

WorkforceGPS CHAT TRANSCRIPT – TAA Program

Title	Scheduled Chat: Remote Assessment Options
Date	05/20/2020
Start Time	01:41 PM GMT-04:00
End Time	03:49 PM GMT-04:00
Moderator	Theberge, Timothy

Theberge, Timothy- 2:00 PM:

Welcome to our virtual chat! The purpose of this forum is to provide an opportunity to share with your state peers on challenges and solutions in the effective provision of remote services – specifically on assessments.

Theberge, Timothy- 2:01 PM:

We'll wait a minute or two for everyone to join us.

Theberge, Timothy- 2:01 PM:

Thank you for joining our 2nd GPS chat.

Bevel, Ann-Marie- 2:02 PM:

OFF Topic--the 888 petition question phone mail box is full

Theberge, Timothy- 2:02 PM:

@Ann-Marie

Theberge, Timothy- 2:02 PM:

thanks

Theberge, Timothy- 2:02 PM:

We will look into that

Theberge, Timothy- 2:02 PM:

Welcome to our virtual chat! The purpose of this forum is to provide an opportunity to share with your state peers on challenges and solutions in the effective provision of remote services – specifically on assessments. A couple of ground rules to support multiple conversations occurring at the same time. If you are responding directly to individual comments or questions, please reference the person in question by using an @ sign and then their first name.

So, for example, if Joe from CT wanted to ask about remote workshops, it would be helpful if he started off like this:

Beth (MA) TABE Assessments – [Question or statement goes here.]

Then you can reply to Beth like this:

@Beth - [Answer or follow-up goes here]

Theberge, Timothy- 2:03 PM:

We'll start off the discussion with a question that came in through GPS

Bevel, Ann-Marie- 2:03 PM:

@Timothy Thank you...I've been waiting over a week for a TAW to be assigned to a petition I filed

Theberge, Timothy- 2:03 PM:

Q: If Trade participant has Bachelor degree, would it be necessary to test for reading/math using Casis?

Bevel, Ann-Marie- 2:04 PM:

@Timothy...assessments are need for a TAA training plan

Bevel, Ann-Marie- 2:05 PM:

@Timothy... you can not waive the assessment requirement

Theberge, Timothy- 2:05 PM:

Agreed - I think the question is trying to see if states do different assessments for someone with a HS diploma vs a college degree

Standen, Susan- 2:05 PM:

In Arizona, [we] would not require the assessment, if a person possess a Bachelor's Degree; we would request their transcript.

Wright, Robin- 2:06 PM:

@Timothy - TN has seen folks with Bachelor's and Master's test low on the TABE,

Grant, Kelli- 2:06 PM:

@Robin, as has SC

Mahurin, Mandy- 2:06 PM:

I am not sure what Casis is. But in Indiana we allow individuals to use college entrance exams in place of TABE due to the difficulty of the new TABE test

Lausmann, Laura- 2:06 PM:

@Timothy Oregon views the degree as a part of the assessment process and looks at the degree as telling us they are at a high enough education level to be successful.

Mahurin, Mandy- 2:07 PM:

I think assessment needs to be defined here. Do we mean an actual assessment aka test or assessment as a meeting with a counselor to assess barriers to training/employment, education history, etc.

Mahurin, Mandy- 2:07 PM:

here

Theberge, Timothy- 2:07 PM:

@Mandy - Good point. We mean both for today.

Bevel, Ann-Marie- 2:07 PM:

The state must apply/use whatever assessment the normally would use...Kansas uses whatever the local area is using or if the school has an assessment.

Grant, Kelli- 2:08 PM:

@Ann-Marie - do your training providers provide free placement testing? If not, does that pose a challenge?

Bevel, Ann-Marie- 2:09 PM:

@Kelli --- we've have been instructed that TAA can pay for assessments prior to training approval;

Mahurin, Mandy- 2:09 PM:

All workers in Indiana get a counselor driven assessment of barriers etc. All workers who want training in Indiana must have an academic/skills driven assessment (TABE, WorkKeys, college entrance exam, career interest inventory) regardless of past education history

Mahurin, Mandy- 2:09 PM:

TAA can pay for assessments using CM funding

Bevel, Ann-Marie- 2:09 PM:

@Kelli-- if there is a fee the school [usually] just includes the fee on the first invoice

Lausmann, Laura- 2:10 PM:

Oregon looks at everything as part of the assessment including: the work history, educational history, budget, placement testing/transcripts, barrier review, labor market, ADA/Health. criminal history, [etc]
....

Grant, Kelli- 2:10 PM:

Yes, I know, however just wondering if that poses any challenge with the school if they are not enrolled to begin training

Grant, Kelli- 2:11 PM:

For example, will they provide testing for someone, free or otherwise, if they are not enrolled

Bevel, Ann-Marie- 2:11 PM:

@Kelli - no we have good relationships with the school who administrator assessments-- schools could also invoice us but it hasn't been issue for us

Huhmann, Myra- 2:11 PM:

Missouri follows the same methodology as Indiana

Bevel, Ann-Marie- 2:12 PM:

@Kelli -- if the student is wanting to attend the school there is no problem. We wouldn't send a [non] perspective student to be assessed there

Waters, Jhansi- 2:12 PM:

@Everyone PA aims to co-enroll all Trade affected workers with WIOA, so all participants take an assessment TABE or CASAS

Grant, Kelli- 2:12 PM:

@Anne-Marie - thanks, that clears it up

Bevel, Ann-Marie- 2:12 PM:

Kansas is looking to strength our assessment procedures

Broadwater, Karen- 2:12 PM:

Michigan (Berrien Cass Van Buren) does similar to Indiana with the exception that we use CASIS which is approved by WIOA also.

Broadwater, Karen- 2:13 PM:

Problem is CASIS as with most assessments, must be proctored not provided virtual. Anyone out there have an exception to that?

Bevel, Ann-Marie- 2:14 PM:

Kansas has been relying on WorkReady/ACT testing and we have been informed they may not pass muster with the new regulations come out

Theberge, Timothy- 2:14 PM:

@Ann-Marie

Theberge, Timothy- 2:14 PM:

What new regulations? Trade?

Wright, Robin- 2:14 PM:

@Karen - TN is working on training Proctors for on-line TABE testing. We have not yet got it in production yet.

Bevel, Ann-Marie- 2:14 PM:

@Timothy, yes Trade...we had our TAA audit [just] as Covid was hitting

Mahurin, Mandy- 2:15 PM:

@Karen Indiana is working on virtual proctors for TABE as well

Theberge, Timothy- 2:15 PM:

@Ann-Marie - The proposed regulations do not define specific assessments by name.

Mahurin, Mandy- 2:15 PM:

@Ann-Marie- Indiana just switched to the WorkReady/ACT because of COVID- interested in more info on what you found out because we were thinking of keeping his around after COVID

Bevel, Ann-Marie- 2:16 PM:

@Timothy , yes but it is my understanding from Jason that we will should seek out industry specific assessment....ie a welding assessment, nursing, etc

Eagles, Virginia- 2:16 PM:

@Mandy & @Robin - NC will be very interested to hear how the proctor training goes

Theberge, Timothy- 2:16 PM:

@Ann-Marie - Well, let's let the Final Rule come out first and a few rounds of training on them before we go down that path,

Mahurin, Mandy- 2:16 PM:

@Ann-Marie- all WorkReady/ACT assessments have been occupationally profiled so you can create assessment and score requirements based on industry requirements-

Bevel, Ann-Marie- 2:17 PM:

@Mandy , the State of Kansas is a big on WorkReady so it won't go away for us but we are interested in the industry specific

Mahurin, Mandy- 2:17 PM:

@Virginia our Adult Ed team is heading this up but I will be sure to have them reach out :)

Lausmann, Laura- 2:17 PM:

Oregon reviews for appropriate assessments for each individual. There are standard assessments that lead to assessments that build on an individuals case. For example an individual with a Bachelors degree would not be required to take a placement test by our colleges and therefore we would not require them to take one.

Bevel, Ann-Marie- 2:17 PM:

@Mandy - that is good to know (above my pay grade, lol)

Mahurin, Mandy- 2:18 PM:

@Ann-Marie get with me after and I will point you towards the occupational profiles for ACT

Bevel, Ann-Marie- 2:18 PM:

@Mandy will do!

Wright, Robin- 2:19 PM:

@Virginia - We will keep you updated.

Theberge, Timothy- 2:19 PM:

Q: Are your counselors primarily using phone calls, emails, video calls, to do initial assessments with new participants right now?

Wright, Robin- 2:20 PM:

@Timothy - TN is currently doing all TAA virtually.

Mahurin, Mandy- 2:20 PM:

Indiana is using Microsoft Teams and Zoom meetings in addition to emails and phone calls. Our CM system has e-sign capabilities and document upload features as well.

Waters, Jhansi- 2:20 PM:

@Timothy in PA the Career Advisors are "meeting" with participants via email. Most of the participants had already completed an assessment.

Bevel, Ann-Marie- 2:20 PM:

@Timothy - all the above in Kansas

Eagles, Virginia- 2:21 PM:

@Timothy NC is also completely virtual

Theberge, Timothy- 2:21 PM:

For those using Zoom, Teams, Skype, etc. have you been using video or just audio? If video, have the participants been receptive?

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Grant, Kelli- 2:22 PM:

@Timothy - SC is currently serving participants through phone calls and emails, we have a virtual enrollment process for new participants that is under review...

Waters, Jhansi- 2:22 PM:

@Timothy We have instructed the Career Advisors to use a skills assessment as an alternative if their local WIOA provider is not prepared to give a virtual assessment

Mahurin, Mandy- 2:22 PM:

@Tim- we are doing both audio and video. We have also been doing our orientations for new certifications via Zoom or WebEx. More often than not, our customers are more likely to turn on their video than staff :)

Pelletier, Judy- 2:23 PM:

@Timothy- ME is using email, Skype, phone, etc.

Satterwhite, Christie- 2:23 PM:

@Timothy AR is currently serving TAA through email and phone calls

Lausmann, Laura- 2:23 PM:

Because of Oregon's centralized model we have been primarily using phone calls, emails, video calls, to do initial assessments with new participants for over 15 years.

Theberge, Timothy- 2:23 PM:

@Mandy - Sounds like some of my co-workers.

Pelletier, Judy- 2:23 PM:

@Tim, Video and Audio for presentations

Theberge, Timothy- 2:24 PM:

Follow up: Have any of these been group sessions or mostly 1-to-1?

Mahurin, Mandy- 2:24 PM:

@Tim our orientations have been "group" but the largest one we have had so far was about 20 employees on the video call

Pettis, Ceanna- 2:24 PM:

I use zoom, email and, phone calls.. The zoom is okay if the client is able to access it.

Waters, Jhansi- 2:25 PM:

Correction I meant to say 'an interest inventory' is given if the program partner isn't prepared to give the assessment virtually

Satterwhite, Christie- 2:25 PM:

@Timothy - AR has been conducting our TAA information sessions in group sessions via conference calls and our assessments are done one-on-one

Bevel, Ann-Marie- 2:25 PM:

@Timothy- Kansas hasn't had great luck with the group calls

Huhmann, Myra- 2:25 PM:

@Timothy In Missouri, at least one of our Trade Act Navigators has been providing Rapid Response information virtually.

Easter, Jody- 2:25 PM:

Nebraska held our first group in person Trade Rapid Response yesterday since this all started. They put us in their plant where they can space everyone out and did it in groups of 10.

Lausmann, Laura- 2:26 PM:

Oregon has been encouraging video and mostly using audio. Now we have SoftPhones on our laptops so our phone calls are going directly through our laptops. We have videos for TAIS and Rapid Response.

Pelletier, Judy- 2:26 PM:

@Tim, Not large groups for trade - one on one, RR groups - up to 167.

Pettis, Ceanna- 2:26 PM:

I haven't used the group calling nor have I tried to do a zoom with more [than] one participant. I try to do things one on one. We also haven't had too much action in NM with new petitions. The last petition I had 4 participants so it was easy to do things one on one----- new mexico

Theberge, Timothy- 2:26 PM:

Q: Are there any challenges in communication with partners around assessment? For example, assessments being done but not recorded, or assessment not getting conducted when they normally would?

Waters, Jhansi- 2:27 PM:

@All PA's Rapid Response team is conducting BRI's using pre-recorded and live webinars. Just audio

Wright, Robin- 2:27 PM:

@Tim - TN's biggest issue with Video is the low bandwidth we encounter. We have trouble staying connected.

Bevel, Ann-Marie- 2:28 PM:

@Timothy in Kansas assessments are monitored by TAA case managers...have not been able to do the full proctored exams so only 'practice' scores can be done at this time

Mahurin, Mandy- 2:28 PM:

@Tim same as Kansas

Pettis, Ceanna- 2:29 PM:

@bevel that is the same for us. we are using practice exams and if the school offers any accuplacers or testing we use those scores-- nm

Huhmann, Myra- 2:29 PM:

@Timothy in Missouri, we are the same as Kansas

Waters, Jhansi- 2:29 PM:

@Timothy YES. However I have requested the Primary contacts for the areas to create a directory to get updated information. Will have to rely on our Regional Directors to get information as well

Theberge, Timothy- 2:30 PM:

Q: Are the assessments required by your WIOA programs different than those usually used by Trade?

Pettis, Ceanna- 2:30 PM:

@Tim No we use the same tests as WIOA.

Huhmann, Myra- 2:30 PM:

@Tim - In Missouri, we actually follow the assessment requirements of the local regions or what is required of WIOA

Mahurin, Mandy- 2:31 PM:

@Tim. Yes and No. Depends on the local area. Some local areas will only accept TABE for WIOA but for TAA we accept other assessments

Waters, Jhansi- 2:31 PM:

@Tim PA uses the same as WIOA

Wright, Robin- 2:31 PM:

@Tim- In TN Yes - Partner programs would only do TABE because if they did their full assessment they would have to enroll every participant.

Bevel, Ann-Marie- 2:31 PM:

@Timothy- co-enrollment is low in Kansas ...our TAA customers who are co-enrolled are only helped by a TAA case manger

Pettis, Ceanna- 2:31 PM:

@Tim we accept other tests as well. But the same as WIOA if they are given by the TAA case managers

Bevel, Ann-Marie- 2:31 PM:

Also will vary by local area

Waters, Jhansi- 2:32 PM:

PA struggled with this question in past years. They are all dislocated workers so it is easier to do the same assessment

Theberge, Timothy- 2:32 PM:

@Jhansi - Because they are.

Grant, Kelli- 2:32 PM:

@Tim - in SC coenrollment is low, however since the assessments that WIOA uses (WIN) are already in the centers, we use what they do as to not duplicate efforts

Theberge, Timothy- 2:33 PM:

@Kelli - Good to hear. No need to duplicate the effort of partner programs.

Pettis, Ceanna- 2:33 PM:

@Tim co-enrollment is low in New Mexico as well.

Bevel, Ann-Marie- 2:34 PM:

I would say overall the assessment burden is higher for TAA than WIOA

Bevel, Ann-Marie- 2:34 PM:

That is my impression

Theberge, Timothy- 2:34 PM:

NOTE: Nationally, performance outcomes for TAA participants co-enrolled in the DW program is higher for all measures.

Satterwhite, Christie- 2:35 PM:

@Timothy TAA in AR does an assessment and refer them to WIOA; trying to get the co-enrollment numbers up is definitely challenging

Mahurin, Mandy- 2:35 PM:

@Tim aren't performance outcomes higher for WIOA when co-enrolled with TAA? ;)

Theberge, Timothy- 2:35 PM:

@Mandy - Indeed they are. And Trade pays for the training. It's like getting better performance for free.

Wright, Robin- 2:36 PM:

@Tim - Yes it is, but partner programs don't seem to accept that. They still feel that TAA will bring down their numbers even though the outcomes have been shown to them on multiple occasions.

Mahurin, Mandy- 2:36 PM:

@Tim IKR. That is why I don't understand low co-enrollment and hesitation from our partner programs.

Bevel, Ann-Marie- 2:36 PM:

You need to tell [the] WIOA side this

Theberge, Timothy- 2:36 PM:

@Mandy - I've been personally tilting at that windmill since 2004.

Satterwhite, Christie- 2:36 PM:

@Robin same situation here in AR

Eagles, Virginia- 2:36 PM:

@Robin @Tim - Ditto in NC

Grant, Kelli- 2:36 PM:

@Tim, not to point out the obvious, but until WIOA is mandated to coenroll, we are fighting an up hill battle, in a rain storm, with rivers of water and mud coming at us

Bevel, Ann-Marie- 2:37 PM:

preaching to choir about co-enrollment but when an entire local area moves all their DW funds to adult they do not see a need to co-enroll

Mahurin, Mandy- 2:37 PM:

@Robin I think the main issue is that TAA is a more long-term participant and they don't want to have to "serve" someone for 2.5-3 years

Huhmann, Myra- 2:37 PM:

Q. When are your AJCs supposed to open to the public?

Wright, Robin- 2:37 PM:

@ Kelli - Amen

Bevel, Ann-Marie- 2:37 PM:

@Mnady -- YES!!! they don't want them on the 'books' that long

Theberge, Timothy- 2:37 PM:

Resource: <https://www.dol.gov/agencies/eta/tradeact/data/participant-reporting/>

Theberge, Timothy- 2:38 PM:

That's our FAQ on Co-Enrollment

Bevel, Ann-Marie- 2:38 PM:

@Mrya- our western KS are open by appointment but there is no trade out there, lol

Mahurin, Mandy- 2:38 PM:

@Myra- in Indiana we have several reopening plans depending on the area of the state. Most offices will be open to the public by late June

Satterwhite, Christie- 2:38 PM:

@Kelli - exactly! until a mandate is in place, we're getting what we get

Bevel, Ann-Marie- 2:38 PM:

@Timothy- again you need to tell the WIOA side this. WE would like to co-enroll but local is king and they are not interested in general

Theberge, Timothy- 2:39 PM:

@Ann-Marie - Understood. That's always been the challenge.

Pettis, Ceanna- 2:39 PM:

I am glad I am not the only one that has issues with co-enrollment...

Huhmann, Myra- 2:39 PM:

@Mandy & @Ann - thanks for the information. We are probably going office by office and may be at late as mid-July.

Pelletier, Judy- 2:39 PM:

ME struggles w/ co enrollment numbers also.

Bevel, Ann-Marie- 2:39 PM:

@Ceanna - as Region 5 knows I get a little passionate about co-enrollment

Wright, Robin- 2:40 PM:

Yes co enrollment has been a sore spot for me for a very long time.....

Mahurin, Mandy- 2:40 PM:

In Indiana we have some areas with 100% co-enrollment and then we have other areas with less than 5% so we still have room to grow in Indiana but we have approx. 65% overall co-enrollment statewide. It just depends on the local area on the attitude. Most don't see why they should have to use any resources on a TAA participant since we "pay for everything".

Pelletier, Judy- 2:40 PM:

@Tim- will we see a change where DW NEG's are considered co enrollments?

Bevel, Ann-Marie- 2:41 PM:

It's very frustrating to have TAA calls and [material] talk about co-enrollment when nothing is done on the other side

Lausmann, Laura- 2:41 PM:

@Kelli: Exactly right RAH, RAH!!! Thumbs up

Theberge, Timothy- 2:41 PM:

Resource to share: <https://taa.workforcegps.org/resources/2019/06/14/20/22/Co-Enrollment-Fact-Sheets>

Mahurin, Mandy- 2:41 PM:

@Tim will DOL WIOA reps be promoting co-enrollment with TAA on any guidance or tech calls?

Theberge, Timothy- 2:42 PM:

I would encourage you all to re-review the Proposed Rule...

Mahurin, Mandy- 2:42 PM:

@Tim- we have and we understand. The issue is our WIOA partners don't care about TAA proposed rules...

Theberge, Timothy- 2:43 PM:

The TAA rules are not just for Trade. All states are bound to them.

Pettis, Ceanna- 2:43 PM:

@Mandy thank you because that's how it is here!!!

Mahurin, Mandy- 2:43 PM:

When does the WIOA version of the TAADI roll out and does it have co-enrollment measures built into it?

Bevel, Ann-Marie- 2:43 PM:

Co-enrollment has to come from the top. TAA is at the bottom of the food chain

Theberge, Timothy- 2:43 PM:

@Mandy - Great question - @Robert?

Theberge, Timothy- 2:44 PM:

@Ann-Marie - If the proposed rule makes it to Final Rule, it will be mandated from above.

Theberge, Timothy- 2:44 PM:

It will not be optional.

Grant, Kelli- 2:44 PM:

@Tim, I saw that in the proposed rule, it was exciting

Hoekstra, Robert- 2:44 PM:

@Mandy and @Tim, the WIOA version of TAADI (QRA) is still deciding what the measures will be. I think co-enrollment will not make the first cut, but it has definitely been a topic.

Satterwhite, Christie- 2:44 PM:

@Timothy that will be a good thing then...not optional

Mahurin, Mandy- 2:45 PM:

@Robert @Tim when the co-enrollment measure is on the QRA then you will see TAA co-enrollment go up. Until then it will be status quo.

Theberge, Timothy- 2:45 PM:

@Judy - DWGs are not included in the TAADI because OTAA is seeking to focus on long-term collaboration in program delivery.

Theberge, Timothy- 2:46 PM:

Ok - Time to wrap this one up. So, with that, what topic should we cover next time?

Mahurin, Mandy- 2:46 PM:

Co-enrollment? LOL

Theberge, Timothy- 2:46 PM:

@Mandy - LOL - We'll likely wait for the Final Rule on that one.

Eagles, Virginia- 2:47 PM:

Thanks for assessment & co-enrollment info today

Mahurin, Mandy- 2:47 PM:

Question: Is anyone using an application like Avachado to outreach to TAA eligible customers?

Waters, Jhansi- 2:47 PM:

@All - Very helpful, thank you. Off to "re-review" the Proposed Rule

Pelletier, Judy- 2:47 PM:

How states are handling/tools they are using for the signatures on documents?

Bevel, Ann-Marie- 2:47 PM:

@Mandy, since I have to google that, no

Theberge, Timothy- 2:48 PM:

What are you stuck on that you'd like to hear solutions on from other states?

Pettis, Ceanna- 2:48 PM:

This was very helpful and I am glad I am not the only one having these issues.

Huhmann, Myra- 2:48 PM:

Do other state require signatures on their Employment Plans?

Theberge, Timothy- 2:48 PM:

As a reminder, we will send out the transcript to this chat for your reference.

Hughes, Gwendolyn- 2:49 PM:

Thanks!

Theberge, Timothy- 2:49 PM:

We will use the content to decide on the next topic.

Mahurin, Mandy- 2:49 PM:

@Myra Yes we do but I have questioned that to monitoring as far as if it is required

Grant, Kelli- 2:49 PM:

@Tim, thanks for hosting, these are great!

Theberge, Timothy- 2:49 PM:

Sounds like signatures might be a great topic.

Pettis, Ceanna- 2:49 PM:

@ Tim very good topic

Mahurin, Mandy- 2:49 PM:

@Tim yep agree

Wright, Robin- 2:49 PM:

@Tim, thanks this has been another great chat!

Lausmann, Laura- 2:49 PM:

Is anyone using any online work interest skills assessments that are believed to be customer friendly?

Satterwhite, Christie- 2:50 PM:

@Myra yes AR does require the EP to be signed

Waters, Jhansi- 2:50 PM:

Anticipated challenges with Trade participants receiving UI, PEUC then TRA

Mahurin, Mandy- 2:50 PM:

@Laura Indiana has one that was built for us through the Kudor Assessment tools. Very quick and very user friendly

Pettis, Ceanna- 2:50 PM:

@jhansi good topic as well..

Lausmann, Laura- 2:51 PM:

@Mandy is this something we can access to test?

Pelletier, Judy- 2:51 PM:

@jhansi- yes I agree that would be a great topic next time!

Mahurin, Mandy- 2:51 PM:

@Laura I will check to see what we can do. Shoot me an email: mmahurin@dwd.in.gov

Waters, Jhansi- 2:51 PM:

@Tim Where can I find the transcript from before?

Hoekstra, Robert- 2:52 PM:

@Jhansi - Susan Worden emailed it out on Tuesday. If you didn't get it, I can re-send it

Waters, Jhansi- 2:53 PM:

@Robert...I'll check with Steve Wolf. Thanks,

Wentz, Elaine- 2:53 PM:

@Tim - signatures and do they mean anything?

Poirier, Amanda- 2:54 PM:

@ everyone - It's Amanda from ETA (wrapping up for Tim T.), thanks for your time today and we'll look to schedule this again in two weeks!

sotelo, michelle- 2:54 PM:

@Tim I agree another great topic to cover would be signatures and challenges with Trade receiving UI, PEUC EB then TRA.

Marquez Rios, Mayra- 2:55 PM:

Thank you!

sotelo, michelle- 2:56 PM:

@NM wants to thank you for this chat session it is very informative and appreciated! Have a safe weekend all.