

CONTINUUM OF CARE (CoC) BOARD

JULY 21, 2021 | 3:00-5:00PM

ZOOM MEETING (LINK WILL BE SHARED VIA EMAIL)

TIME	AGENDA ITEM
3:00pm	1. Call to Order
3:01pm	2. Welcome/Introductions
3:05pm	3. Public Comment
3:10pm	4. Approval of Agenda (ACTION)
3:12pm	5. Approval of Minutes (ACTION)
3:14pm	6. FY21-22 Emergency Service Grant (ESG) Funding Decisions (ACTION) – <i>Morghan Williams Boydston, Office of Community and Economic Development (OCED)</i>
3:35pm	7. Emergency Housing Voucher (EHV) Memorandum of Understanding and Prioritization Update – <i>Morghan Williams Boydston, Office of Community and Economic Development (OCED)</i> a. Plymouth Housing Commission b. Continuum of Care
3:40pm	8. Continuum of Care Quarterly Data Report – <i>Andrew Kraemer, OCED</i>
4:00pm	9. COVID Emergency Rental Assistance (CERA) Updates – <i>Morghan Williams Boydston, Office of Community and Economic Development (OCED), Rhonda Weathers, SOS Community Services and Marla Conkin, Salvation Army</i>
4:10pm	10. HMIS Coordinated Entry Change – <i>Lauren Grant, Office of Community and Economic Development (OCED)</i>
4:12pm	11. Shelter Updates, Individuals – <i>Dan Kelly, Shelter Association of Washtenaw County (SAWC)</i>
4:22pm	12. Shelter Updates, Families - <i>Marla Conkin, Salvation Army</i>
4:32pm	13. American Rescue Plan (ARP) – <i>Teresa Gillotti, Office of Community and Economic Development (OCED)</i>
4:40pm	14. Board Member Updates/Issues
4:55pm	15. Public Comment
5:00pm	16. Adjournment

ACTION ITEM SUMMARY

CONTINUUM OF CARE (CoC) BOARD | July 21, 2021

Approve FY21-22 Emergency Solutions Grant (ESG) Funding Recommendations

For Fiscal Year 21-22, Washtenaw County will receive \$183,820 in ESG funding from the U.S. Department of Housing and Urban Development (HUD) and \$491,569 in ESG funding from the Michigan State Housing Development Authority (MSHDA). These funds are our annually appropriated ESG funds and are separate from the supplemental CARES Act ESG funding that Washtenaw County has been allocated.

Annually appropriated ESG funds typically support staff at the various coordinated entry points, along with rapid re-housing and homelessness prevention programming. The CoC's Funding Review Team met on July 15 and 19 to review performance of current ESG-funded agencies and evaluate community need to identify appropriate funding recommendations for the next fiscal year. The MSHDA ESG funding application is due July 30st.

Current Action Needed:

Approve ESG funding recommendations for 2021-2022.

Motion:

The CoC Board approves FRT funding recommendations.

CONTINUUM OF CARE (CoC) BOARD

MAY 19, 2021 | 3:00-5:00PM

ZOOM MEETING (LINK WILL BE SHARED VIA EMAIL)

TIME	AGENDA ITEM
3:00pm	1. Call to Order – John Hieftje
3:01pm	2. Welcome/Introductions – John Hieftje
3:05pm	3. Public Comment – None
3:10pm	4. Approval of Agenda (ACTION) Moved – Jan Little Discussion – None Approved Added MOU discussion to agenda
3:12pm	5. Approval of Minutes (ACTION) Moved – Marla Conkin Discussion – None Approved
3:15pm	6. Emergency Housing Voucher Program & Memorandum of Understanding with CoC (ACTION) – <i>Jennifer Hall, Ann Arbor Housing Commission & Anna O'Toole, Office of Community and Economic Development (OCED)</i> Moved – Marla Conkin Discussion – Jennifer Hall Funding allocated vouchers to PHAs. Ann Arbor received 29. \$3500 per voucher for service assistance to get people housed. CoC, Safe House, WHA. Must be used by Sept 2023. Program funded through 2030. What is needed from the CoC is trying to figure out the population that is best served in the community with both the pros and the cons. Anna O'Toole – Prioritize family and individuals currently in RRH and longstayers in shelter. Will not prioritize chronic homelessness at this time but that could change. Questions: How long is the voucher good for? Through 2030 but must have a voucher by Sept 2023. Are the MSHDA vouchers going to be prioritized the same way? Not sure yet. How much does that mean financially is coming into the county? A little of \$300,000. How much per voucher? \$1000 to that agency, \$500 for existing client, the rest will be flexible and determined by that agency, any bonus dollars would be split 50/50. Approved
3:25pm	Approval of MOU between ?? Moved – Ruth Kraut Discussion – None Approved

3:30pm	7. ESG-CV Housing Choice Voucher Program & Coordinated Entry Policies & Procedures Addendum (ACTION) – <i>Rhonda Weathers, SOS Community Services & Anna O’Toole, OCED</i> Moved – Diane Hiedt Discussion – Rhonda Weathers & Anna O’Toole HCV program will serve 45 households. Shorter term service. Recommend prioritization for households not currently connected to housing case manager and households with the soonest documentation deadline. This comes into play if and when SOS becomes overloaded with referrals. Asking to approve the amendment to include this criteria. Questions – None Approved
3:40pm	8. Corporation for Supportive Housing (CSH) Board Strategic Planning – <i>Mercedes Brown & Lindsey Bishop-Gilmore, CSH</i> Session 1 Introductions Board Member Interviews • Conducted 23 interviews • Questions focused on role/function, board member role, ability to activate, barriers and opportunities, participation and workgroups, missing perspectives, and strategic planning process • Themes by numbers: ○ 55% of respondents have been on the board for 4 years or more ○ 50% expressed limited understanding of role/function of the CoC Board ○ Over 50% expressed limited understanding of role/responsibility of board members ○ 38% expressed challenges in identifying opportunities to active as board members • High level themes ○ Limited understand of board & board member role ○ Structural & cultural challenges to full board engagement ○ Significant potential to fully activate board members ○ Additional perspectives are needed to equitably respond to homelessness ○ Zoom meetings & the pandemic overall has impacted board relations • Next Steps ○ June: Kick Off External Stakeholder engagement ○ June-July: Board & Executive Committee follow-up
4:40pm	9. CoC Diversion Pilot Data & Outcomes – <i>Andrew Kraemer, OCED</i> Data visualization is in packet. Been operating the pilot since Feb and this is the preliminary data. Families – 44 diversions conversations with 153 people in those families, total need \$8,002, average need \$182, 62% exited to family/friends, 1 return to shelter 43% exited to permanent housing Individuals – 84 diversion conversations, total need \$7,434, average need \$88.50, 78% exited to family/friends, 7 returns to shelter
4:45pm	10. Washtenaw Housing Alliance (WHA) Letter and Survey on Impact of Coordinated Funding Transitions - <i>Amanda Carlisle, WHA</i>

	Survey results in the board packet. Requests to COFU partners is in the board packet.
4:55p	11. Public Comment None
5:00p	12. Adjournment

2021 ESG Funding Recommendations

Funding Allocations

Washtenaw County receives Emergency Solutions Grants (ESG) funding from HUD and MSHDA for the staffing of coordinated entry roles, as well as prevention and rapid re-housing (RRH) direct assistance. The 2021 ESG allocations are as follows:

- HUD ESG: \$183,820 (a decrease of \$2,768 from 2020 funding)
- MSDHA ESG: \$491, 569 (an increase of \$20,158 from 2020 funding)
- **Total ESG: \$675,389**

(Note: OCED maintained its administration percentages of 3 percent for MSHDA ESG and 6.2 percent for HUD ESG.)

FRT Funding Considerations

In order to make ESG funding recommendations for 2021, the FRT discussed the following:

1. The CoC has seen a significant influx of funding to the community as a result of the pandemic. Thus far, the CoC Board has provided approximately \$700,000 in ESG-CV dollars for prevention (case management, legal services, and financial assistance) and \$660,000 for rapid re-housing. In addition, the community has received \$18 million from the state for an eviction diversion program. Need for assistance is expected to continue to rise in the coming months and a second allocation of eviction diversion dollars are expected in September.
2. This year, acknowledging that much of the influx of funding for eviction assistance relies on the work of the coordinated entry provider HAWC, the FRT recommended that HAWC be supported with additional staffing dollars to increase the pay rate of their current staff to match that of the CV grant funded positions to continue to decrease staff attrition.
3. Each agency had issues with their data quality over the reporting period, and some did not meet the program outcomes. However, they all had an understandable explanation for why this was the case, which often had to do with staff turnover and pandemic response barriers to service. The FRT discussed these outcomes and some possibilities for improvement, but data quality and program outcomes were not significant enough to impact agency funding. OCED will continue to work with agencies to improve their data quality during the 2022 fiscal year.
4. Due to the influx of eviction assistance dollars, HAWC has had to prioritize the spend down of both ESG prevention, ESG CV prevention dollars, and eviction diversion dollars. As a result, spending in ESG and ESG CV prevention as been slower than expected.
5. As the coordinated entry point for Washtenaw County, HAWC took the lead in supporting homeless individuals and families throughout the pandemic response in eviction assistance and homelessness prevention. As a result, and to maintain continuity of services they increased staff hourly rates with ESG CV dollars which are term limited.

FRT Funding Recommendations

With all of these considerations taken into account, the FRT decided the following (see table below for funding breakdown):

- Approve all agency budgets as requested, with a decrease in HUD and MSHDA ESG prevention financial assistance dollars. The following decreases:
 - o **\$2000 MSHDA ESG to Salvation Army/HAWC** for Prevention financial assistance
 - o **\$4903 HUD ESG to Salvation Army/ HAWC** for Prevention financial assistance

FY20-21 ESG Funding Awards/FRT Recommendations								
Budget breakdown by activity & funding source								
	SHELTER		ADMIN	CASE MANAGEMENT		FINANCIAL ASSISTANCE		TOTAL
	Operations	Essential Srvcs		Prevention	RRH	Prevention	RRH	
MSHDA ESG								
Salvation Army	-	\$2,000	\$15,000	\$324,186	\$28,911	\$62,438	\$43,260	\$475,795
Fiduciary (OCED)	-	-	\$15,774	-			-	\$15,774
MSHDA ESG TOTALS	\$0	\$2,000	\$30,774	\$324,186	\$28,911	\$62,438	\$43,260	\$491,569
MSHDA Unallocated								\$0
HUD ESG								
Ozone House	-	-	-	\$29,204	-	-	-	\$29,204
SafeHouse	-	\$26,394	-	-	-	-	-	\$26,394
Salvation Army	-	-	-	\$40,977	-	\$17,588	-	\$58,565
SAWC	-	\$16,333	-	-	\$43,582	-	-	\$59,915
Fiduciary (OCED)	-	-	\$9,742	-	-		-	\$9,742
HUD ESG TOTALS	\$0	\$42,727	\$9,742	\$70,181	\$43,582	\$17,588	\$0	\$183,820
HUD Unallocated								\$0
MSHDA & HUD TOTALS								
		\$44,727	\$40,516	\$394,367	\$72,493	\$80,026	\$43,260	\$675,389



OFFICE OF COMMUNITY &
ECONOMIC DEVELOPMENT

Collaborative solutions for a promising future

Washtenaw Continuum of Care Data Review

MARCH THROUGH MAY 2021

System Overview: 2021 through May

292

People
Experiencing
Homelessness at
end of May 2021

229

Total Persons
Permanently
Housed YTD

129

Average days
from intake to
permanent
housing

System Overview: 2021 through May

292

People
Experiencing
Homelessness at
end of May 2021



9%

Since
May 2020

229

Total Persons
Permanently
Housed



17%

Since
May 2020

129

Average days
from intake to
permanent
housing

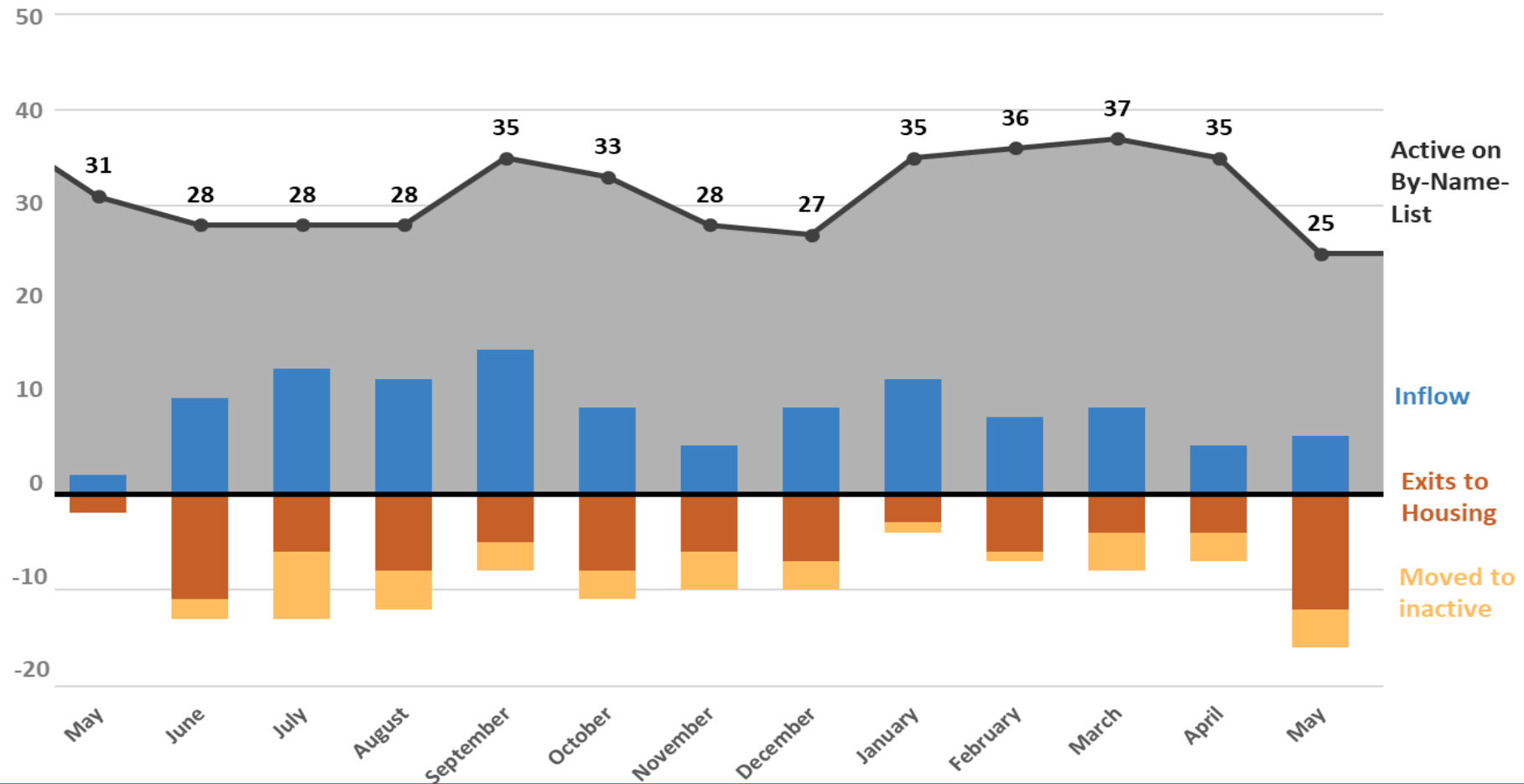


6%

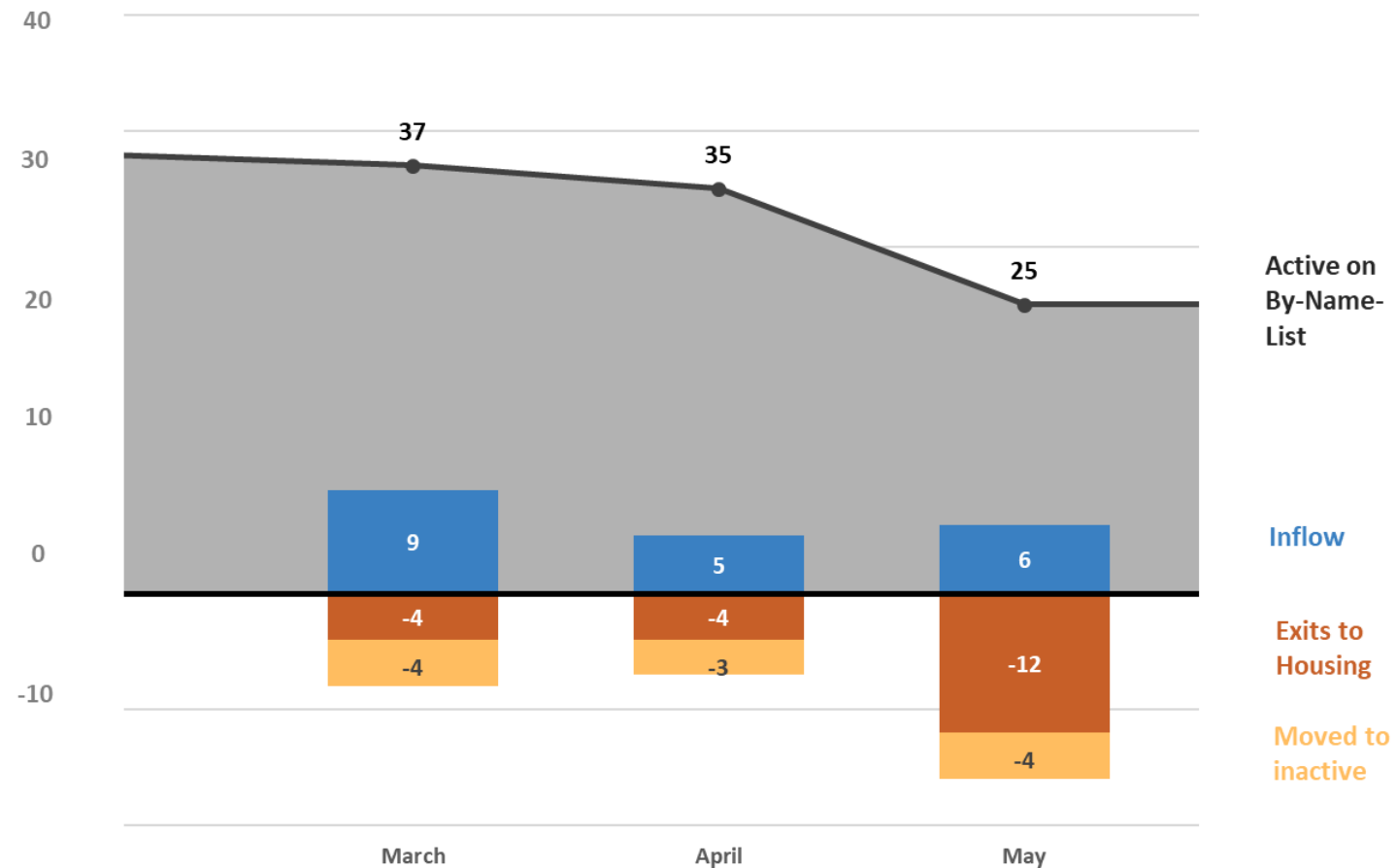
Since 2020

By-Name-Lists

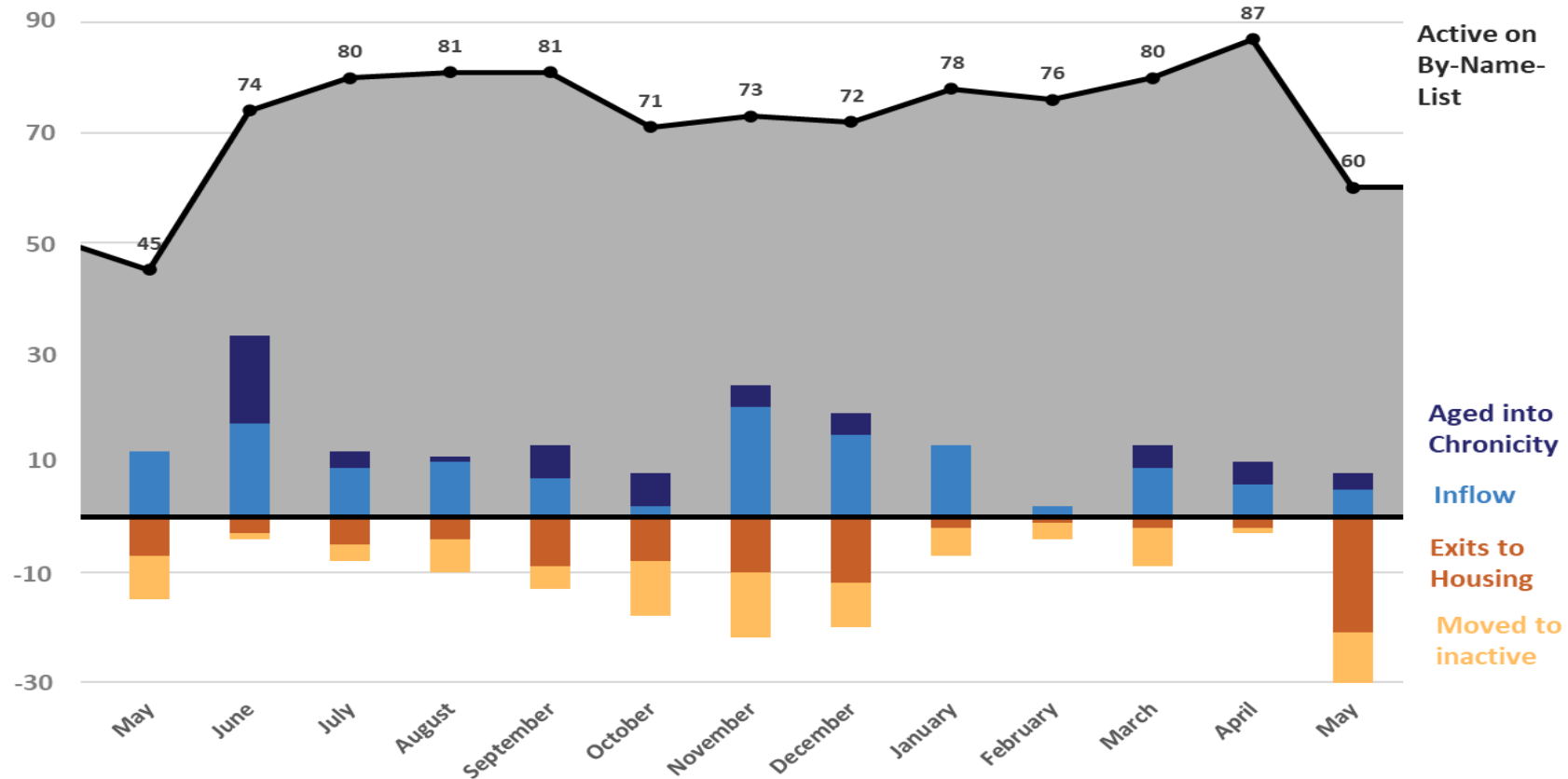
Veteran By Name List: Year Lookback



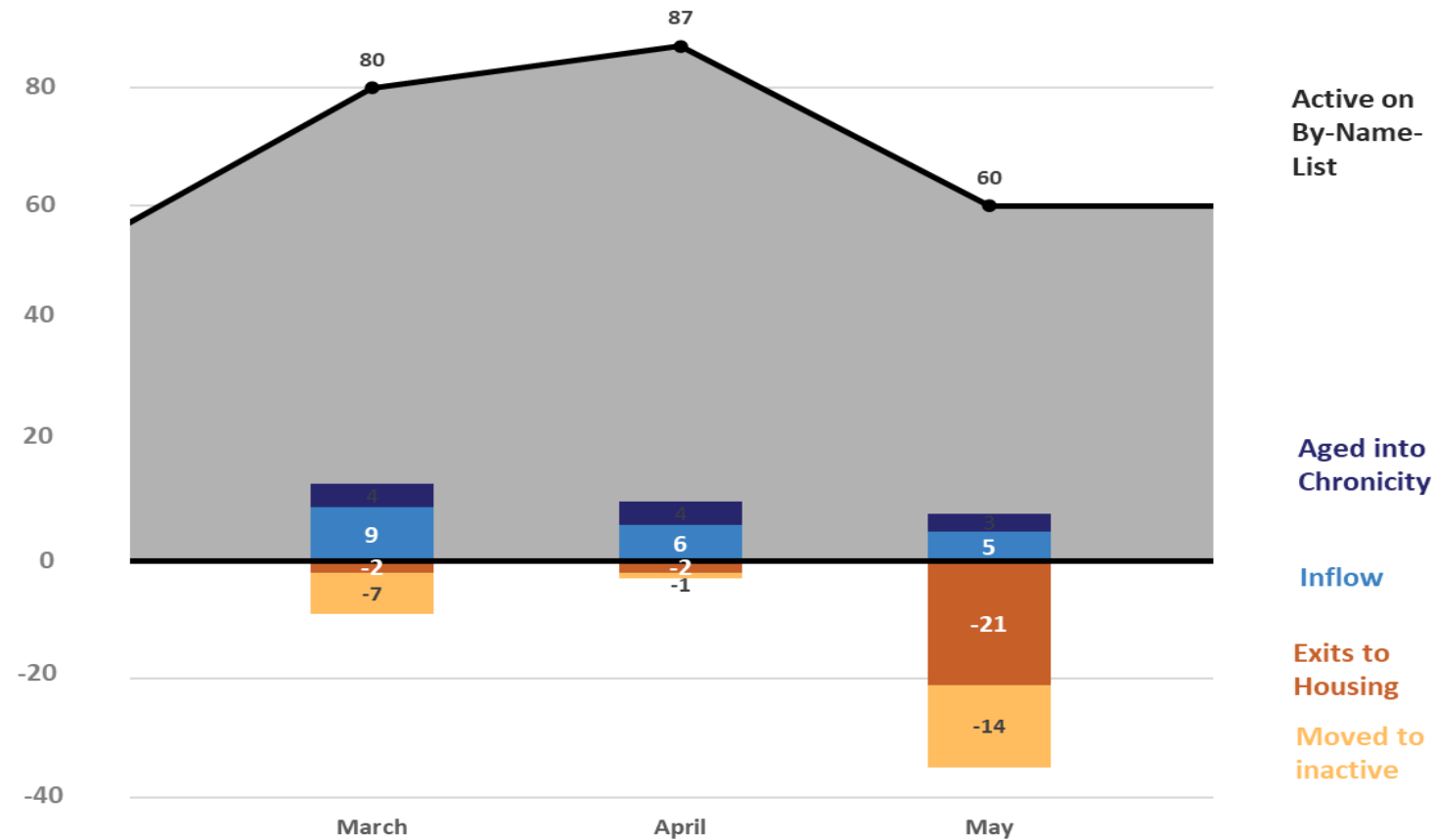
Veteran By Name List: 3 Month Lookback



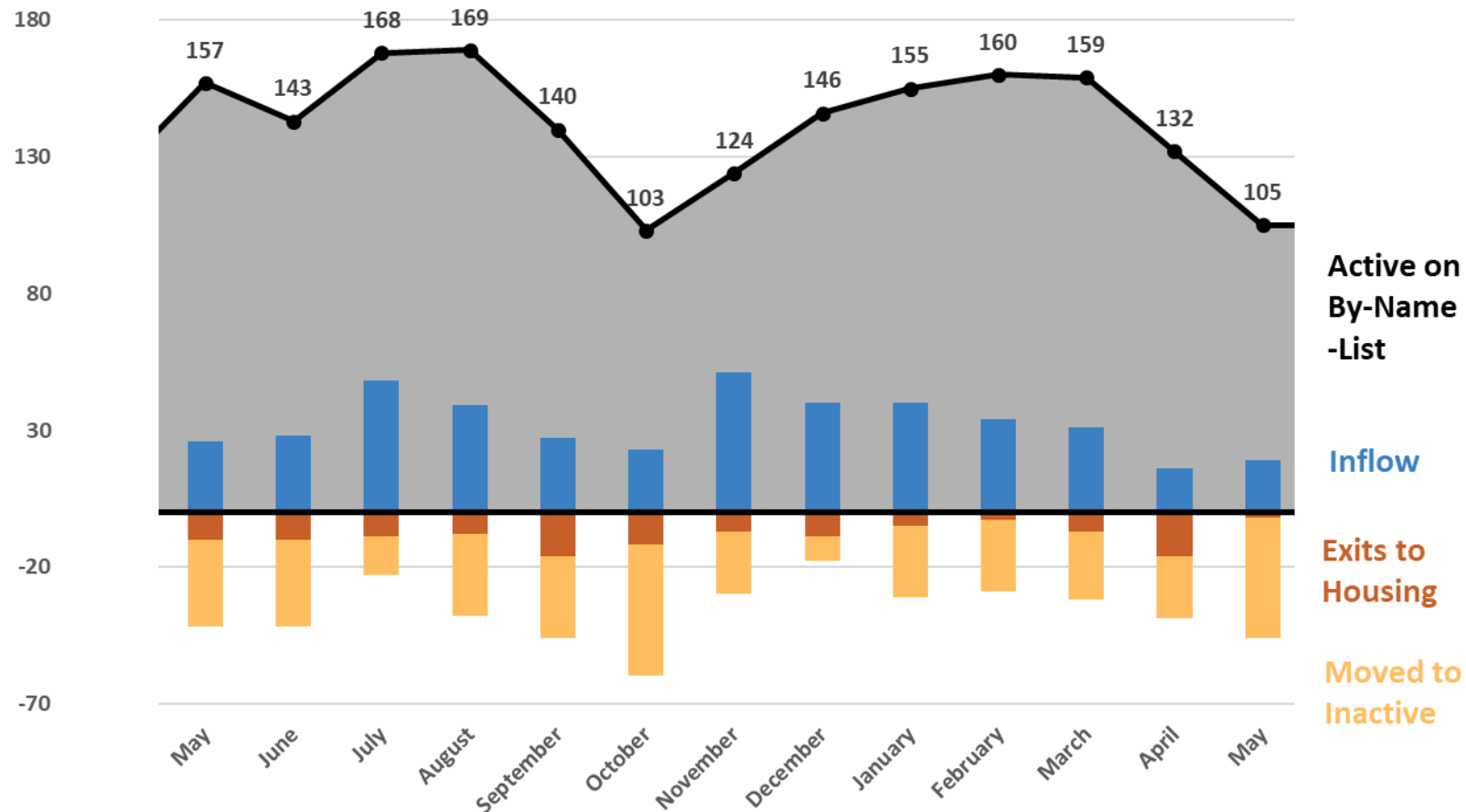
Chronic By Name List: Year Lookback



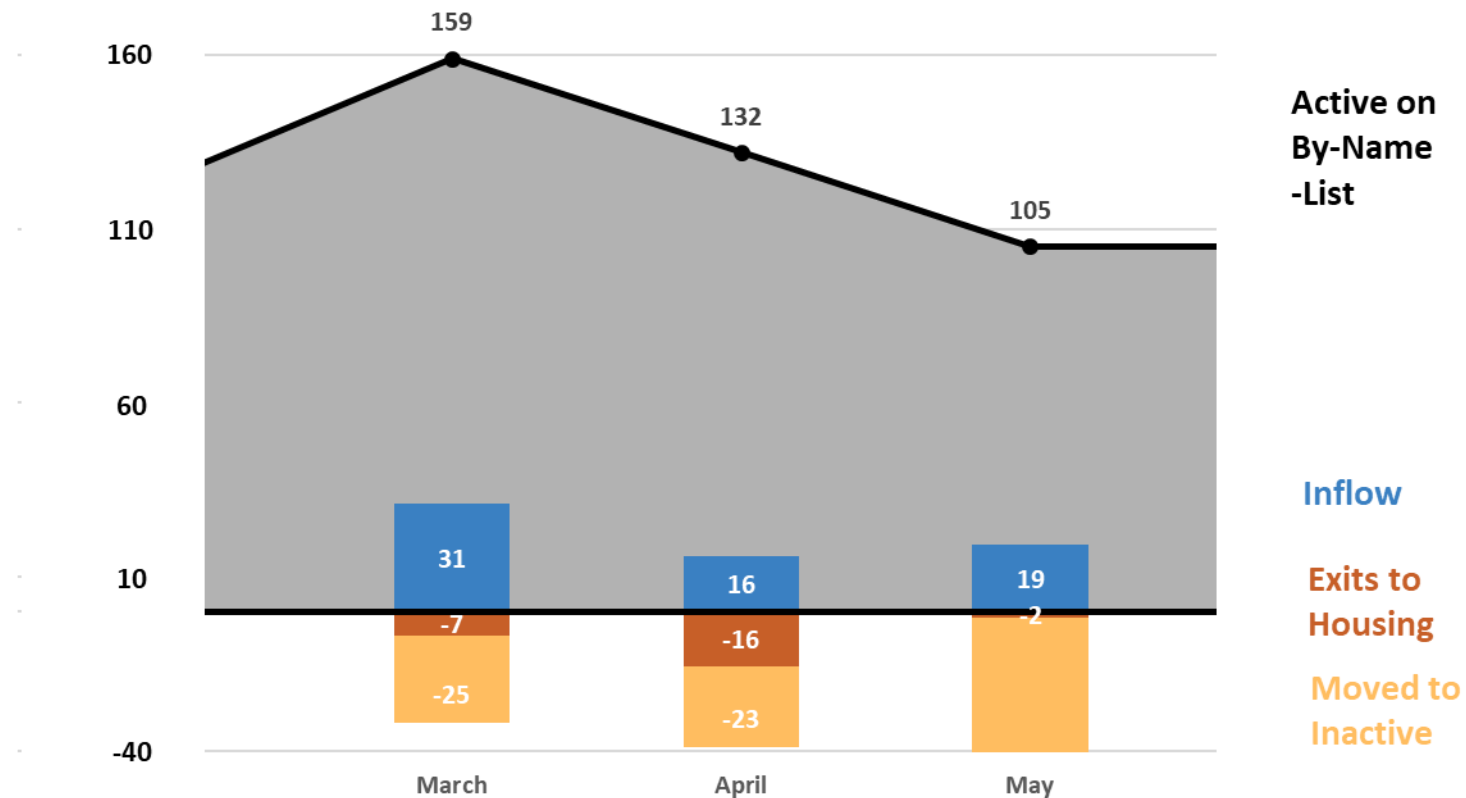
Chronic By Name List: 3 Month Lookback



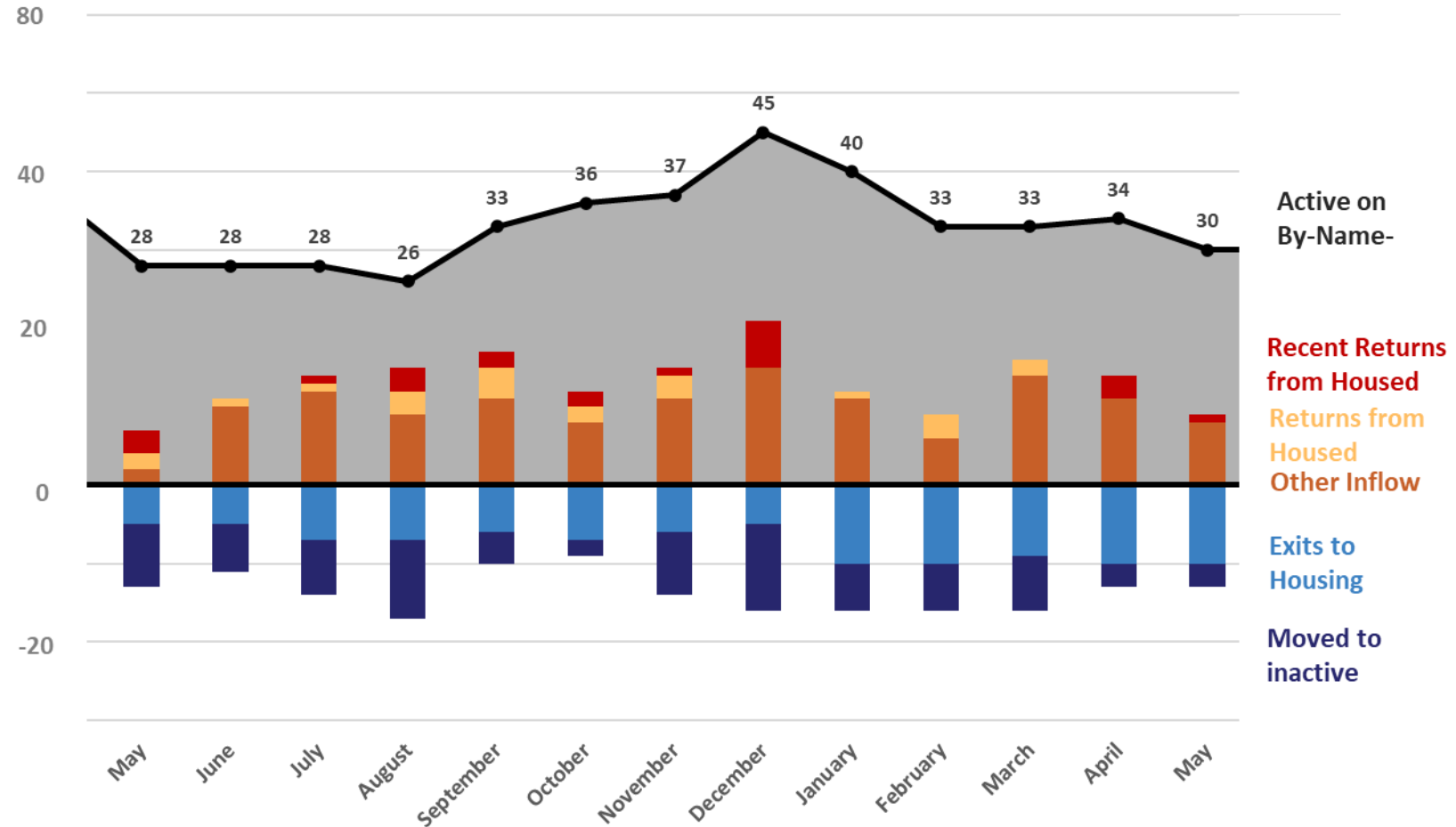
Non-Chronic By Name List: Year Lookback



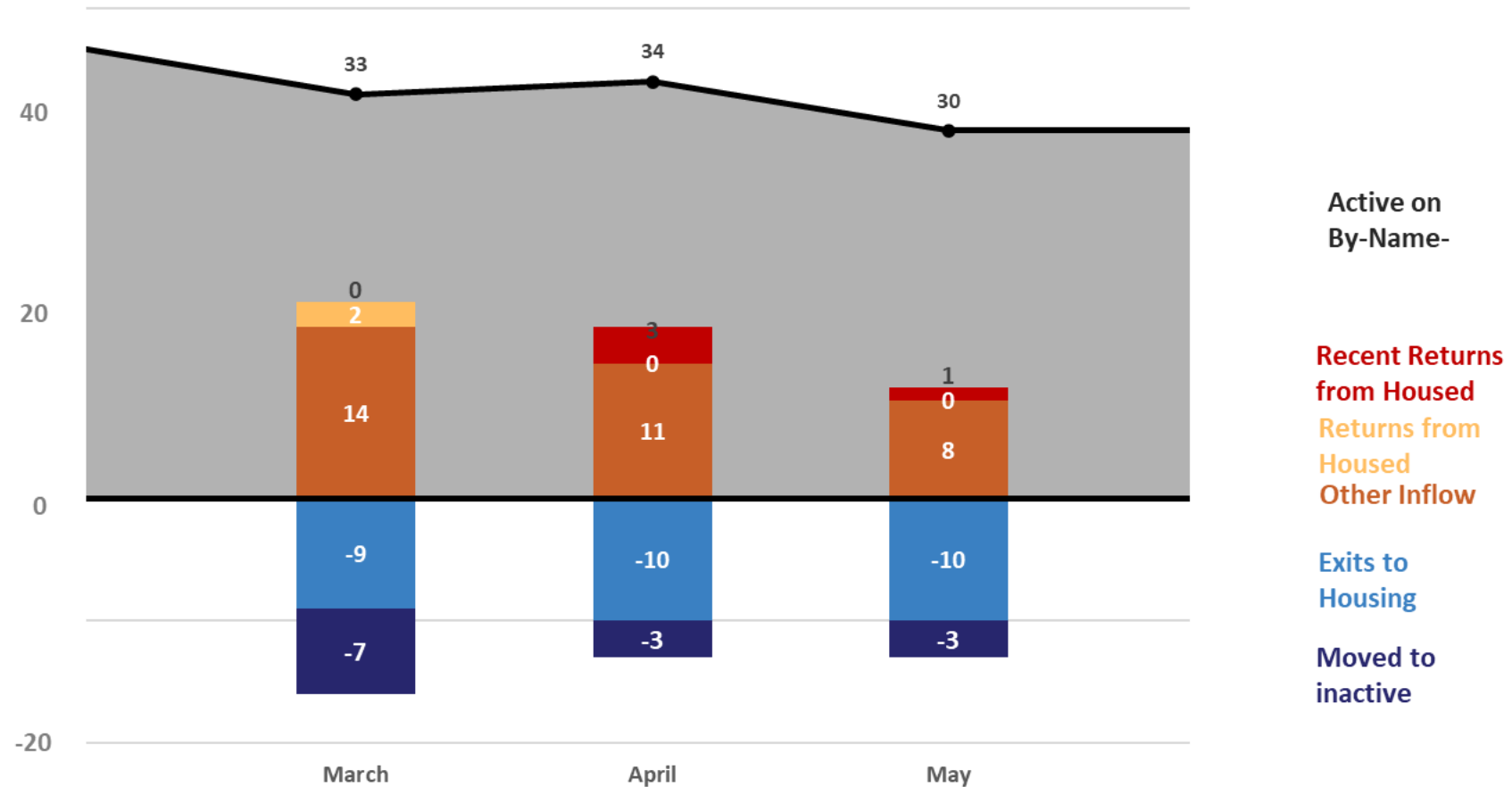
Non-Chronic By Name List: 3 Month Lookback



Family By Name List: Year Lookback

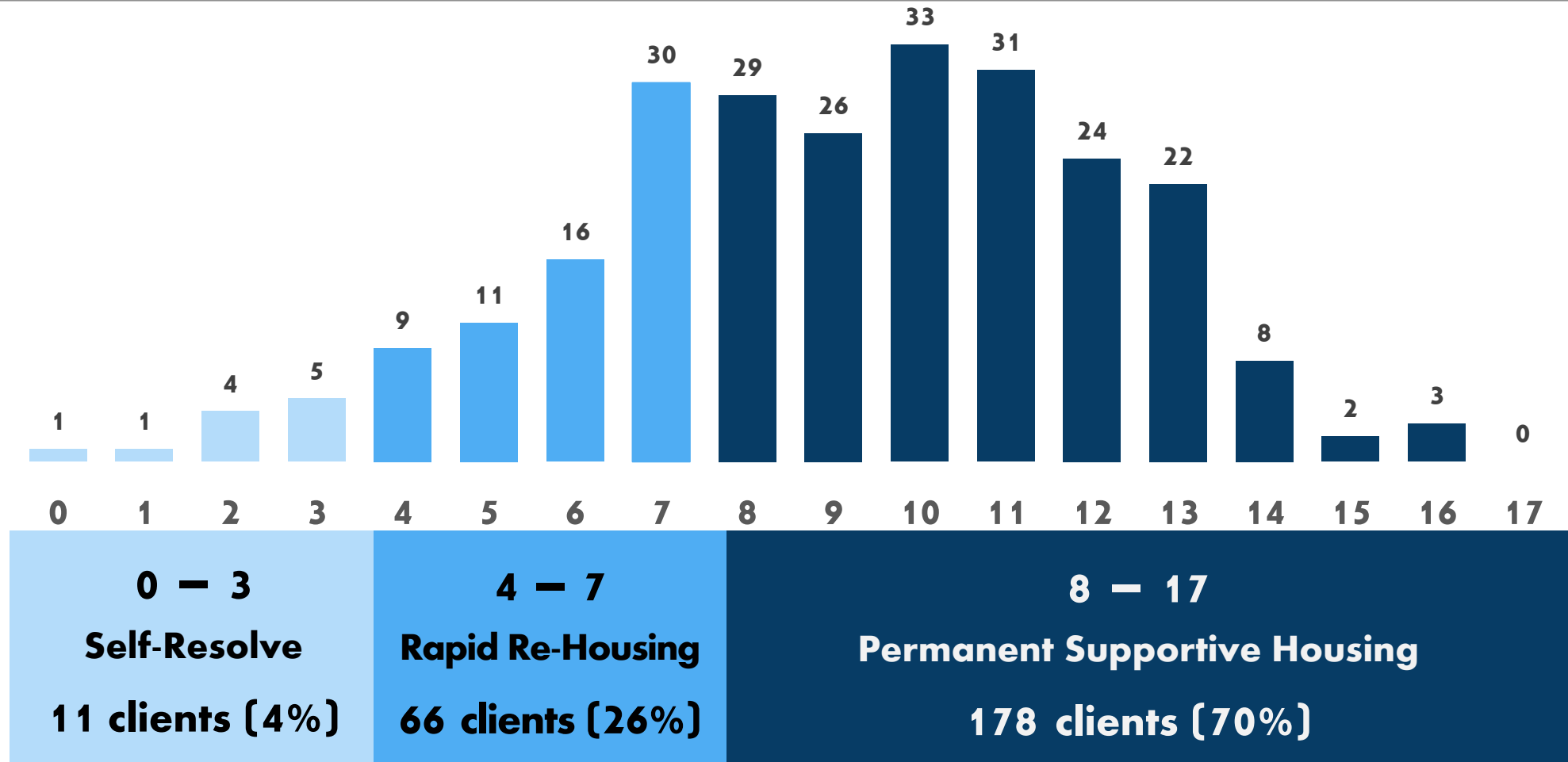


Family By Name List: 3 Month Lookback

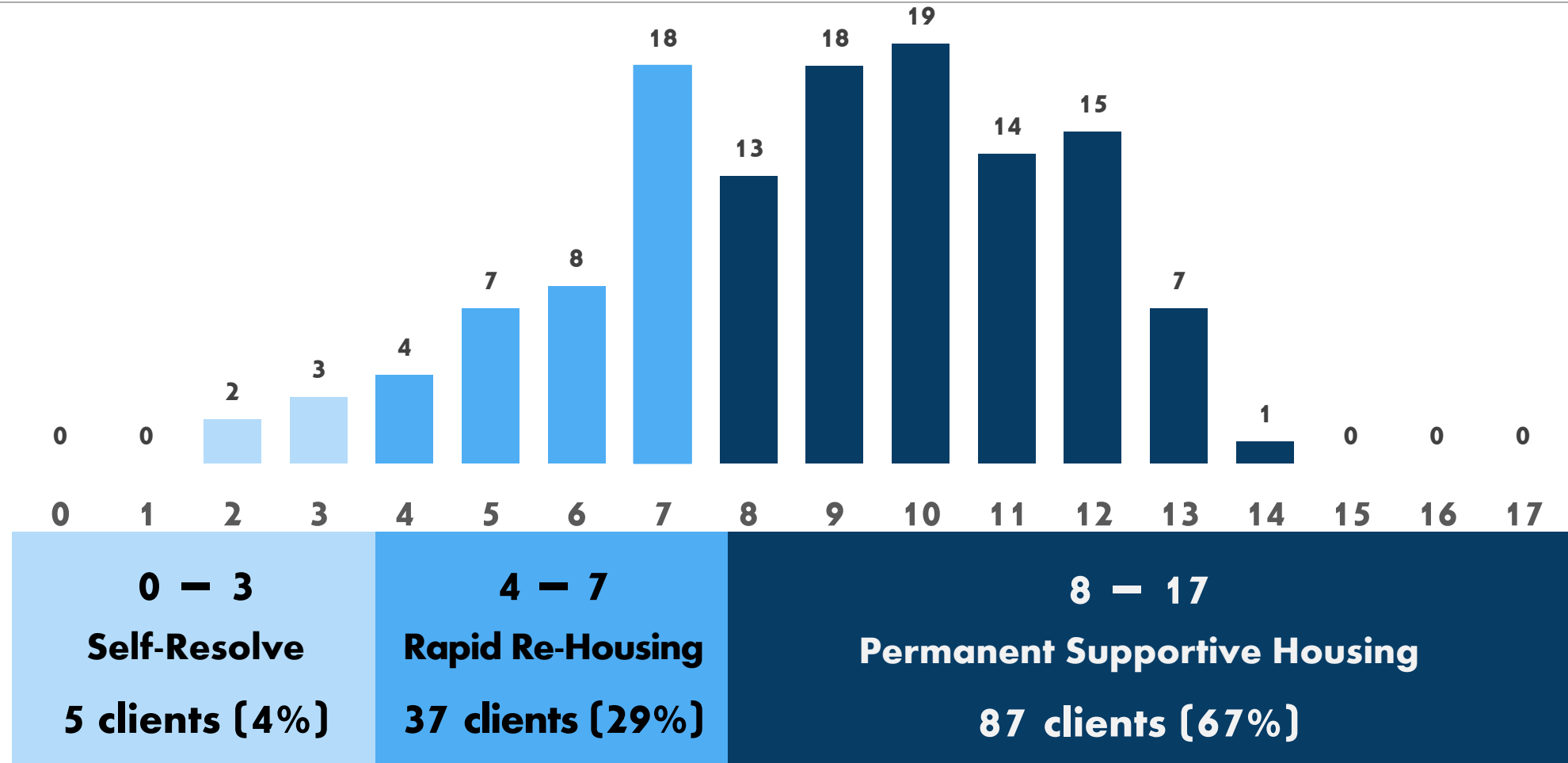


Inflow & Outflow

Individual VI-SPDAT Scores: All 2021



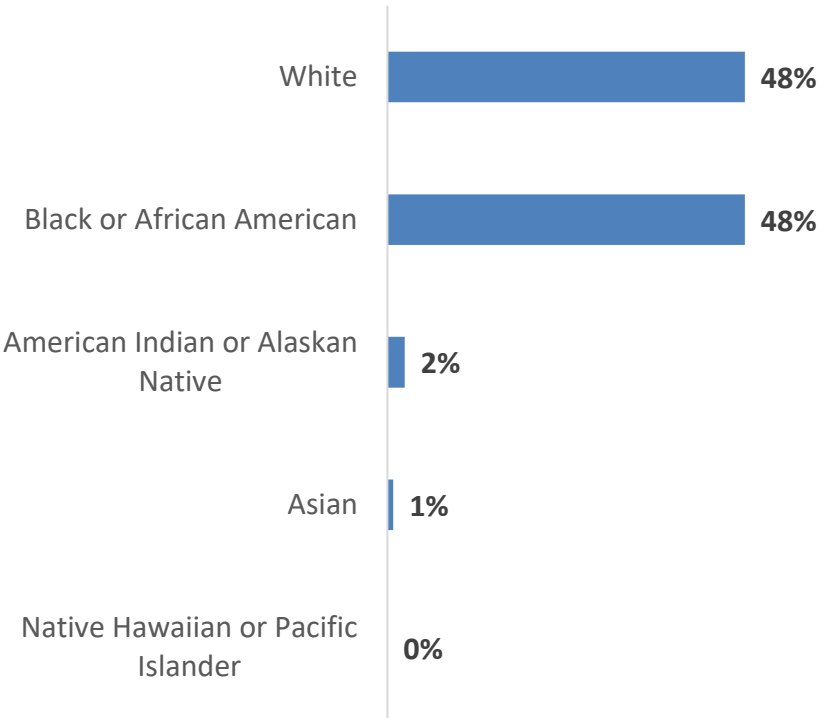
Individual VI-SPDAT Scores: March through May 2021



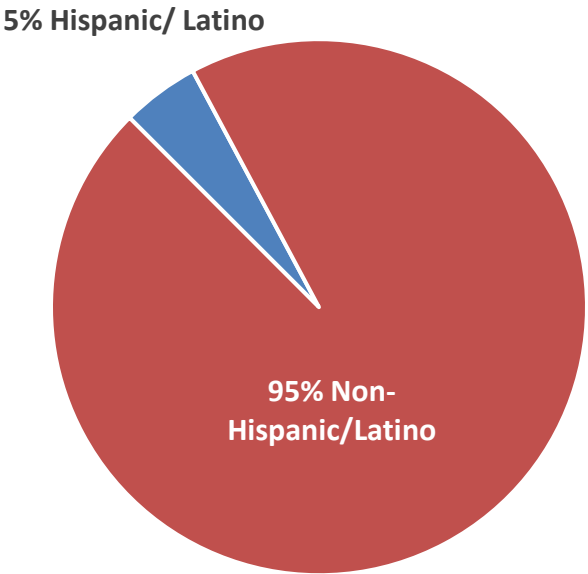
VI-SPDAT
Demographics
March 2021
to May 2021

N=129

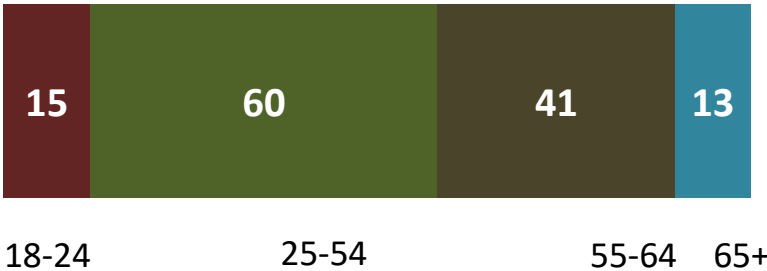
Race



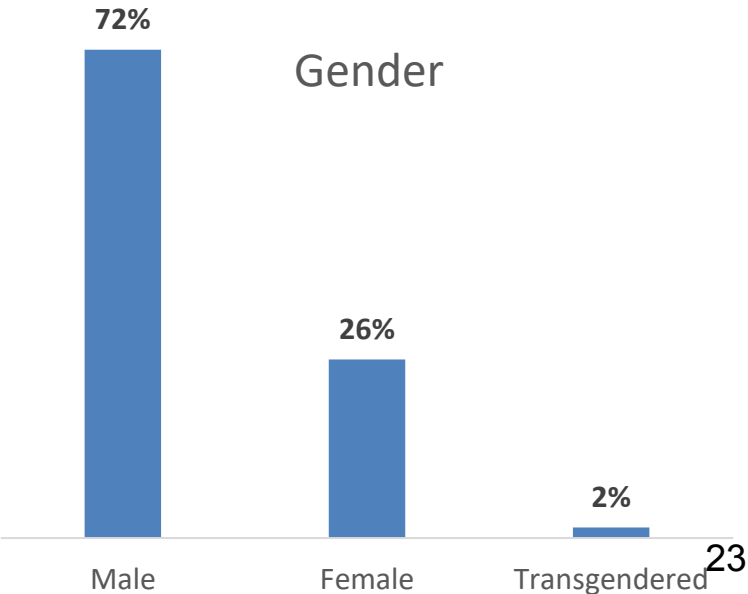
Ethnicity



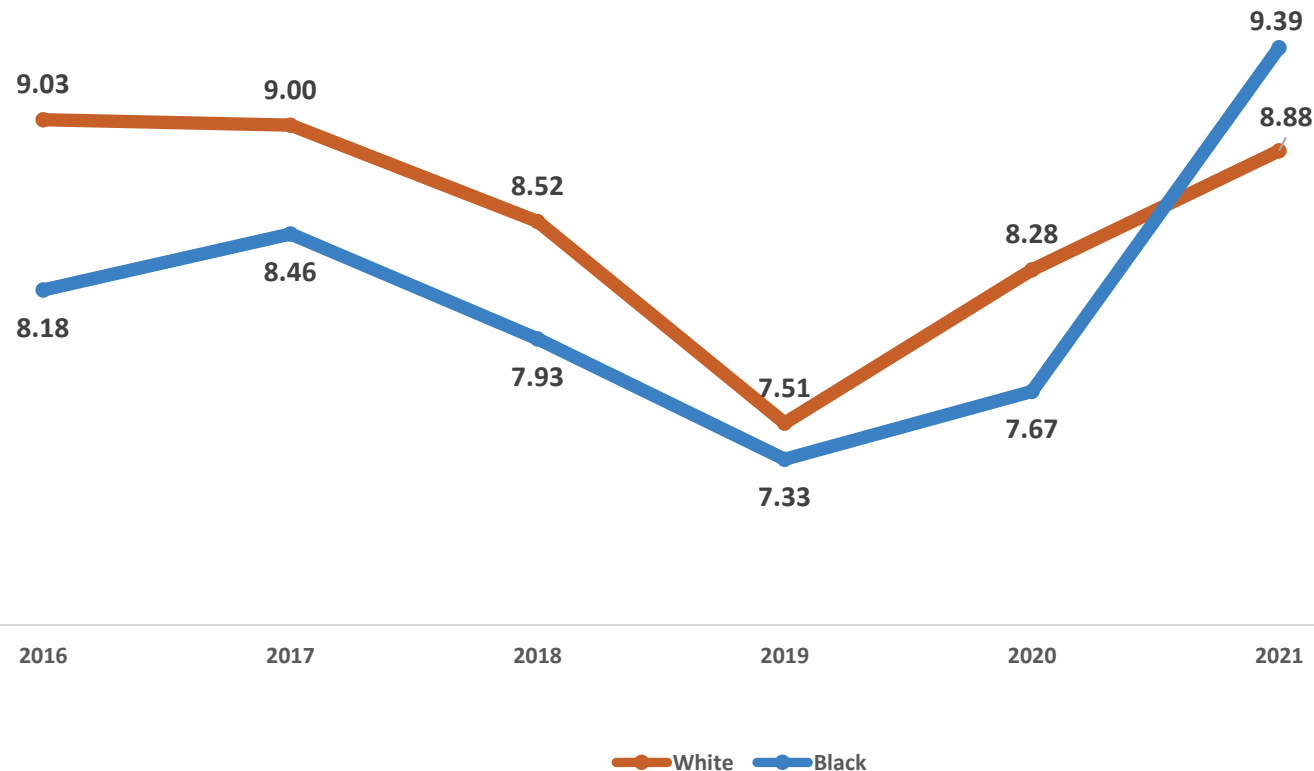
Age



Gender

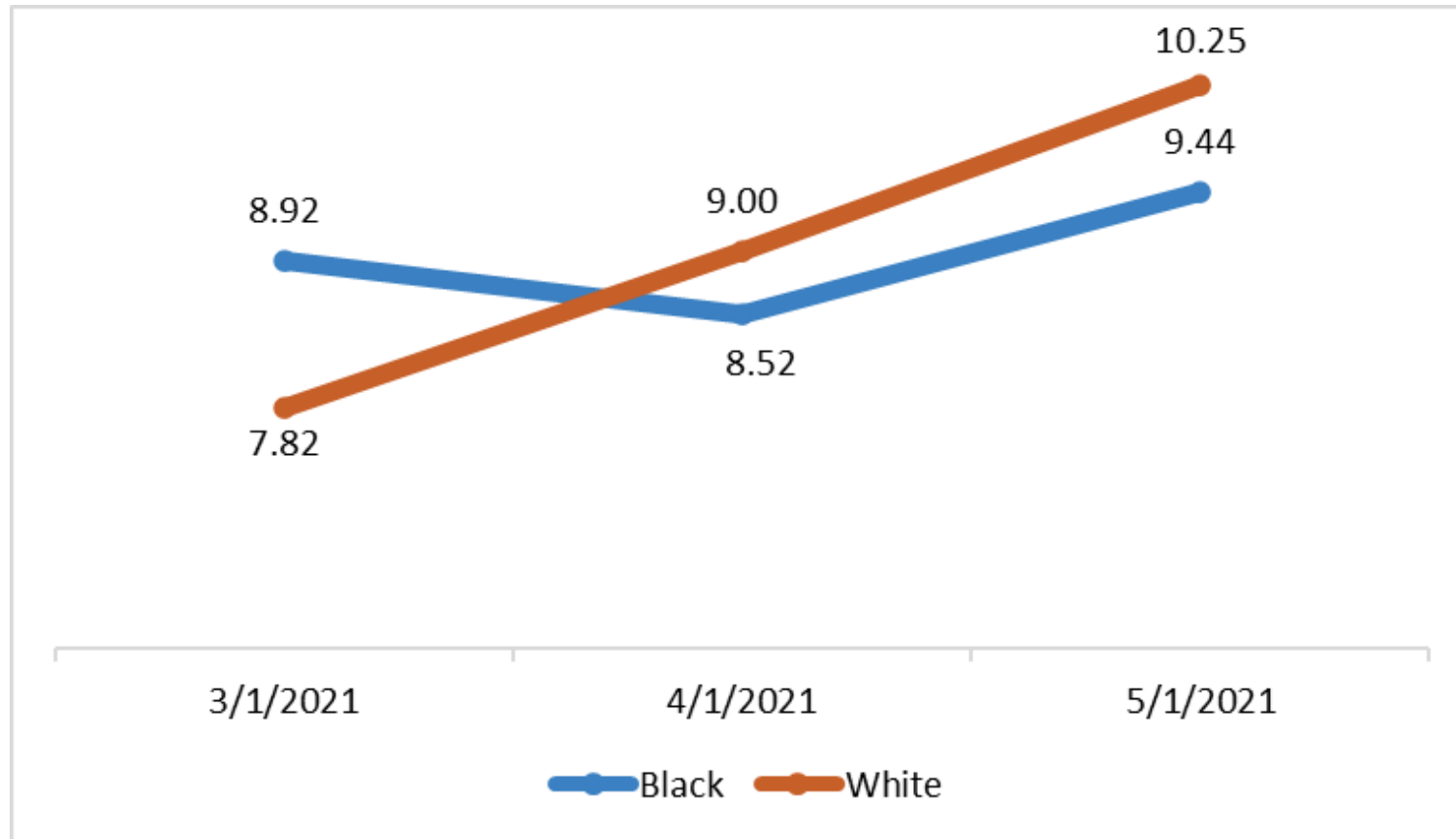


VI-SPDAT Scores: Racial Disparity Over Time



Average yearly scores, by race. There is a clear bias towards higher scores for white persons, with an average difference of .5 points. Since this assessment contributes to the prioritization of limited housing resources, lower scores for Black persons may indicate a systemic access issue.

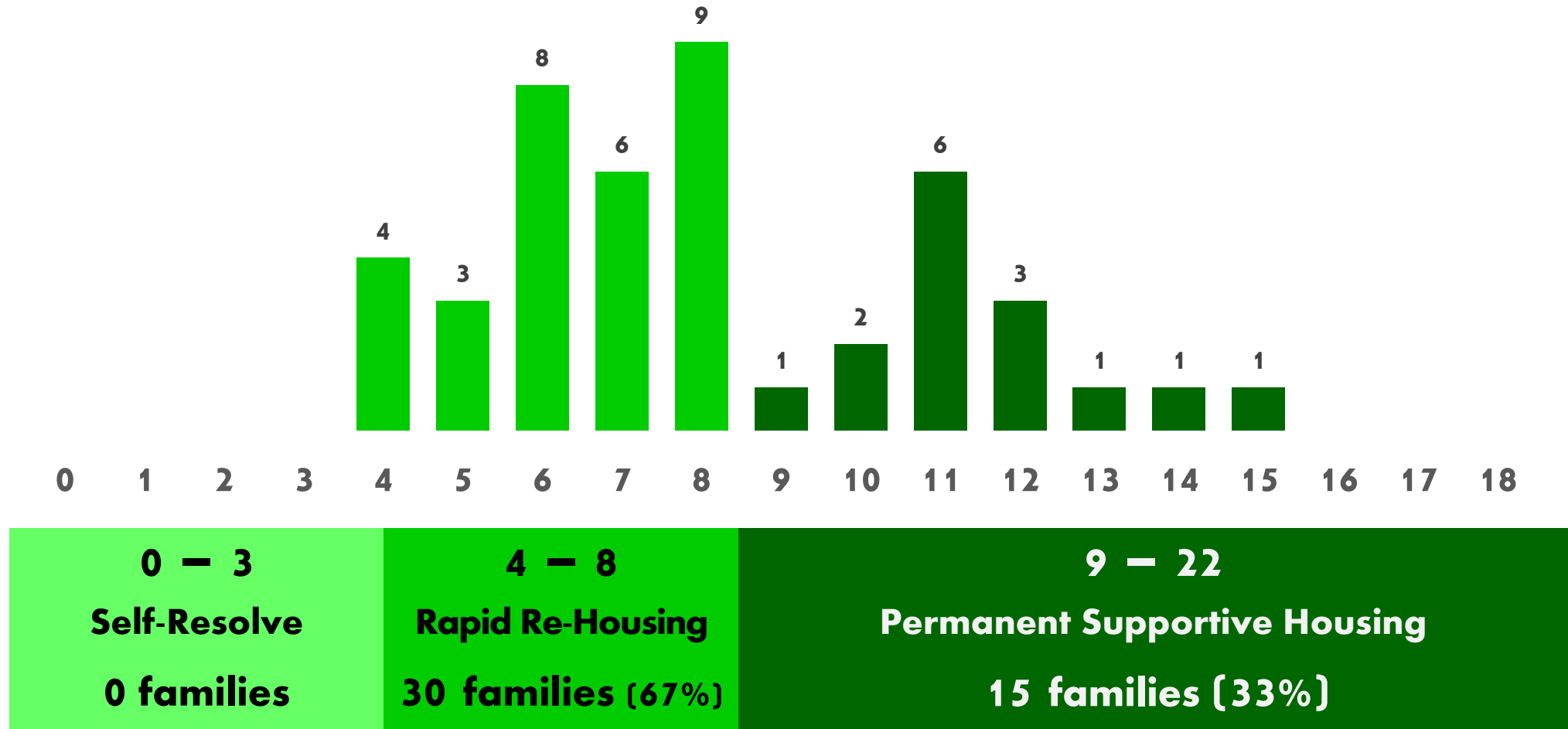
VI-SPDAT Scores: Racial Disparity March to May



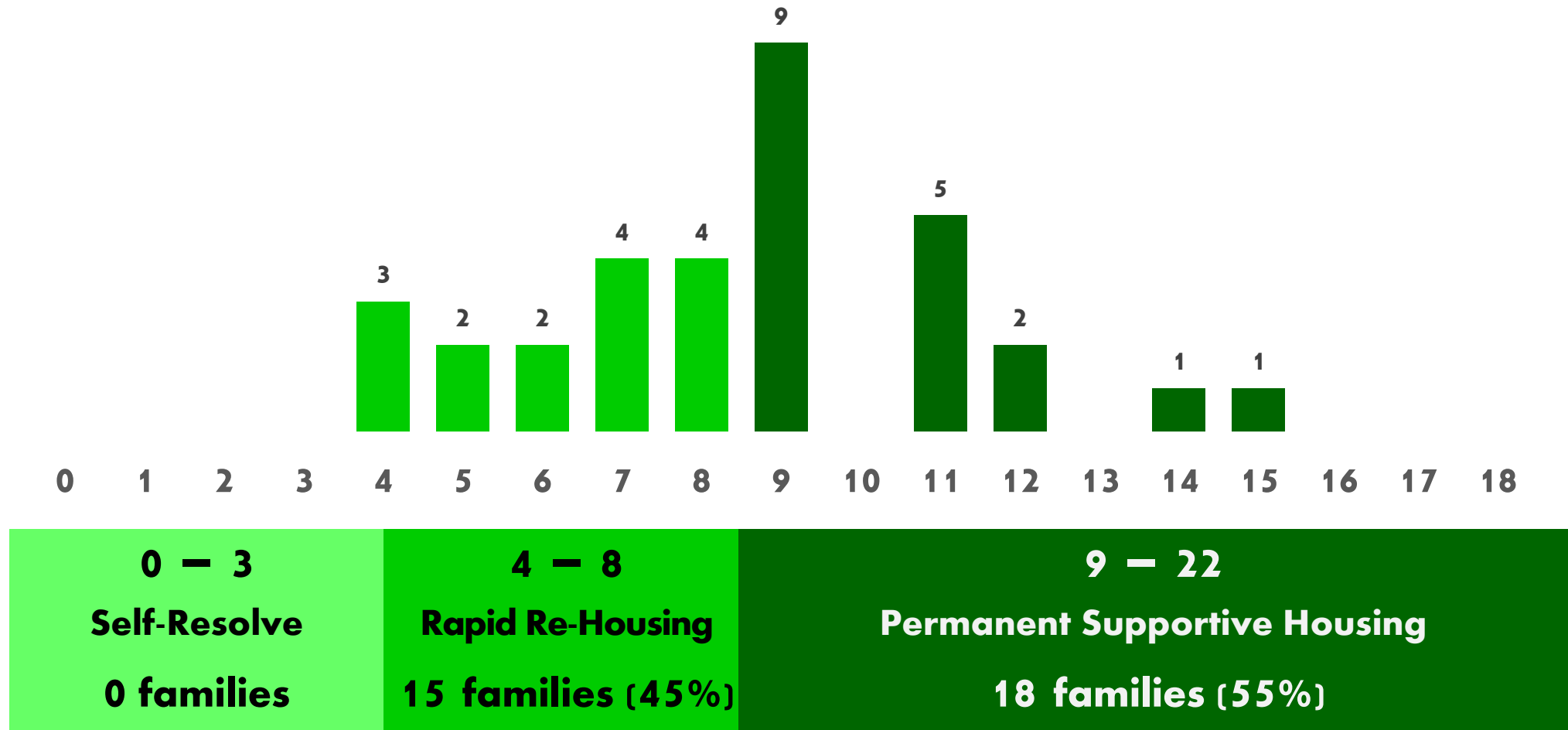
The racial disparity may not be observed each month but has been consistent over longer periods of time.

This past 3 months the disparity was .04 points higher for persons identifying as Black.

Family VI-F-SPDAT Scores: All 2021



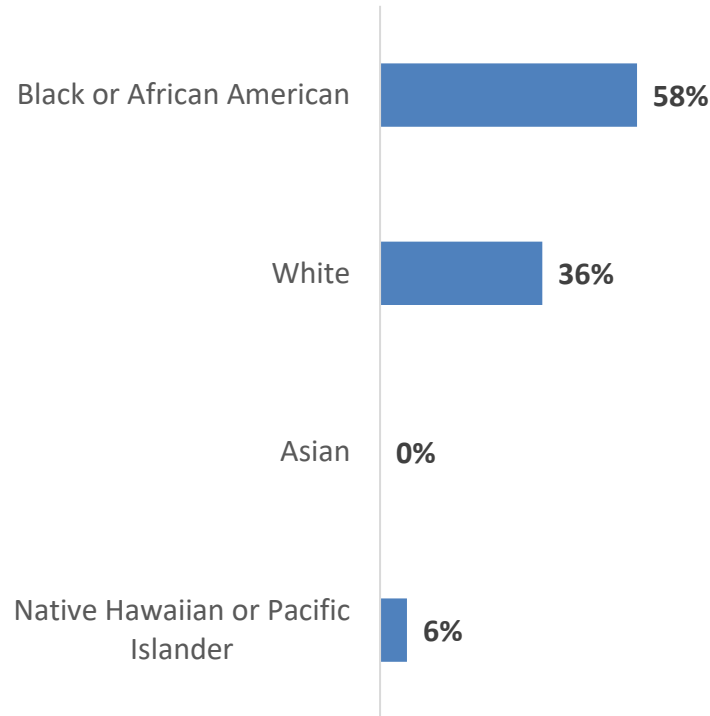
Family VI-F-SPDAT Scores: December 2020 through February 2021



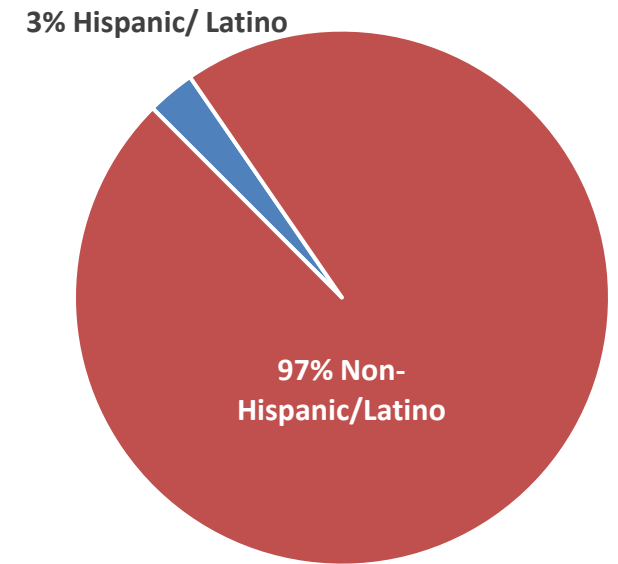
VI-SPDAT Head of Household Demographics March to May 2021

N=33 Families

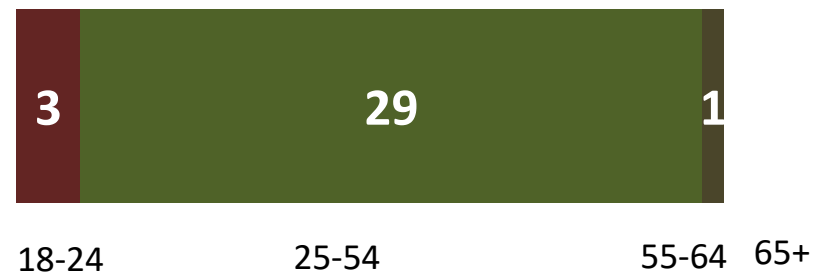
Race



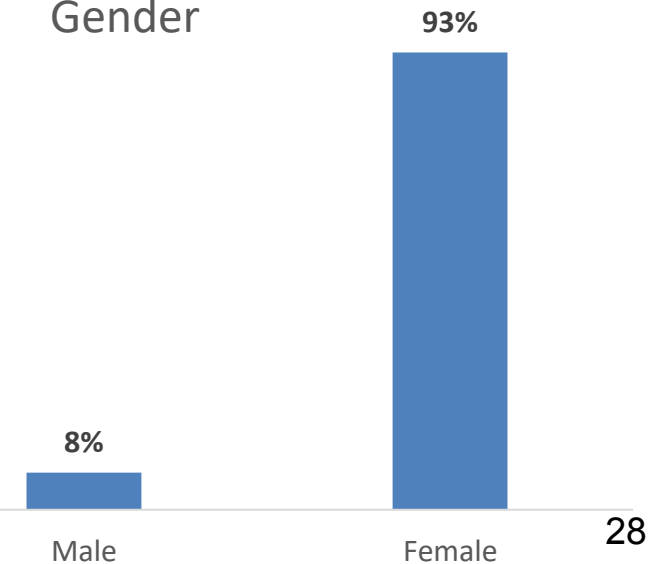
Ethnicity



Age



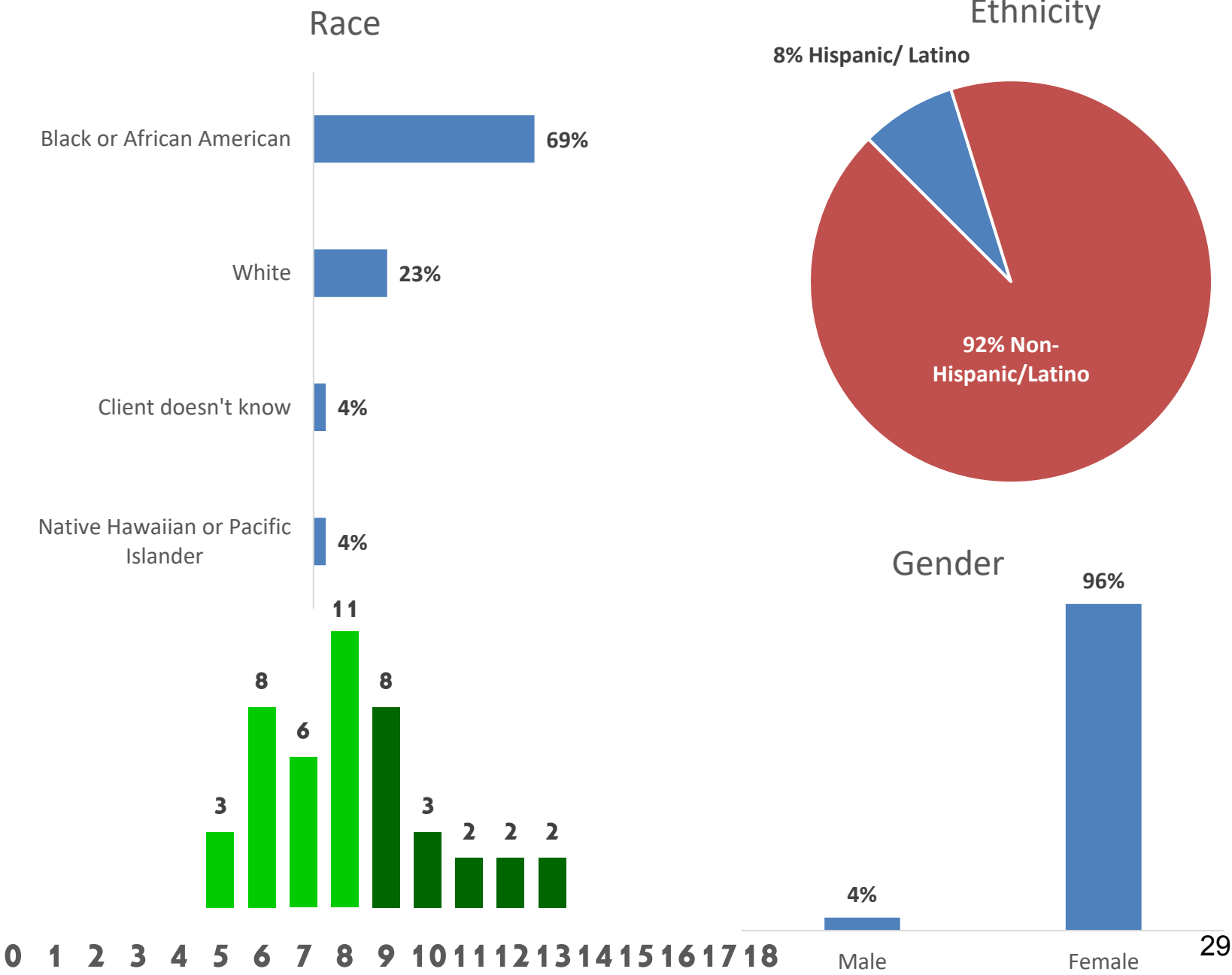
Gender



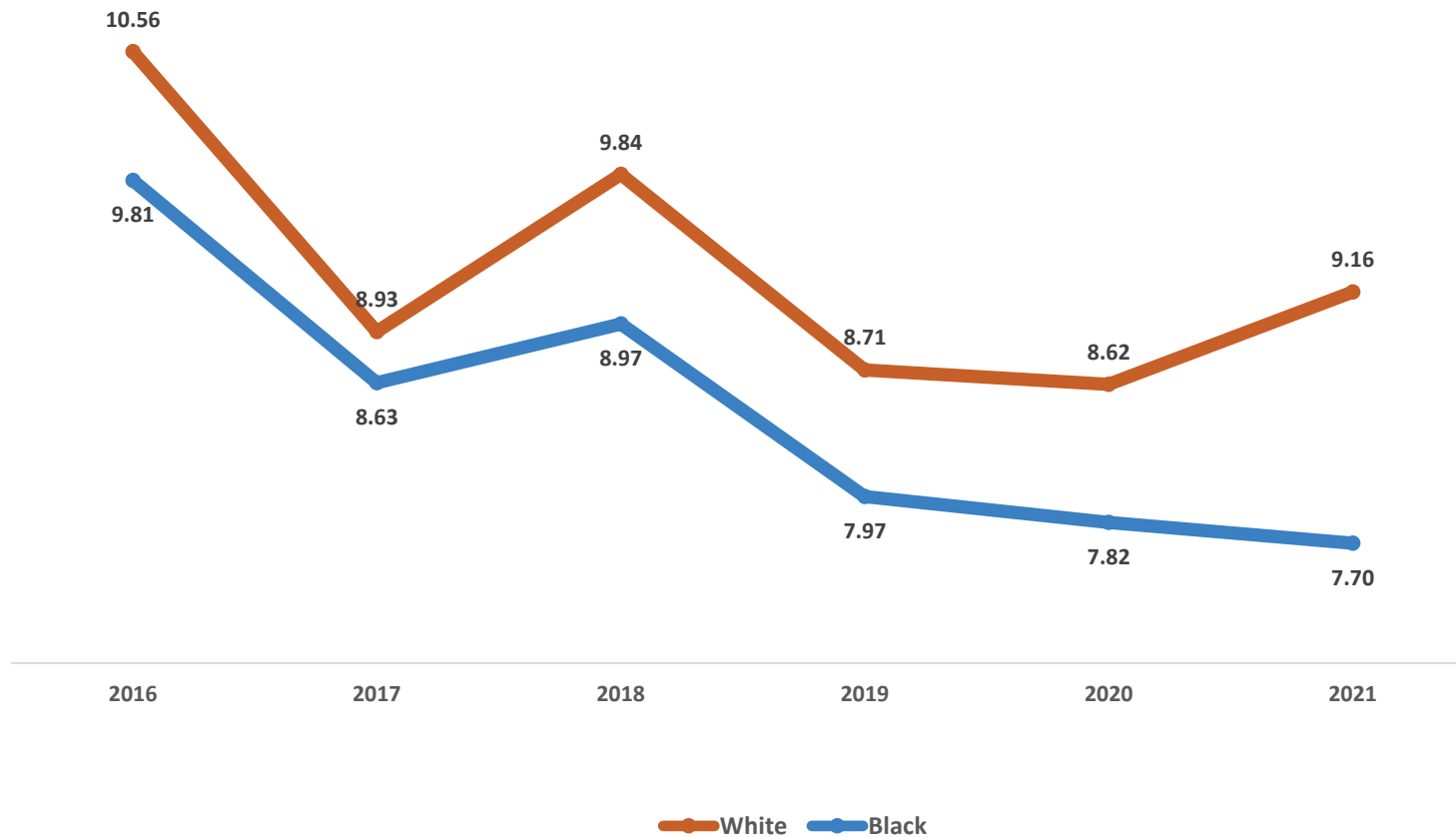
Family Head of Household Exits To Housing

March to May 2021

N=46



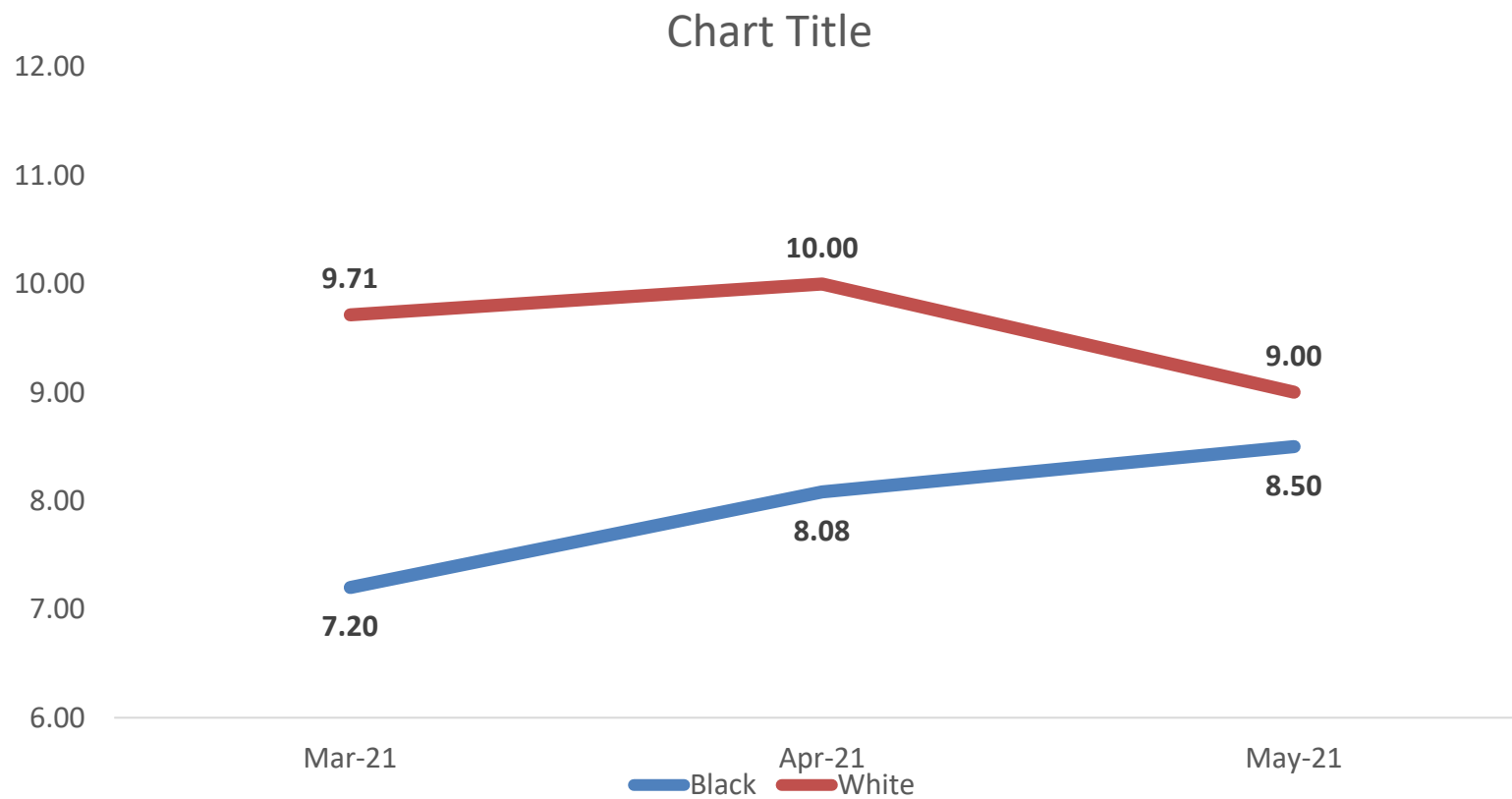
VI-F-SPDAT Scores: Racial Disparity Over Time



The average yearly family score, by race. As with individuals, there is a clear and consistent trend of higher scores for households with white heads of household.

The gap so far in 2021 is over 1.5 points.

VI-F-SPDAT Scores: Racial Disparity March to May



The racial disparity may not be observed each month but has been consistent over longer periods of time.

Program Data

MARCH TO MAY 2021

Prevention from HMIS (excluding CERA)

\$104,012.53

Provided in
Rental Assistance

\$742.95

On Average for
140 Households



Diversion

New Definition!

Diversion

Category 1 client who present for shelter services or assessment:

- Clients within 2 weeks of their VI-SPDAT Assessment –and–
- Clients who have spent less than 2 days in shelter or hotel/motel paid for by an agency.

Rapid Exit

A program for Category 1 client's who are engaging in Diversion services that are between 2 days and 2 weeks of staying in shelter.

Data coming soon to match these definitions!

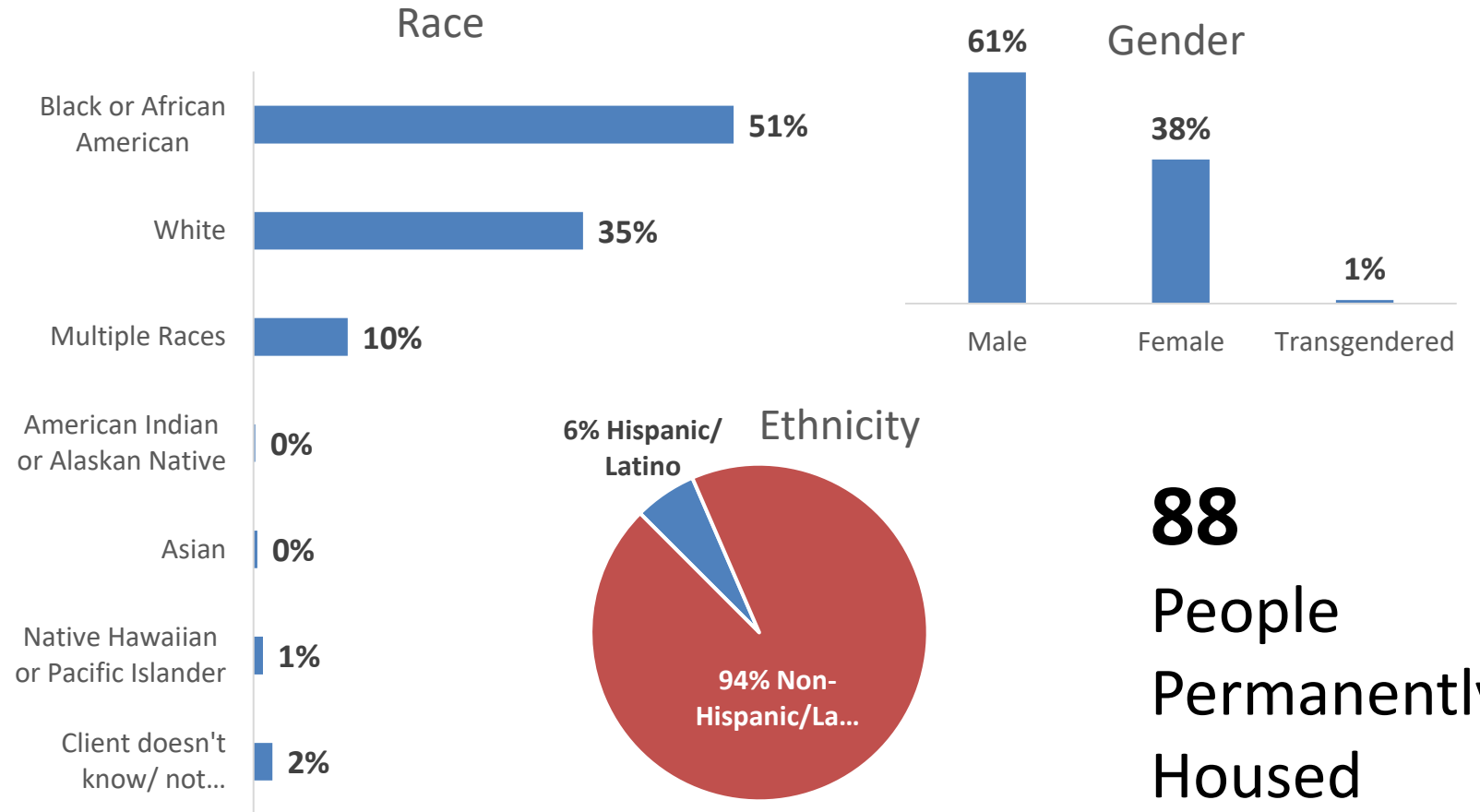
Emergency Shelter

370

Persons Served
In **276** households

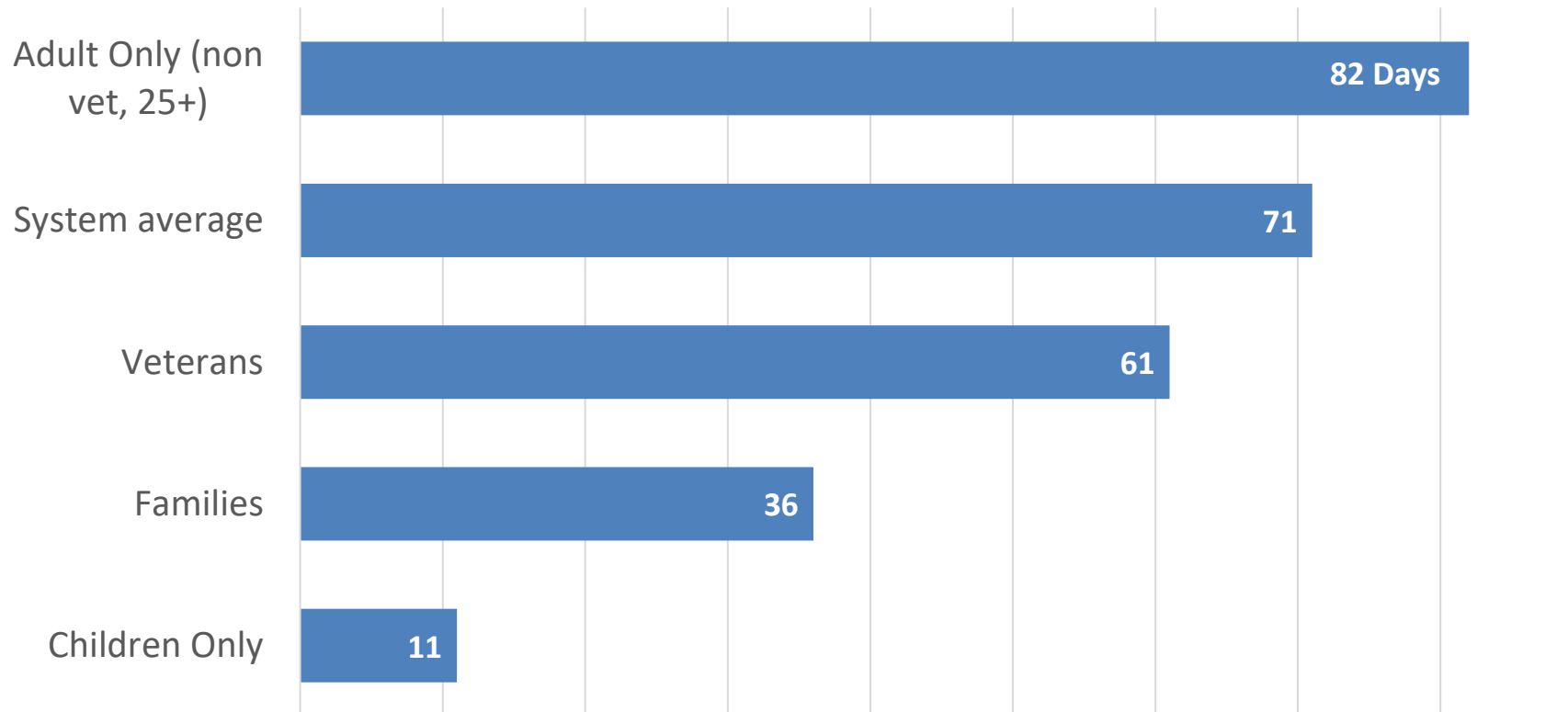
177

HH Sheltered the last
Wednesday in April

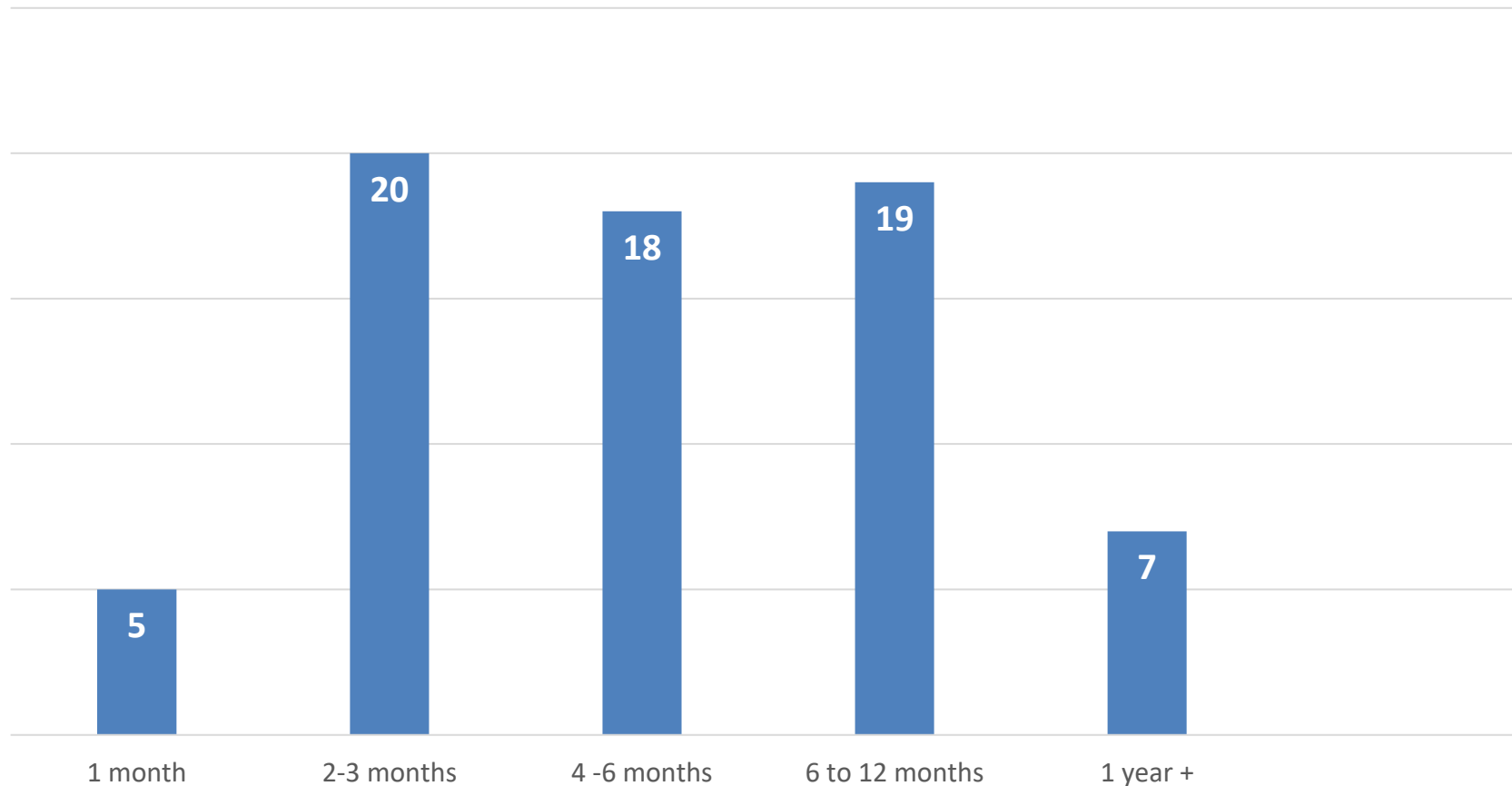


88
People
Permanently
Housed

ES Length of Stay by HH Type (2020)



Individual Shelter LOS as of 6/1/21



**Median Stay:
133 Days**

**Average Stay:
164 Days**

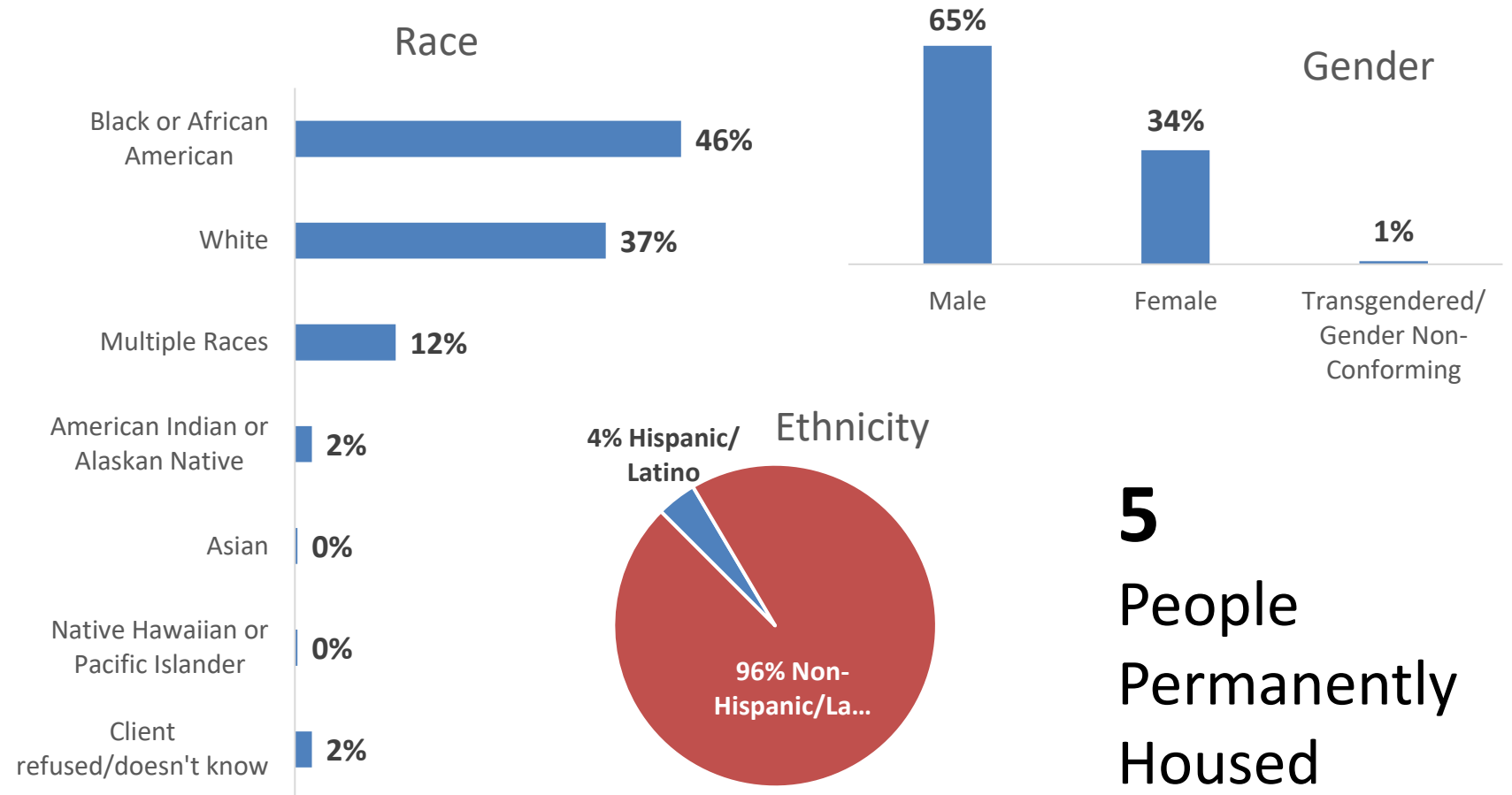
Shelter: Non Residential Services

279

Persons Served

187

Enrolled on the last
Wednesday in Jan.



5

People
Permanently
Housed

Rapid Re-Housing

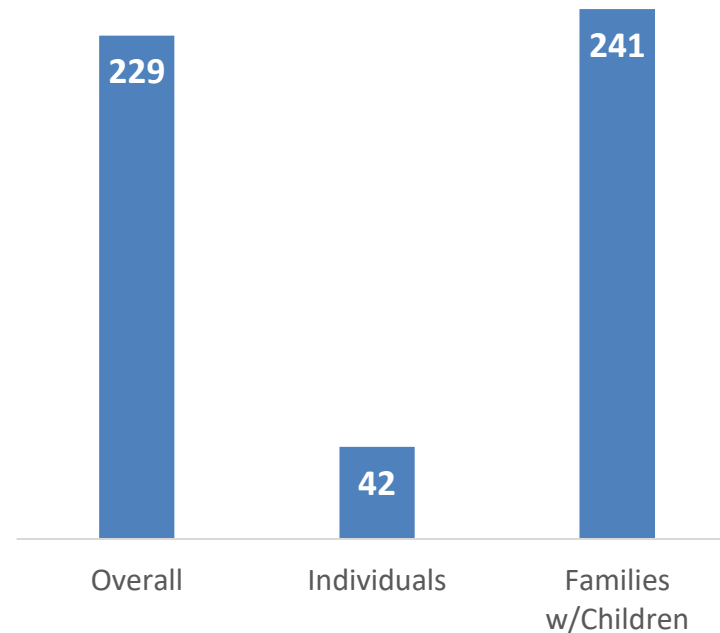
449

Persons Served

57

Moved into Housing

Average Days to Housing



15%

Are in their
second year
of service

40%

Of Adults
Report DV
History

Permanent Supportive Housing

858

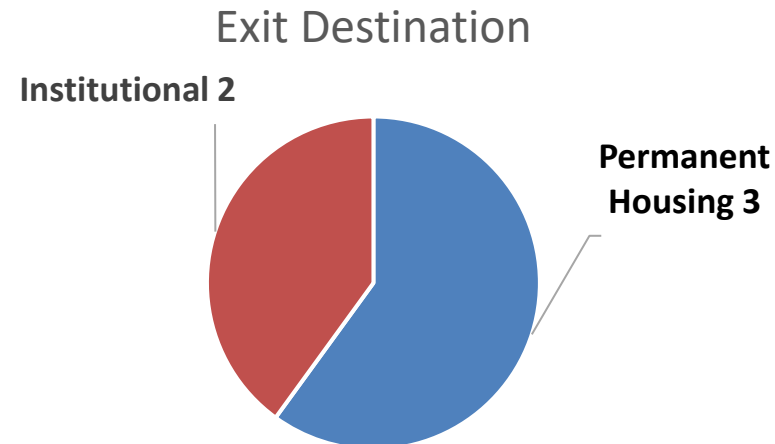
Persons Served

Average Length of Time in PSH in Years



602

Total
Households



67%

Of Leavers are
receiving HCV or
other subsidy



OFFICE OF COMMUNITY & ECONOMIC DEVELOPMENT

Collaborative solutions for a promising future

COVID EMERGENCY RENTAL ASSISTANCE (CERA)

MORGHAN BOYDSTON

HUMAN SERVICES MANAGER- OCED

Eligibility

- Tenant household income must be no more than 80% of Area Median, and
 - One or more individual in the household currently or at some point after March 13, 2020,
 - qualified for unemployment benefits or experienced a reduction in household income or incurred significant costs or
 - experienced other financial hardship due directly or indirectly to the corona virus outbreak, and
- The household:
 - is currently defined as Category I Homeless (Literally Homeless (I) Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
 - (i) Has a primary nighttime residence that is a public or private place not meant for human habitation;
 - (ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
 - (iii) Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution or o is doubled up with another household or o can demonstrate a risk of experiencing homelessness or housing instability which may include a:
- Past due utility notice or
- Past due rent notice (including a ledger or statement showing rent arrears or a Notice to Quit) or an eviction notice
- Households may not receive CERA assistance to cover rental arrearages that were part of the landlord forgiveness for MSHDA's Eviction Diversion Program or paid for with MSHDA's Eviction Diversion Program funding (or any agency's eviction prevention program).

Rental Assistance

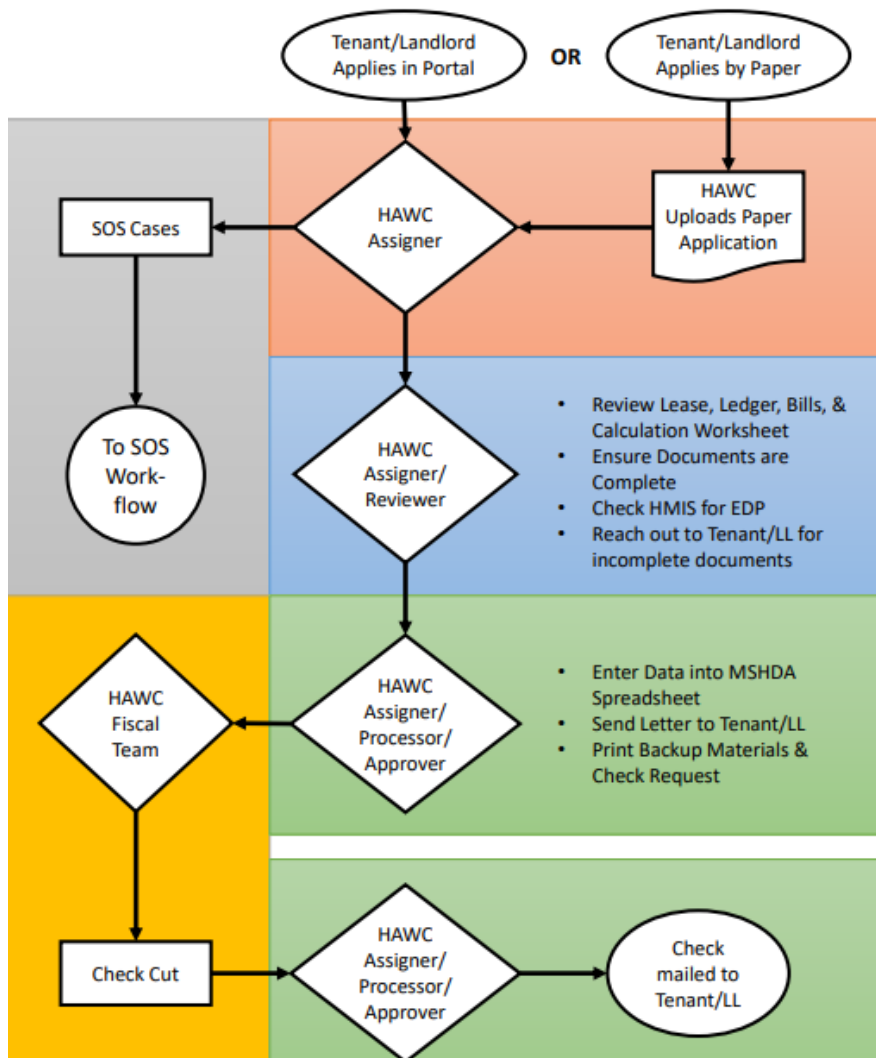
Tenant AMI	Total Full Months Rental Assistance (including up to 3 months future rent assistance)	Late Fees	Court Costs and Court
Up to and including 50% AMI	12 months	\$400 maximum	\$150 maximum
51-80% AMI	10 months	\$400 maximum	\$150 maximum

- **An additional three months of rental assistance may be provided if necessary, for housing stability, but is subject to availability of funds.**
- **Rental assistance is capped at 15 months total for households up to and including 50% AMI.**
- **Rental assistance is capped at 13 months total for households 51-80% AMI.**
- **Rental assistance for households moving from homeless/doubled situations is capped at 3 months of initial assistance and 3 months of additional assistance.**

Rental Assistance Examples

Up to and including 50% AMI:

- Example #1
 - 9 months of arrears on or after March 13, 2020
 - Tenant eligible for 9 months of arrears and 3 months future rent (12 months total)
 - Tenant may be eligible for one additional assistance block of three months future rent based on availability of funding and redetermination of eligibility through recertification process



WASHTENAW COUNTY WORKFLOW

CERA FLYER

HOW TO ACCESS RENTAL ASSISTANCE FUND



WHETHER YOU ARE A LANDLORD OR A RENTER, BELOW ARE STEPS YOU CAN TAKE TO GET RENTAL, UTILITY, AND/OR INTERNET ASSISTANCE.

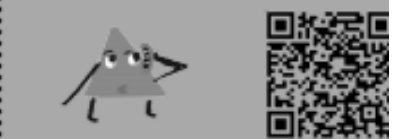
APPLY ONLINE



SCAN WITH YOUR PHONE'S CAMERA!

Visit ceraapp.michigan.gov to start your online application

COMPLETE A PAPER APPLICATION



Call HAWC at 734-961-1999 or use the QR code above for a paper application and mail it to:

Housing Access for Washtenaw County
100 Arbana Drive Ann Arbor, MI 48106

Have as many of these documents as possible ready:

Photo ID (e.g. Driver's License, State ID, Passport)



Paystubs, tax return, or other proof of income/benefits for the past 30 days



Copy of lease and information about owed



Other Documents that are helpful to have ready:
Copy of ALL utility statements the tenant is responsible for, if applicable.
Copy of Internet bill/statement, if applicable.

HAWC Y LEGAL AID TIENEN INTERPRETES DISPONIBLES

إضافة الترجمة متاحة إلى المساعدة القانونية

Visit michiganlegalhelp.org or call 734-665-6181 to find free guides, contacts, and resources to help with any legal questions or concerns.

¿ESTÁ USTED ENFRENTANDO DESALOJO?



Estos son algunos pasos a seguir para poder permanecer en su hogar y pagar sus servicios

OBTENGA AYUDA PARA PAGAR SU ALQUILER ATRASADO

Jame al Housing Access for Washtenaw County (734-961-1999) y tenga listos cuantos de estos documentos le sea posible:



Identificación con foto (licencia, ID o ID del condado)



Recibos de sueldo u otro comprobante de sus ingresos de los últimos 30 días



Copia del contrato de arrendamiento e información sobre la renta que debe pagar

*El aplicar para estos fondos NO constituye un cargo público como determinación de DHS para inmigrantes

2. ¡BUSQUE AYUDA LEGAL AHORA!

Hable con un abogado o lea algún recurso confiable en línea para entender sus opciones y cómo protegerse.



Ayuda legal en línea, michiganlegalhelp.org. Usted puede encontrar guías gratis, contactos y recursos para ayudarlo.



Lláme a Legal Aid al 734-665-6181. Ellos le ayudarán a encontrar un buen camino.

HAWC Y LEGAL AID TIENEN INTÉRPRETES DISPONIBLES

SPENDING TO DATE (7/6/2021)- 1180 APPLICATIONS

SOS community services

\$ 410,000

7 reviewers, 3 processors

407 assigned cases

42 checks cut

Salvation Army

\$917,344.90

10 reviewers, 5 processors

708 assigned cases

Over 264 checks cuts

SUCCESS AND BARRIERS

Successes:

- Ongoing partnership with Washtenaw County eviction courts
- Preventing judgements for evictions through the moratorium, maintaining positive rental histories for tenants
- Worked with manpower to increase staffing for the program
- Buenos Vecinos is providing supports to Spanish speakers in community
- Created a community Navigation guide

Barriers:

- Without judgements, it's hard to maintain follow through with tenants to complete application process
- Online portal can be complicated for some to use
- A high learning curve for temporary staff
- Constant changes in program



BOARD OF COMMISSIONERS

220 N Main St | Ann Arbor, MI | 48104

IMMEDIATE RELEASE | July 8, 2021

Contact: Peter Lindeman | lindemanp@washtenaw.org | 734-417-4021

Board of Commissioners Release List of Potential Projects for Washtenaw County Rescue Plan

Washtenaw County, MI – The Washtenaw County Board of Commissioners has released a list of potential projects that could be included in the [Washtenaw County Rescue Plan](#). This plan leverages the \$71 million the county will receive through the American Rescue Plan’s Coronavirus State and Local Fiscal Recovery program, along with other funding. The total will be approximately \$100 million of investment in our community. [The potential project list for these investments can be found here.](#)

“The overarching goal of the Washtenaw County Rescue Plan is to help households and businesses recover from the COVID-19 pandemic while also laying the groundwork for a more equitable future,” said **Sue Shink, Chair of the Board of Commissioners and Commissioner for District 2**. “The last year has exposed long-lasting disparities that are going to require targeted investments and structural change to address. The Washtenaw County Rescue Plan is one opportunity to begin doing just that.”

The [list of potential projects](#) has been organized into seven categories: Connecting Washtenaw County, Encouraging Generational Success, Addressing Housing Affordability and Homelessness, Creating a More Sustainable Community, Supporting a Strong Local Economy, Investing in our Health & Wellbeing, and Practicing Good Government. Not all projects listed qualify for American Rescue Plan funds. Some will require the county to use other available resources and funding streams.

Along with the priority project list, the Board also announced a public engagement process to gather feedback and connect with residents about the Washtenaw County Rescue Plan. This process includes a [newly launched survey](#) where residents can express support for different potential projects, offer feedback about each priority category, and suggest other possible uses as part of this plan. Commissioners will also plan to host in-person and virtual town halls in their districts in the coming weeks and months to meet with residents and discuss the Washtenaw County Rescue Plan. Those dates will be announced on the [Board of Commissioners website](#) as they are scheduled.

“This is a special opportunity for our community to start moving the needle on so many issues,” said **Justin Hodge, Chair of Ways and Means Committee and Commissioner for District 5**.

“When making decisions as important as this, it’s important that in addition to looking at data and best practices, we also are engaging with our community to make sure this plan is tailored to meet the needs of Washtenaw County residents.”

The [survey](#) will be live throughout July for residents to submit their feedback. Town halls and community meetings will continue to be held throughout the summer and fall as specific proposals are developed, voted on, and implemented. Some of the proposed ideas will require future community engagement, meaning that this initial round of outreach will lay the groundwork for additional conversations as the Washtenaw Rescue Plan is implemented over the next 3 to 4 years.

“While we won’t be able to fund everything on this list with these funds, we do believe that with input from our community, we can create a plan that will help everyone in Washtenaw County gain access to the opportunity and resources they need to succeed,” said Chair Shink.

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The **Washtenaw County Board of Commissioners** is comprised of nine elected officials representing different Washtenaw County communities. The current Board will serve from January 2021 through December 2022.

[Click here](#) to find the list of Commissioners by district.

You can stay up to date on the latest from the Board of Commissioners by visiting [Washtenaw.org/BOC](https://www.washtenaw.org/BOC), or by following them on [Twitter](#), [Facebook](#), and [Instagram](#).