharing PII. With this, you do not see who the people are. HMIS Task Force is working on structures for client-level data sharing.
  - iii. Beth Svetlic noted that YST has just completed two of these projects, allowing them to dig deep into data and how people are connecting with different systems. The layers of things we can do with this information helps us improve our systems. Plus, the agencies do not have a heavy lift.
  - iv. Keith Anderson asked if HMIS data will be broken down by agency level, CoC, or state. Jeff Jaynes said that CoC data or statewide data will be needed to determine who is becoming homeless.
  - v. Restore Hope will cover the cost with their CARES Act funding.
  - vi. Melanie Goldman commented that she feels confident that privacy will not be

compromised. The problem before was that we did not have protocol for who could vote on things like this. How does the Leadership Council decide how and when different projects that include data sharing are decided?

- vii. Erin Willis commented that this project is unique in that data is not actually being shared with this project because it is being deidentified. Jeff Jaynes confirmed that data is not leaving the system.
- Mack Haltom moved to approve the project with Restore Hope and Asimio. Greg Shinn seconded the motion. Roll call vote below. Motion carried.
  - i. Yay – Jeff Hall, Claudia Brierre, Mack Haltom, Greg Shinn, Nancy Curry, Donnie House, Jeff Jaynes, Matt McCord
  - ii. Nay –
  - iii. Abstain – Melanie Goldman, Jim DeLong
- Notes on this vote:
  - That was not a vote on data sharing but approval of a project for Restore Hope
  - Data sharing governance will be discussed within the HMIS task force, a formal proposal on governance will be produced by the task force and voted on by the leadership council per the Charter
  - Legal questions related to indemnification will be addressed by the task force in their recommendation after consulting with legal counsel

#### 9. Winter Service Needs

**Major Mark Harwell**

- Shelters are preparing for winter weather: prepping bedding for overflow areas, collecting cold-weather clothing, ordering PPE, and reviewing facility protocols.
- 40 degrees is the trigger for warming stations.
- At 32 degrees, people who are suspended are allowed back into shelter in designated overflow areas.
- Social distancing has reduced the capacity of shelters.
- Last year, the shelters served about 563 individuals nightly. The new pandemic capacity is around 320 individuals nightly. There is a gap of 240-250 beds nightly. City Lights and the Overflow Shelter should help with this number a bit.
- Shelters are looking to use the VI-SPDAT to determine vulnerability for shelter access during the winter months. Erin Willis will work on how to do that with Coordinated Entry systems.
- The shelter group is meeting weekly to develop this plan.

#### 10. Task Force Updates

- Coordinated Entry: The CES TG did not meet in October. CES Lead and HomeBase provided training to over 40 people on the COVID-19 Risk Tool and the Emergency Prioritization Procedures. The tool is now live in HMIS. The task group is working on monitoring the emergency prioritization procedures and re-designing access points for the system. HomeBase is providing an overview of access models at the next CES TG meeting on November 12th.
- HMIS: The HMIS TG held the first meeting on 10/26. This work group is exploring data quality reports in HMIS with the goal of making a recommendation for ongoing data quality monitoring within the next few months. This group is also working on local governance. HomeBase is reviewing AWH4T HMIS documents to identify areas that need attention. This group will meet bi-weekly. The next meeting will be the week of 11/9 (date and time TBD by 11/4)
- Networking: This group is working on setting up their first meeting.

- Coordinated Outreach: The Coordinated Outreach Task Group is seated, and the first meeting is set for November 4th. They will be focusing on updating the service standards in light of a changing outreach environment and growing unsheltered population, examining protocols for cross-agency collaboration to reduce barriers to housing, and identifying and introducing housing-focused metrics to drive future coordinated outreach efforts.

#### 11. Public Comments

- Greg Shinn reminded everyone of the GICH Discharge Planning meeting happening on 10/28/2020.

#### 12. Meeting Adjourned



**Attendance**

Name	Representation	Term	Present
James Wagner	City of Tulsa	2 years	N
Karen Keith	Tulsa County Commissioner	2 years	N
Jeff Hall	Tulsa Housing Authority	2 years	Y
Claudia Brierre	INCOG	2 years	Y
Melanie Stewart- Goldman	Provider Agency, U.S. Department of Veteran Affairs	1 year	Y
Mack Haltom	Provider Agency, Tulsa Day Center	1 year	Y
Greg Shinn	Provider Agency, Mental Health Association Oklahoma	2 years	Y
Jim DeLong	Participant Advisory Group	2 years	Y
Mikayla Troulakis	Youth Advisory Board	1 year	N
Vacant	Business/Commerce Representative	1 year	
Nancy Curry	Funder Representative	1 year	Y
Greg Robinson	At-Large Representative	2 years	N
Donnie House	At-Large Representative	1 year	N
Jeff Jaynes	At-Large Representative	1 year	Y
Matt McCord	At-Large Representative	2 years	Y

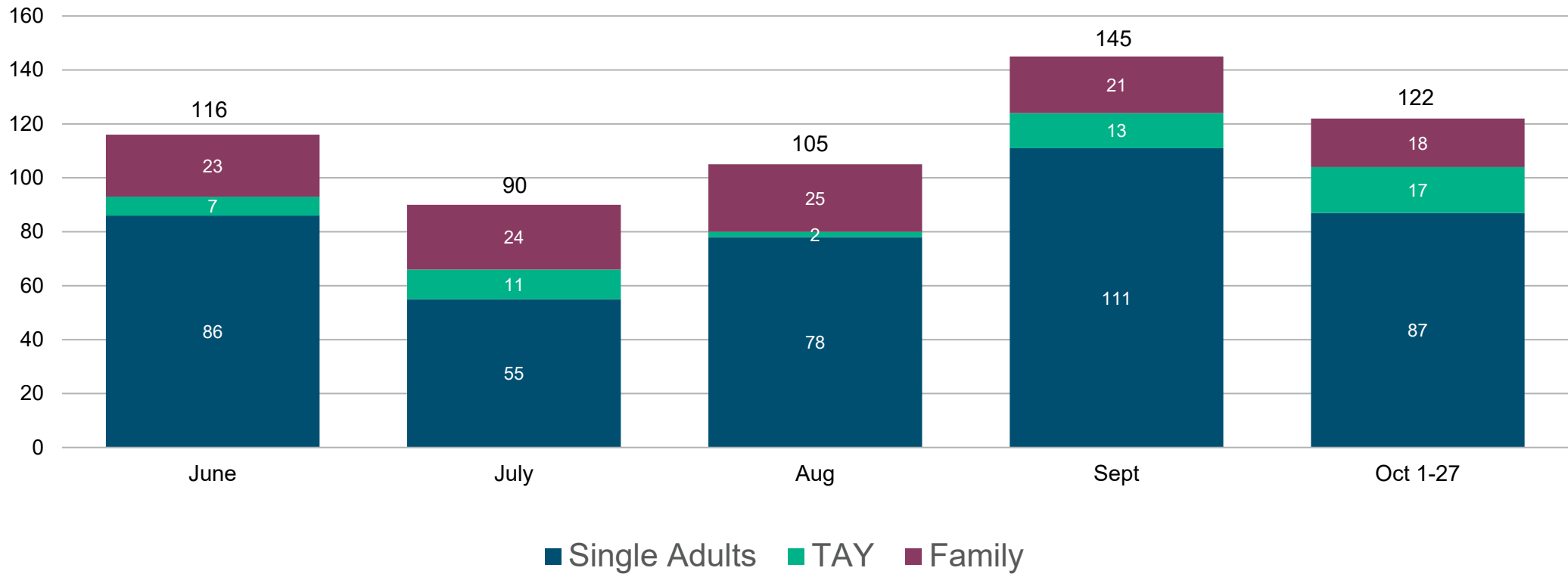
**Next CoC Leadership Council Meeting**

TBD



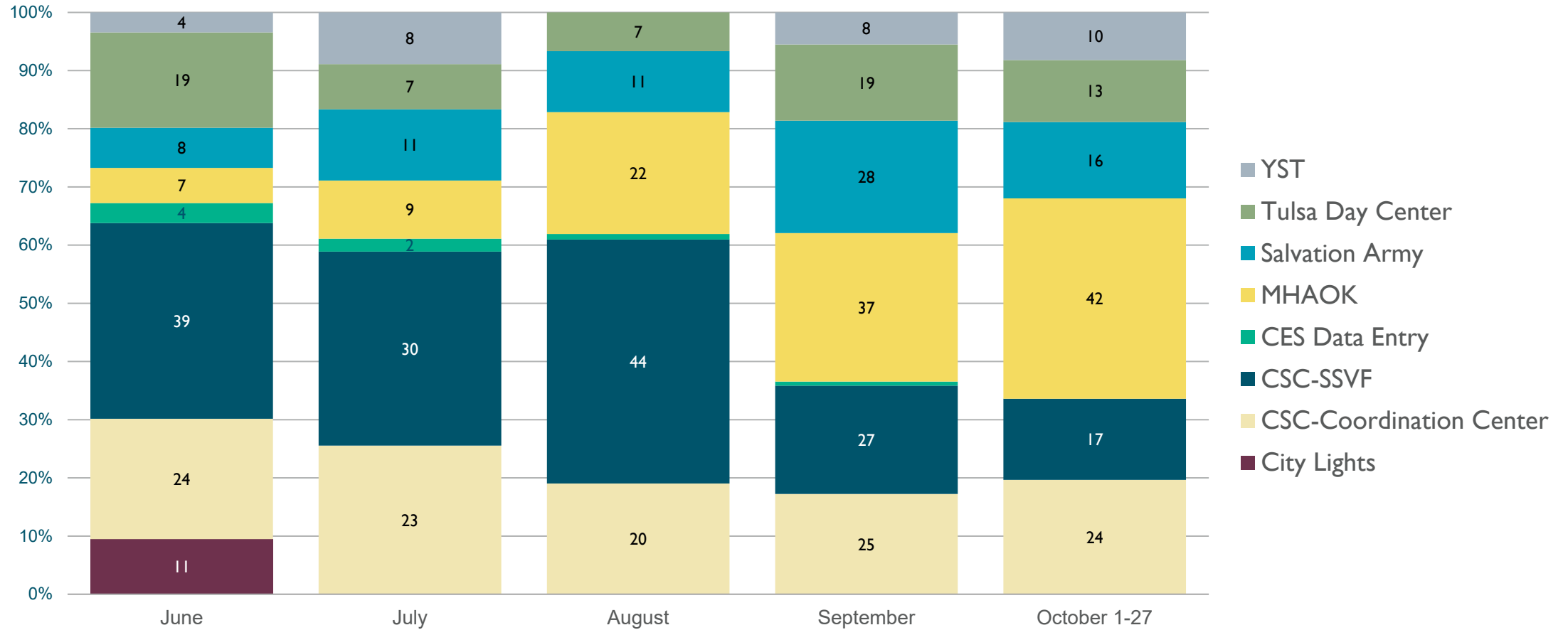
# Data Report

## VI-SPDATs Completed



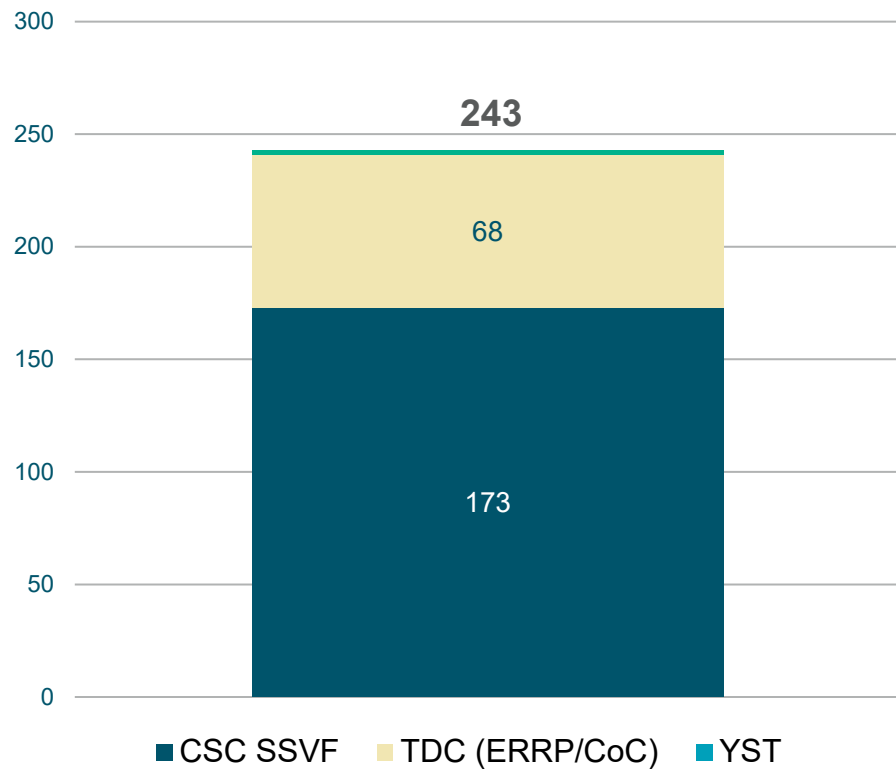
# Data Report

VI-SPDATs by Agency

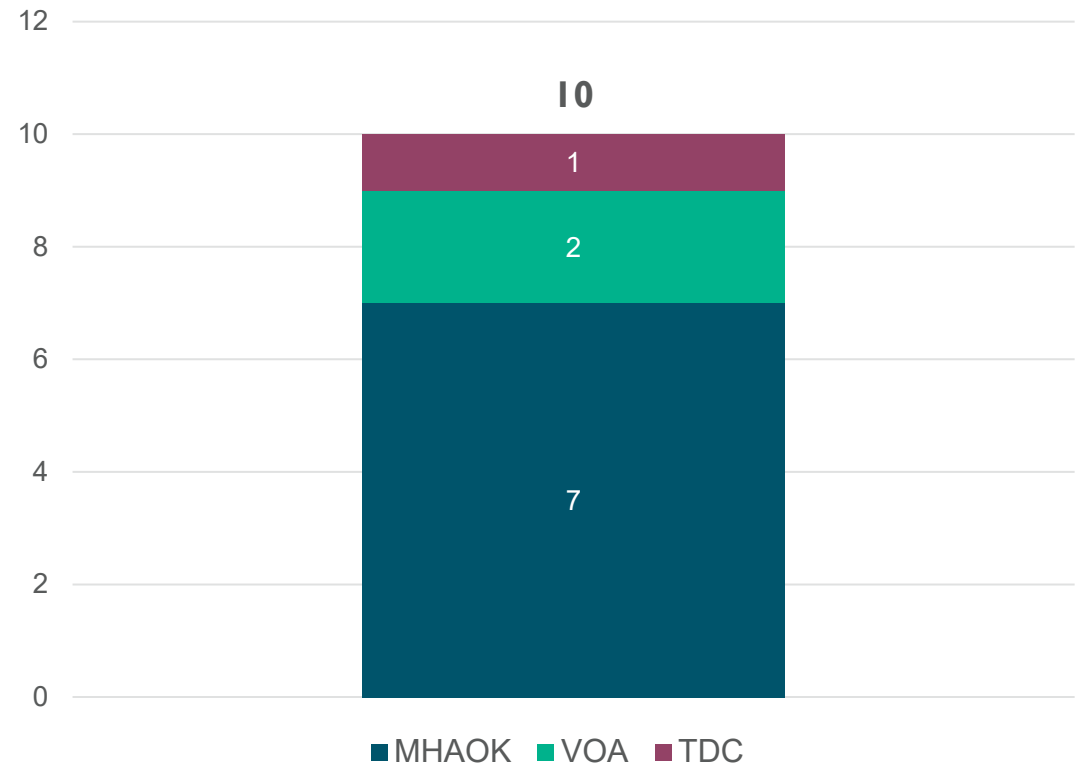


# Data Report

### RRH Pending Placement as of 10/27/2020

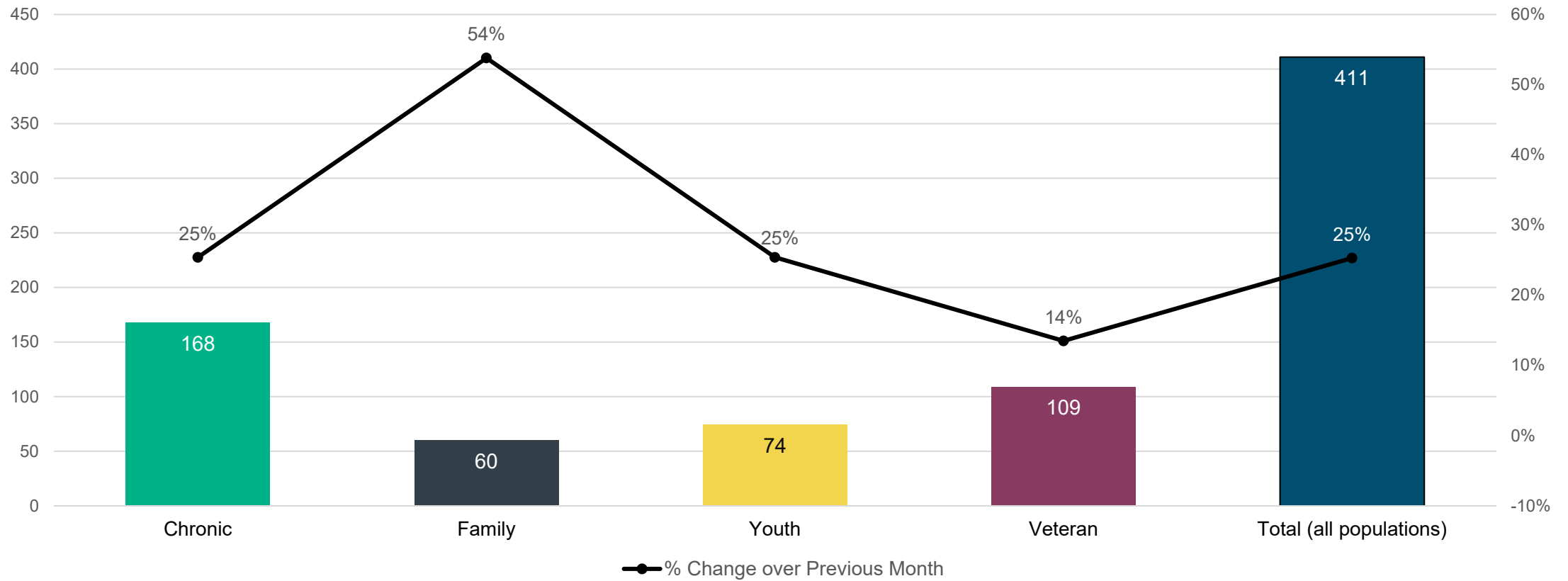


### PSH Pending Placement as of 10/27/2020



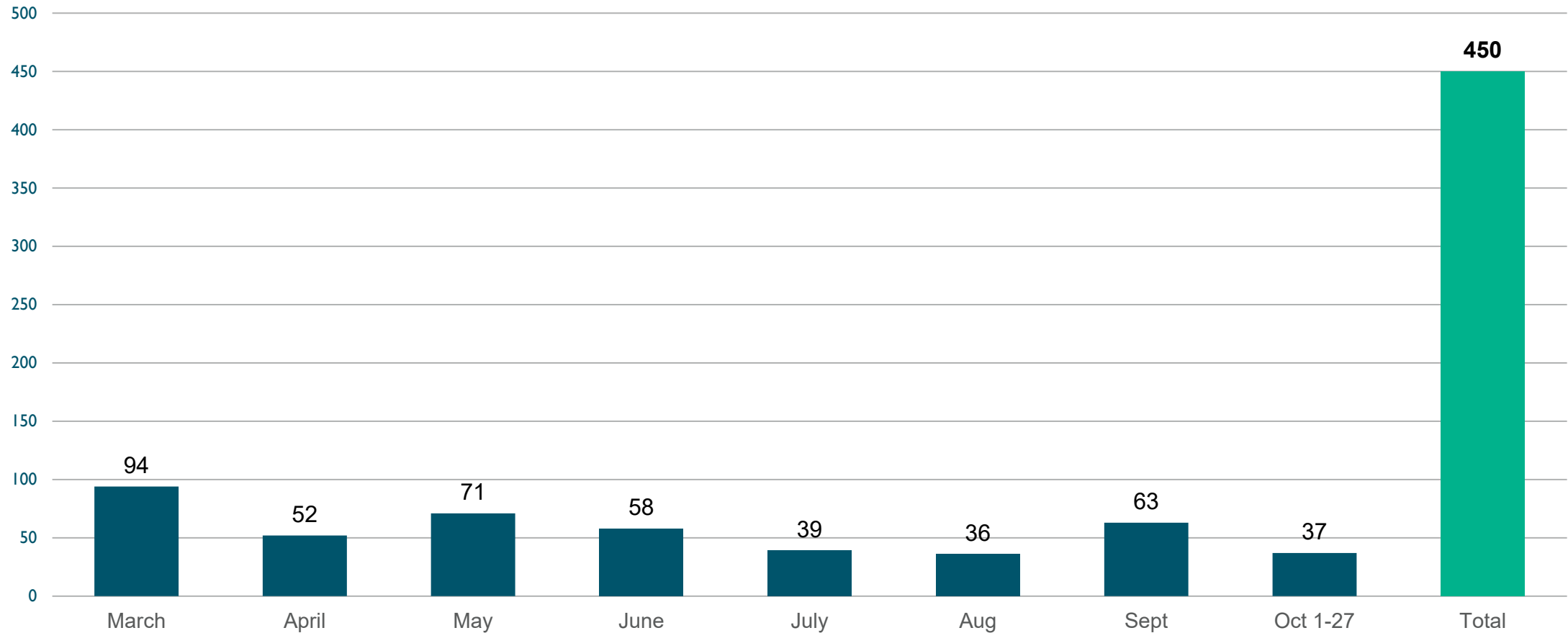
# Data Report

## By-Name-List Count by Population as of 10/20/2020



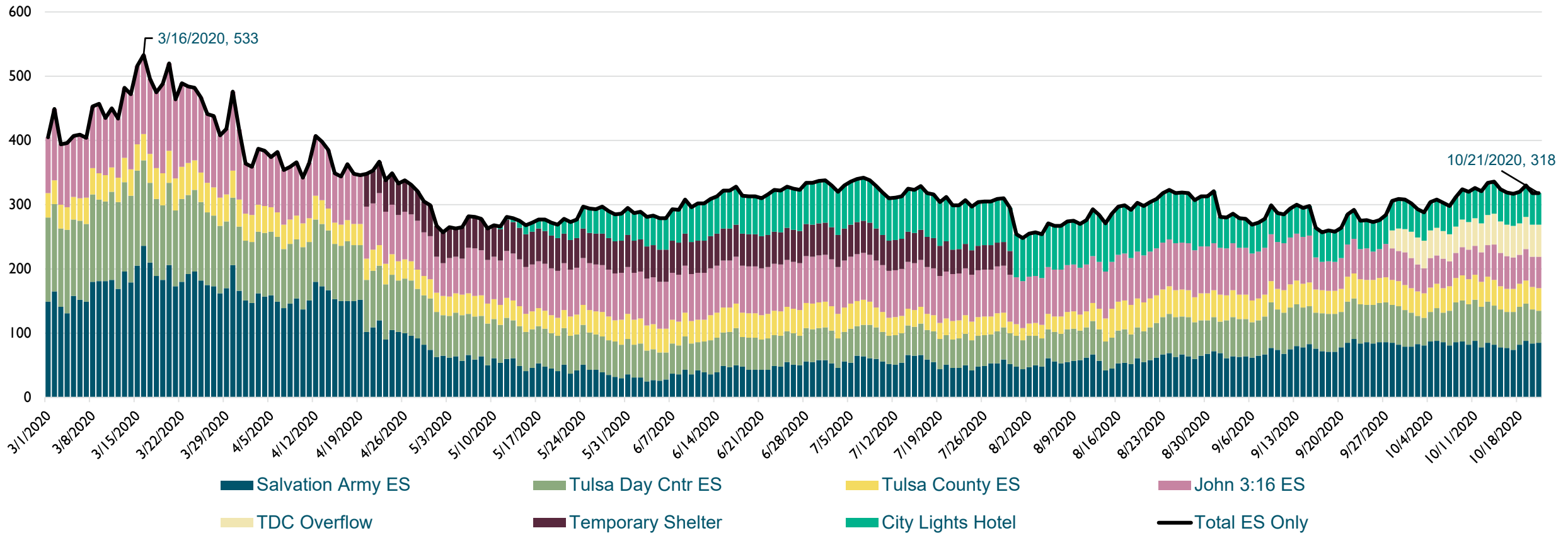
# Data Report

Individuals Housed 3/1/2020 – 10/27/2020



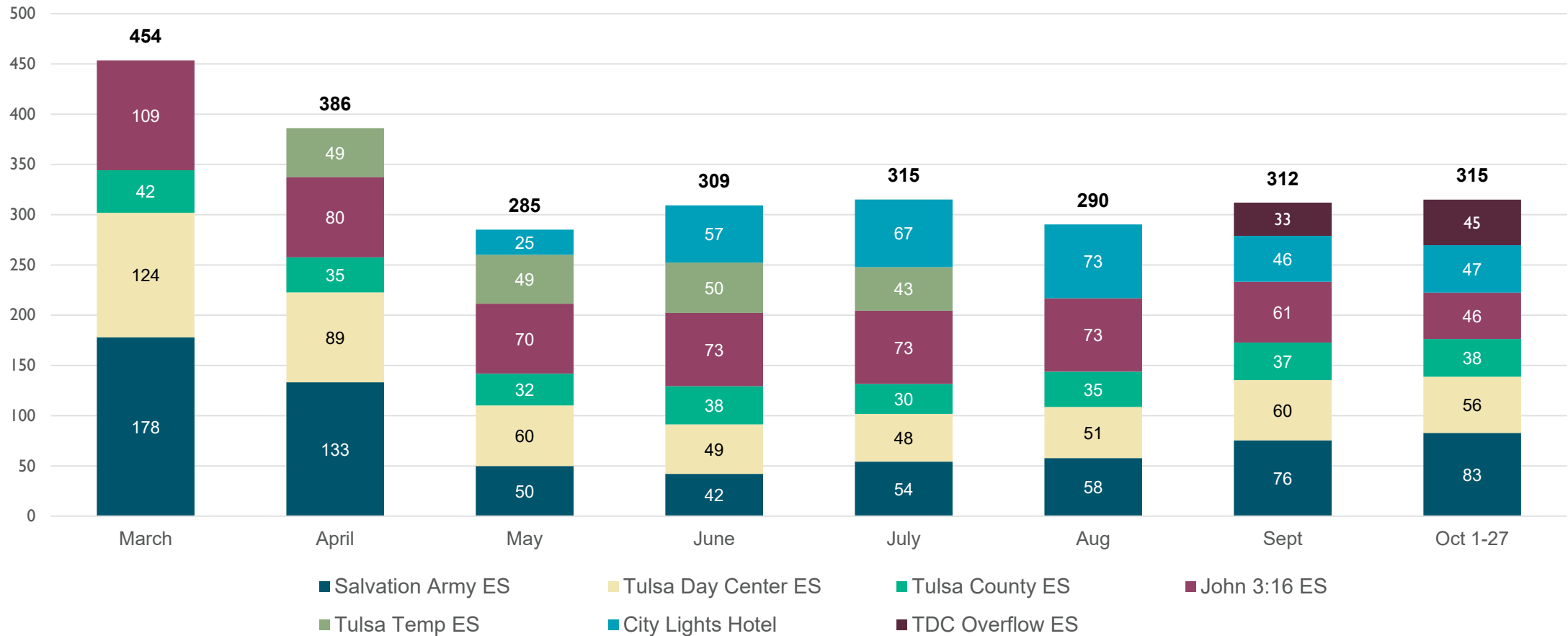
# Data Report

## Daily Emergency Shelter Utilization During COVID-19



# Data Report

## Average Emergency Shelter Utilization During COVID-19



# Data Update


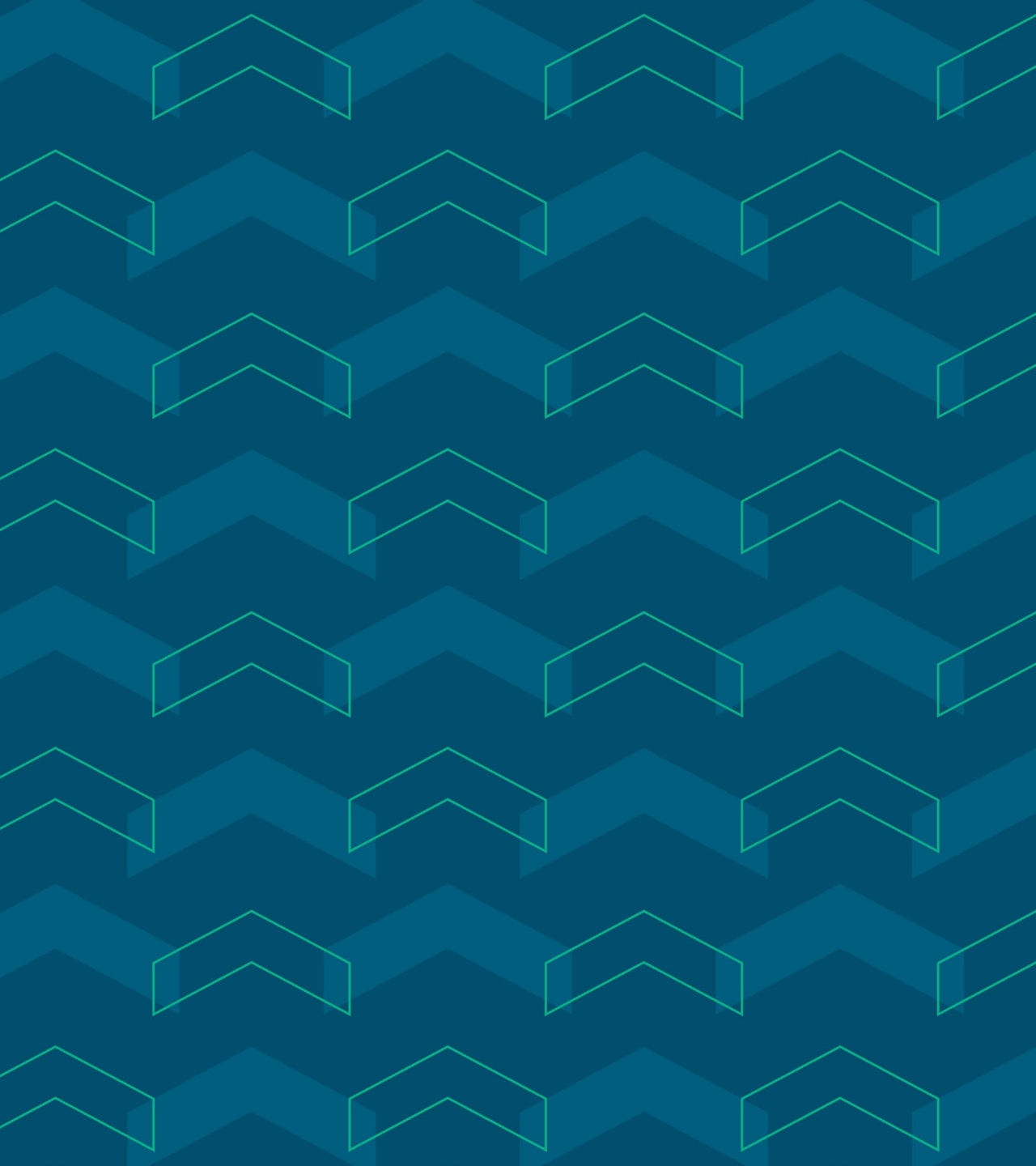
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## Dashboards

- Will roll out in phases:
  - **Key System Indicators** (shelter utilization, length of stay, inflow/outflow, housing placements, etc)
    - Feedback on structure today
    - Finalize reports and update data
    - Published by 11/12/2020
  - Coordinated Entry (on deck)
  - Equity Dashboard (on deck)
  - Point-in-Time Count (published)





A large, light gray, stylized house icon in the background, consisting of a triangular roof and two vertical rectangular pillars.

# AWH4T Service Standards Update

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# History

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- Service standards were written in the Fall and Winter of 2019 by the AWH4T Housing Stability Committee and were approved in **February 2020 by AWH4T Governance Council.**
- Service standards are expectations of **how agencies and programs will provide services**
- The goal is to provide **quality, standardized services based in evidence-based best practices** across our whole community



# Implementation Timeline

- The Service Standards state:
  - Local funders are encouraged to use the Tulsa Homeless Services Standards to assess agency and program capacity, operations, and performance
- During planning, the Committee membership often noted that the standards would require program-level **change** to implement
- The Committee also created a **list of training, technical assistance, and community resources that would need to exist** to support program's implementation
- Committee supported a **2-3 year period to allow for program ramp-up** prior to basing funding decisions on alignment with service standards.



# Year One Planned Activities

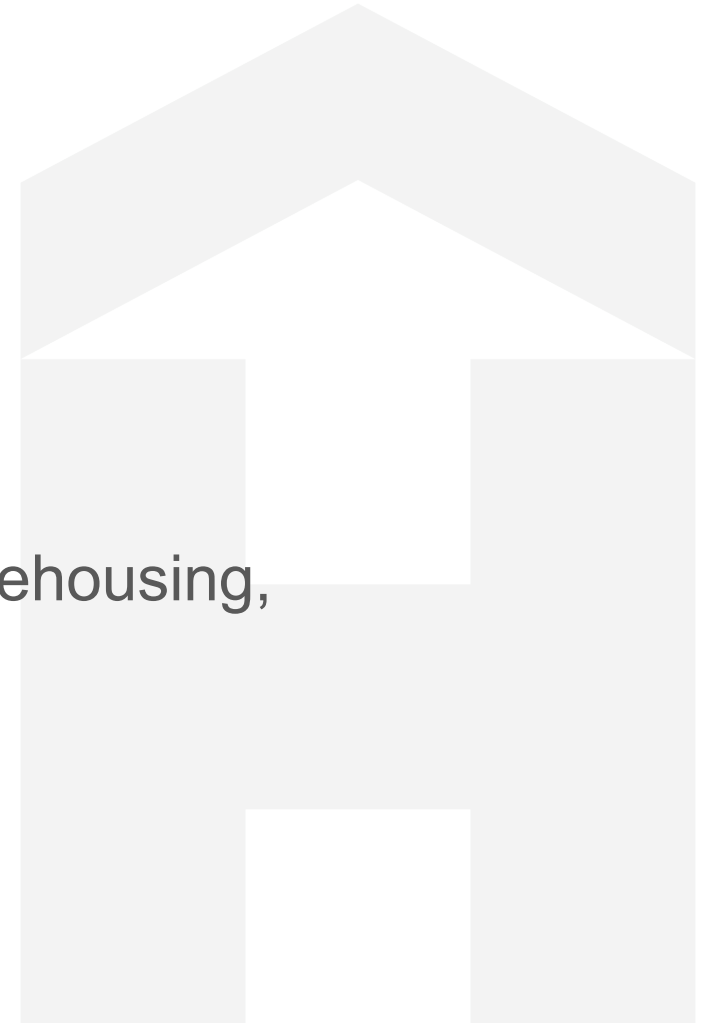
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- At least **12 trainings**, in a variety of formats to meet different needs
- Provide **support to programs** to amend program policies and practices, e.g.:
  - Support for Move On practices
  - Assessment practices
  - Accessing mainstream benefits
  - Diversion and problem solving.



# Services Standards Documents

- **Services Standards:**
  - General (for all programs)
  - Coordinated entry
  - Outreach
  - Drop-in centers
  - Emergency shelter
  - Supportive Housing (Transitional Housing, Rapid Rehousing, Permanent Supportive Housing)
- **Fidelity Evaluation Process**
  - **Baseline Self Assessment Tool**



# Year One Training

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- Housing Stability Planning (3/1)
  - Tenant Rights During the COVID-19 Pandemic (4/3)
  - Safety in Multifamily Housing During COVID-19 (4/14)
  - Landlord Rights and Requirements During COVID-19 (4/15)
  - Fair Housing During COVID-19 (4/20)
  - Illegal Evictions
  - Strategies for Engaging and Strengthening Relationships with Landlords (5/12)
  - AWH4T Services Standards Implementation (8/5)
  - Effective, Equitable, and Person-Centered Housing Strategies (8/25)
  - Strategies for Recognizing and Working with Survivors of Domestic Violence (9/16)
  - VAWA for CoC-funded Programs (asynchronous)
  - Introduction to Motivational Interviewing (10/9)
- Upcoming:**
- Equal Access and Cultural Competency
  - Avoiding Secondary Trauma, Compassion Fatigue, and Burnout
  - Housing Problem Solving
  - Trauma Informed Care



# Year One Technical Assistance

- 1-on-1 Support for Policy and Program Document Creation:
  - Tulsa Day Center Rapid Rehousing
  - City Lights Hotel
- Cohort Support for Policy and Program Document Creation:
  - PSH Collaborative (TDC, VOA, MHA)
- AWH4T Task Forces Implementing/Revising Standards:
  - Coordinated Entry
  - Outreach

- August AWH4T Member meeting included training about self-assessment process

## Upcoming:

- *(Once 2020 NOFA cancelled by HUD)* 1-on-1 TA to review outcomes and to complete Resilience and Equity Checklist
- Drop In Center or Emergency Shelter Pilot or Cohort



# Barriers to Service Standards Implementation

- Policy change requires agency leadership's involvement
  - Some **providers unable to prioritize** Service Standards implementation, including technical assistance
  - Providers who are prioritizing have reported feeling squeezed
- **Trainings mostly online**, not accessible to all learning styles
- Lack of 2020 Continuum of Care NOFA process resulted in not requiring self-assessment from CoC-funded programs





# Spotlight

## Sharing Data for Social Good

Preserving Privacy and Supporting Communities

asemio



# Spotlight

Spotlight is a platform that was developed to enable communities to answer important questions without ever sharing sensitive, personally-identifiable data.

Spotlight delivers actionable data insights **quickly** by providing the tools and guidance agencies need to share data **safely** — without risking the privacy of the communities they serve.



# Spotlight communities no longer have to choose between safeguarding privacy or flying blind.

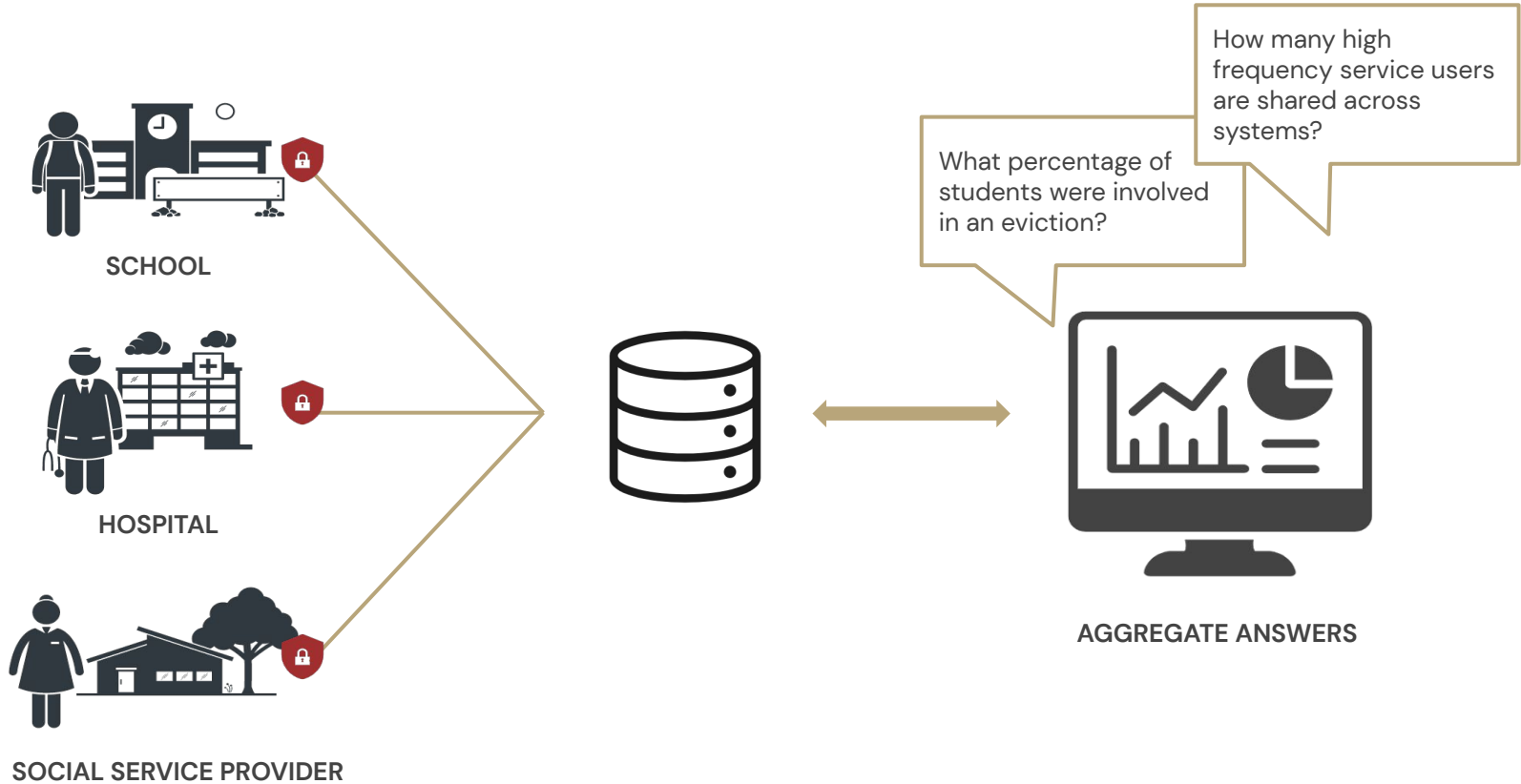
- Secure data-sharing with NIST-approved de-identification technology means private information never leaves your agency
- Proprietary ETL tool cleans and normalizes all of the data from different sources
- A dedicated project management team helps you navigate governance and organizational coordination
- Full-time analysts quickly deliver data and reports in a way that creates actionable insights



# How It Works



# How It Works



# Community Data Sharing Initiative

Community Onboarding

Initiative Launch

## Community Steering Committee

### Actionable Insight Cycle

#### Assess

- Define mini project goals
- Identify potential partners, data sets, and community benefit
- Determine deliverables and actionable impact

#### Discover

- Define governance approach
- Determine analytics approach
- Identify necessary data sets

#### Transfer

- Receive appliance
- Submit data for de-identification, cleaning, and deduplication
- Complete upload

#### Review

- Review results
- Identify anomalies and opportunities for action
- Disseminate results

#### Sustain

- Take action
- Identify necessary ongoing analytics support
- Mini-project review

*Cycle repeats every six months*

Review Glows and Grows

# Community Example: Service Overlap & Outcome Achievements



## The partners

**8** agencies spanning  
**32** unique programs,  
covering basic needs,  
health and education  
domains



## The questions

What is the unique number of individuals served (i.e., total population) and the overlap between each pair of data contributors?

What are the differences in program completion and outcome achievement rates for different racial, ethnic, and gender groups for the total population of individuals served in 2018?

How many individuals previously served by two early education providers have since been served by two other youth and adolescent providers?



## The takeaway

- Significant, safe, and speedy community collaboration is possible
- New and sustained community partnerships emerged

# Security Overview

- De-identification at the source for enhanced ethical and security protections
- Encryption at rest and in transit
- Compliant with common privacy and security standards





# De-Identified Data

Name	Address
8LtV3gITMf3nv3IsTgWexWdthZKIXVXmsuOFFsDYs23UsTrzfo3QRiw	[{"sechash": "XziAxqqNvqDz+wOuAPVgishqjWBvPJl7S5DanBofu8kAg/xUyF199zQ"}, {"sechash": "seDuPlqgONjRSOP+BdP8N7UOd7sgRLj+u5TSlo8w6mSfuk3HUiAPeA"}]
chRwc2a32rSwn2/ftjpMpBUmzf4eibDheXTyOx3jsU9ECnikZeXwcTw	[{"sechash": "uCPGixGjtCrh44vLULPuTqZOKwPdWsEGhIOwbidVKZJgAp2fsNb2ttg"}]
Oov9RX3NjowfZyK+QOF	[{"sechash": "S+2BAYTYfx9VQ"}, {"sechash": ""}]
SBs+jnhMUbsfHeuW2rLx	[{"sechash": "gROqPfqVg"}]
r6Vsats1bgK7GCSfZQhV	[{"sechash": "yeSZe1lFgO/fJA"}, {"sechash": "wA"}]
xkz+dPoT8QKj8UW9Hlzk73pn2OYO56yKW8Rt+DwV6UkOui5foKJPvCg	[{"sechash": "MvOpqIOcNRc+fHAzZxaExVnBq8wSJ/nr/hGAle+TIAW5QPQOzfs9dtg"}]
uaFFABX4yAc9jff7OG1UER+FxAnwdHhOYwU5QD9C4fG5GjUc823uXTA	[{"sechash": "E7jvQbfBbh6O+qqO+4ieeMJu4tRcCKc4GmwJfqFemeNjiNp9VciboHQ"}]

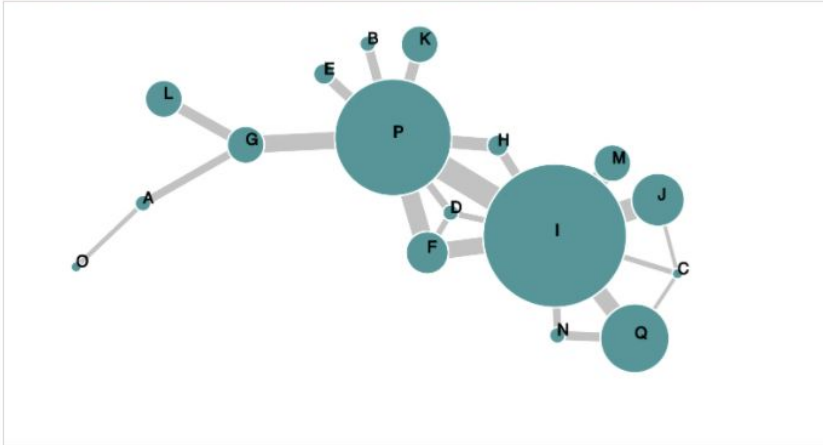
Hashing creates a privacy-preserved predictable outcome that enables record linking across data sets.

These are examples of what Name and Address information look like after the data have been hashed.

# Example Graphics

Can be CUSTOM

Graph 1: Visual depiction (i.e., network graph) of unique individuals shared between entities



Can be TABULAR

Question 1: What is the unique number of individuals served (i.e., total population) and the overlap between each pair of data contributors for all time?

Table 1: Unique individuals shared between entities

Overlap Grd	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
A	3,433	7	3	0	35	0	1,069	1	293	481	51	358	160	0	321	366	19
B		1,668	4	39	120	115	243	104	250	130	55	87	77	8	0	1,381	182
C			1,668	0	0	0	0	0	0	0	0	0	0	0	0	0	0
D				2,650	0	0	0	0	0	0	0	0	0	0	0	0	0
E					5,393	0	0	0	0	0	0	0	0	0	0	0	0
F						17,459	0	0	0	0	0	0	0	0	0	0	0
G							14,846	0	0	0	0	0	0	0	0	0	0
H								6,325	0	0	0	0	0	0	0	0	0
I									73,711	24,911	16,016	16,188	15,869	3,181	922	58,799	34,109
J										24,911	16,016	16,188	15,869	3,181	922	58,799	34,109
K											16,016	16,188	15,869	3,181	922	58,799	34,109
L												16,188	15,869	3,181	922	58,799	34,109
M													15,869	3,181	922	58,799	34,109
N														3,181	922	58,799	34,109
O															922	58,799	34,109
P																58,799	34,109
Q																	34,109

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