2023 TX BoS CoC Action Plan FINAL 1/27/2023	
	Quarter 2: 4/1/2023-6/30/2023
Goal 1: Improve the Current Housing Crisis Response System	
Strategy: 1: Integrate public and community-based services linked to outreach, engagement, shelter, and housing	
Measure 1. Implementation plan for updating assessment and prioritization standards is developed	Baseline: No implementation plan is currently in place
Measure 2. Increased use of existing processes and procedures available to communities, like the Domestic Violence (DV) workaround	Baseline: 3 agencies are currently using the DV workaround
Measure 3: CoC-level MOU signed with at least one service system, to improve coordination with homeless services	Baseline: No MOUs are currently in place. The Engagement Team is currently working with Education Service Center Regions 11 and 13 to create MOUs.
Activity 1.1a. Standardize assessment and prioritization	Systems Change team has been participating in both the National Alliance to End Homelessness' (NAEH's) mini-lab series on making a just and equitable CE system and the HUD community workgroups specifically focused on revamping CE prioritization and assessment.
Action 1. Explore working with the CoC board, CESC, and/or Data committee to identify those with the capacity and expertise to focu Coordinated Entry process improvements	Systems Change team has presented to both the CoC Board and Coordinated Entry Steering Committee (CESC) on the evaluation findings and is in the process of identifying potential focus areas that may be beneficial to include external partners on.
Action 2. Focus more on the CE process and theory and less on the assessment tool	All training materials have been reviewed, and needed edits have been noted. The team hopes to begin the re-recording process for all training videos by the end of Quarter 4.
Action 3. Plan for prioritization post-COVID-19	COVID-19 prioritization factors have been officially reverted back to pre-COVID standards.
3.a. Revisit pre-COVID-19 prioritization standards with CESC and CoC Board	Pre-COVID standards were adopted on 4/28 by all CE regions.
3.b. Seek guidance from HUD and TA providers on opportunities for more local control over prioritization standards (as opportunity to having CoC-wide standards).	Systems Change team has been participating in both the National Alliance to End Homelessness' (NAEH's) mini-lab series on making a just and equitable CE system and the HUD community workgroups specifically focused on revamping CE prioritization and assessment.
Activity 1.1b. Provide guidance and support for communities to implement Coordinated Entry at the community level, rather than project by project	Systems Change team is working on developing an evaluation plan for all CE regions with a specific focus on finding avenues to make CE more effective for their unique community circumstances. SSO-CE staff continue working with assigned regions on assessing their implementation of CE as well as identifying areas for improvement.
Action 1. Evaluate opportunities to scale back CE to make it less burdensome to CE regions and staff	Select SSO-CE communities have been offered the option of having SSO-CE staff take over Housing Priority List (HPL) cleanup and domestic violence DV workaround data entry processes. Still in the development stage of finding opportunities to expand this type of support.
1.a. Complete CE self assessment and present findings to CESC	Project management plan has been developed based on evaluation and CE self-assessment and priorities were presented to the CESC and CoC Board. Specifically the team is focusing on updating the referral process, making marketing materials and resource guides more comprehensive, and looking into flexibilities within the prioritization process in the Coordinated Entry System (CES).
Activity 1.1c. Engage with mainstream services to avoid discharging people into homeless situations	The Partnership Development VISTA has connected with the following systems to discuss discharge policies and processes: Education Service Center Regions, Texas Department of Criminal Justice Reentry and Integration Division, Public Housing Authorities within the TX BoS CoC that currently have Foster Youth to Independence (FYI) vouchers, and the Texas Health and Human Services Commission.
Action 1. Hire a Partnership Engagement VISTA member	VISTA member began in December 2022
Action 2. Assess current engagement and collaboration among homelessness resources, education, healthcare, foster care, and crin legal systems.	The Partnership Development VISTA interviewed service providers within the TX BoS CoC to assess current engagement and collaboration among homelessness resources, education, healthcare, foster care and criminal justice systems. These findings were logged in the FY 2023 Systems and CoC Engagement Log that the VISTA maintains.

	Action 3. Engage system leaders in education, healthcare, foster care, and criminal legal systems to begin exploring opportunities for improvement and collaboration between these social service systems and homelessness services. Develop materials to support engagement and collaboration.	The Engagement Team is currently working with Education Service Center Regions 11 and 13 on MOUs to improve collaboration and communication between the education system and homelessness services. The Partnership Development VISTA is planning to develop materials to support the McKinney-Vento Liaisons and be given to local homeless services providers to share with their clients.
	Action 4. Evaluate the assessments, research, and materials developed for outreach, engagement, and coordination with priority systems.	The assessments, research, and materials are in continued development for engagement and coordination with priority systems. They continue to be evaluated by ongoing supervision and guidance.
Strategy	y 3: Increase capacity of local providers and communities	
	e 1. Develop implementation plan for incorporating Homelessness Prevention and Diversion strategies utilizing research from other CoCs	Baseline: 2 communities currently have access to the HP and Diversion workflows The team has developed a plan for a diversion pilot program to be implemented in Quarter 1 and
Activity	1.3a. Promote the use of homeless prevention and diversion strategies to assist people experiencing homelessness	Quarter 2 of the upcoming fiscal year.
	Action 1: Research other CoCs, particularly BoS CoCs, and determine how they have implemented HP and diversion strategies	Not yet started, referral and evaluation projects have beeen prioritized first.
Strategy	y 4: Strengthen practices of local providers and communities	
Measur	e 1 CoC Written Standards for Service Delivery updated by December 31, 2023	Baseline: Written Standards last updated in 2019
Measur	e 2. The CoC has developed performance benchmarks for a variety of housing and service projects	Baseline: Written Standards contain updates as of 2019
Measur	e 3. Six Compliance/ Best Practice trainings are delivered by the CoC to providers in CY 2023	Baseline: Jan. 1, 2023 zero trainings conducted
Measur	e 4. The CoC has incorporated a formal monitoring strategy and process into the CoCs governance documentation.	Baseline: The CoC has no monitoring Strategy communicated to community partners
Measur	e 5. At least one LHC initiates action that increases capacity to deliver services in their community.	Baseline: LHCs working individually to increase capacity in their communities.
Activity	1.4a. Increase capacity to provide housing and services, including housing-focused case management	See Actions below
	Action 1: Develop 2023 CoC Project Monitoring Strategy and CoC Policy (i.e. monthly Budget Line Item expenditure reviews, monthly HMIS outcomes review) Develop the Monitoring Process (I.e. quarterly client file review of 1-2 projects, on-site monitorings, etc.)	Began on-site monitoring of CoC Recipients in Quarter 2 of calendar year 2023
	Action 2: Develop a training series calendar for Best Practices and CoC compliance	Training Calendar topics identified and will continue to be developed through 2023
	Action 3: Develop performance benchmarks for housing and service projects	Not yet started
	Action 4: Promote the use of SOAR in housing projects through the Supplemental NOFO to Address Unsheltered and Rural Homelessness Action 5. Create LHC work group discussing increasing service availability in under-resourced communities	Hope Rodgers, CoC Performance Manager, participated in PRAINC SOAR Leadership Academy, Two additional participants from Panhandle Community Services will be trained in August. Held first meeting of LHC workgroup 6/22.
Activity	1.4c. Promote the use of evidence-based practices such as Housing First, trauma-informed care, and harm reduction	See Actions below
	Action 1: Identify 2023 Communication/ Technical Assistance Strategy for CoC/ESG/SSVF Recipients (i.e. monthly resource sharing via listsery, collect feedback on resource/training needs quarterly/biannually, routine newsletter entry re: timely best practices, audit/update website for resources quarterly, etc)	Not yet started
	Action 2: Utilize CoC Wellness Checklist outcomes to prioritize training/technical assistance (TA) needs and integrate into training calendar	CoC Wellness checklist incorporated into the CoC's Monitoring Strategy and the Training Calendar in Quarter 1
	Action 3: Collect routine feedback on training needs from current CoC Program and ESG Program grantees	Not yet started
	Action 4. Evaluate benchmarks created in Activity 1.4a, Action 3 on a Quarterly basis	Not yet started
	Action 5. Update the CoC Written Standards for Service Delivery to include Joint Transitional Housing/Rapid Re-Housing (TH/RRH)	Had initial meeting with Federal technical assistance provider in Q2. Requesting Americorps VISTA to lead this project or possibly contract with a consultant to lead the project.
Strategy	y 5: Develop strategies that are tailored to various sub-populations	
Measur	e 1. Top five communities where homelessness has a disparate impact on black and African American persons are identified	Baseline: The top 5 communities have not been identified
Measur	e 2. At least one strategy is developed and planned for implementation to address disparate impact or racial equity.	Baseline: No strategies currently exist to address racial equity across the CoC
	1.5d. Examine the disparate impact of homelessness on Black or African American individuals and create strategies to address the	Some progress has been made on identifying the top five communities, which is the first step in this activity.

Action 1. Identify the top 5 communities where homelessness has a disparate impact on Black or African American individuals	The data team has identified 8 communities that have the highest disparate impact on Black or African American individuals. While the CoC Action Plan suggests we find the 5 top communities, our data shows that there are actually 8 that have a high racial disparity so we decided to shift the conversation to be around all 8 communities. The 8 communities are: Cameron, Denton, Galveston, Hidalgo, Lubbock, Nueces, Smith, and Taylor counties. Our team is continuing to disect this data to better understand where the disparities lie in the Homeless Services System so we can move forward with communicating the disparities to the communities.
Action 2: Research how other BoS CoCs are addressing racial disparities	Staff researched how the Dallas CoC has been addressing racial disparities in recent years. <u>Housing Forward's Racial Equity Committee's Progress Report</u>
Action 3. Perform intentional outreach to culturally responsive organizations and persons with lived experience of homelessness to learn about needs and effective practices	THN staff worked with Racial Equity Partners, who conducted an assessment of THN as an organization, in the spring of 2023. In the April-June quarter, staff created the Equity Action Team to continue the work after the assessment. Once THN staff are further along with advancing racial equity at THN, then staff will broaden the effort to the BoS CoC.
Action 4. Engage in intentional outreach to organizations within the 5 communities with the most disparate impact and share lessons learned from culturally responsive organizations, persons with lived experience, and the Workgroup	Eight communities were identified in Quarter 2.
Action 5: Discuss with consultants (such as Racial Equity Partners and Rhie Azznan Morris) how to address racial disparities in the BoS CoC	THN staff worked with Racial Equity Partners, who conducted an assessment of THN as an organization, in the spring of 2023. In the April-June quarter, staff created the Equity Action Team to continue the work after the assessment. Once THN staff are further along with advancing racial equity at THN, then staff will broaden the effort to the BoS CoC.
Action 6: Establish a workgroup within the TX BoS CoC to look at disparate impact of homelessness on Black or African American individuals.	THN staff worked with Racial Equity Partners, who conducted an assessment of THN as an organization, in the spring of 2023. In the April-June quarter, staff created the Equity Action Team to continue the work after the assessment. Once THN staff are further along with advancing racial equity at THN, then staff will broaden the effort to the BoS CoC.
Strategy 6: Develop and retain workforce	
Measure 1. At least one new training is developed and delivered to service providers.	Baseline: No trainings developed or delivered
Activity 1.6b. Enhance human resource capacity, staff development, interdisciplinary teamwork, and cultural competence	No activity in quarter 2
Action 1: Survey homeless service providers to explore what topics they are interested in	No activity in quarter 2
Action 2: Explore feasibility of providing trainings	No activity in quarter 2
Activity 1.6c. Increase access to meaningful and sustainable career training and employment pathways	No activity in quarter 2
Action 1: Survey providers to see what kind of training is need	No activity in quarter 2
Action 2: Develop traning for providers new to homeless services, especially those exiting homelessness	No activity in quarter 2
Goal 2: INCREASE SUPPLY OF, AVAILABILITY OF, AND ACCESS TO HOUSING AND SUPPORTIVE SERVICES	
Strategy 2: Increase the availability, effectiveness, and alignment of services and community resources that help prevent homelessness	
Measure 1: At least 1 Public Housing Authority (PHA) has updated their Administrative Plan to incoproate homeless preferences, or similar flexibilities/waiving minimum rents etc after working with the CoC.	Baseline: Multiple PHAs have Homeless Preferences, none of them the result of intentional action by the CoC
Measure 2: The CoC has referred at least one household from each CIC region to Be Well Texas for substance use disorder (SUD) treatment.	Baseline: 0 households referred
Measure 3. The LHC assessment tool is completed, and an assessment is completed on at least one LHC.	Baseline: No LHC assessment tool exists.
Activity 2.2a. Advance high-quality housing and service partnerships that promote resilient and equitable communities	See actions below
Action 1: Promote and develop partnerships between PHAs and nonprofit organizations to strenghten local Crisis Response Systems through those partnerships	HUD released Stability Voucher (SV) Notice. PHAs participating in SVs were Identified. CoC staff engaging those PHAs to develop new local partnerships
Action 2: Develop a working relationship with Be Well Texas to promote access to Substance Abuse Recovery services	No action taken
Action 3: Create LHC assessment to improve alignment of efforts with CoC. LHCs will have a document that provides more guidance on what areas to focus on and grow in order to align efforts with the CoC strategic plan. The document will also be a reference for TX BoS CoC members and staff to understand how LHCs can align their efforts with the CoC.	Researched other self-assessment tools and scorecards.
Strategy 3: Improve access to temporary, transitional, and permanent housing	
Measure 1: The CoC has published quarterly performance reporting related to the Supplemental NOFO on the CoC website to promote accountability and transparency at the CoC-level	Baseline: No SNOFO projects are operational as of 01/2023

Measure 2: shorter length of time homeless demonstrated by "System Performance Measure 1b the length of time persons remain homeless" for projects funded under the SNOFO compared to the CoC average	Baseline: No SNOFO projects are operational as of 01/2023
Activity 2.3b. Provide immediate access to low-barrier emergency shelter or other temporary accommodations to all who need it	See action below
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Action 1. Monitor System Performance Measure benchmarks developed in project applications for Supplemental NOFO funding	No SNOFO projects are operational as of 06/2023
Activity 2.3c. Assist people to move swiftly into permanent housing with appropriate and person-centered services	See actions below
	THN has referred households for all vouchers under contract with TDHCA and housed more than
Action 1. Continue to administer the EHV Program	70% of the available vouchers with the EHV Program.
Action 2. Develop benchmarks for lengths of time from identification to housing	No action taken
Action 3. Incorporate EHV Benchmarks into CoC Board Reporting (Lead Agency Report)	Not yet started
Action 4. Explore the development of a CoC Performance Dashboard	Not yet started
Strategy 4: Increase the availability, effectiveness, and alignment of services and community resources that help people remain stably housed	
Measure 1: THN has housed 410 households by December 31, 2023	Baseline: Approximately 160 families housed as of 01/01/2023
Activity 2.4a. Investigate the option of hiring Housing Navigators	See action below
	No additional Housing Navigators will be hired in Quarters 2, 3, or 4. EHV ends at close of Quarter
Action 1. Continue to administer EHV project wiht TDHCA	4.
Activity 2.4c. Encourage the establishment of homeless preferences for housing choice vouchers	See action below.
Action 1. Work with communities awarded funding under the SNOFO to operationalize homeless preferences	no action taken
Strategy 5: Ensure the availability of housing for special populations of people experiencing homelessness (youth, veterans, families, chronically homeless persons)	
Measure 1: There will be increased participation in the CoC by youth homeless service providers	Baseline: No intentional outreach to Youth Service Providers as of 01/2023
Activity 2.5b. Develop a plan to end Youth Homelessness and create a Youth Action Board (YAB) comprised of youth with lived experience of	Dascille. No intentional outreach to routh service ritoriacis as of 61/2025
homelessness	Due to lack of staff capacity, this activity is on hold in 2023
Action 1. Research other planning efforts for ending youth homelessness	Due to lack of staff capacity, this activity is on hold in 2023
Action 2. Identify and engage youth-serving agencies to participate in the Ending Youth Homelessness Committee.	Due to lack of staff capacity, this activity is on hold in 2023
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Goal 3: MORE EFFECTIVELY USE DATA TO INFORM DECISION-MAKING, MEASURE PROGRESS, AND SET GOALS FOR SUCCESS	
Ctratagy 1: Continuously improve hamelessaness data management	
Strategy 1: Continuously improve homelessness data management	Describes There were 257 Missing Fetty Assessments (and/or missing leasting) and 05 missing
	Baseline: There were 357 Missing Entry Assessments (and/or missing locations) and 85 missing annual assessments in the TX BoS CoC HMIS on January 1, 2023
Measure 1. Improved Homeless Management Information System (HMIS) Data Quality metrics	annual assessments in the TX BoS CoC HMIS on January 1, 2023
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Measure 1. Improved Homeless Management Information System (HMIS) Data Quality metrics  Activity 3.1c. Conduct quarterly data quality checks and provide communities with more one-on-one and peer learning opportunities to enhance their data entry practices.  Action 1: Find ways to incorporate Data Committee into this work throughout the year; use the HMS Data Timeliness table to create strategies  Action 2: Continue expanding the scope of Coordinated Entry training and usage of our partner agencies through working with Systems Change team to identify pain points in the process and working to improve them  Action 3: Create more learning opportunities through annual Data Security and Quality webinars as well as quarterly optional "lunch and learns"  Strategy 2: Increase HMIS participation in order to better understand the housing crisis response system  Measure 1. Increased participation rate (i.e., the number of projects using HMIS out of the number of homeless services projects in the TX BoS CoC's HIC)  Measure 2. Number of Local Homeless Coalition (LHC) meetings attended by the Data Team  Activity 3.2a. Educate providers on the benefits of using HMIS and conduct targeted outreach of non-participating organizations  Action 1. Schedule informational calls with interested parties	annual assessments in the TX BoS CoC HMIS on January 1, 2023  The Data Team has rolled out both Phase I and Phase II of the quarterly Data Quality plan to provide our communities with support.  No activity in Quarter 2. The Data Committee has met but was discussing other priority items.  The Data Team has passed Coordinated Entry training over to the Systems Change team and will continue working with them to ensure our teams can identify future pain points and work together to improve them.  The Data Team conducted the 2023 Data Quality webinar on May 17th which was required for all HMIS users. Over 200 attendees attended the live training, and the remaining 200 HMIS users were required to watch the recording in Litmos.  Baseline: There are currently 106 participating agencies in the TX BoS CoC's HMIS  Baseline: The Data team has not attended any LHC meetings  In Quarter 2, the Data Team attended multiple meetings and calls to educate providers on the benefits of HMIS.  The Data Team held 4 informational calls with interested partner agencies.
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Strategy 3. Increase community awareness and participation and community engagement around ending homelessness through coallion building advocacy, volunteetin, and deragement with the materials presented.  Measure 1. Meeting attendes report that they feel engaged with the materials presented.  Measure 2. Attendes at awareness were report increased awareness of racial disparities.  Activity 4.3s. Create content and process to introduce educational materials to people nev to homeless services.  Action 1. Deliver introductory webnar at least once per year.  Action 1. Deliver introductory webnar at least once per year.  Action 1. Deliver introductory webnar at least once per year.  Action 1. So ain the participation of persons with lived experience of homelessness and other CoC stakeholders to design the content of the trainings and Emergency Solutions Grant (ESQ) Program funding and Emergency		
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Action 1. Expand accessibility for PTT Count (more materials in Spanish)  Action 2. Create an "educational" plan to get the data out after PTT and HIC and increase CoC engagement in post-count result announcements  Action 3. Verify with large LHCs which counties they do cover and help them address any gaps in their coverage Action 4. Work with communities and/or the Data Committee to identify additional opportunities to do more specialized community data gathering outside of the PIT and HIC Counts  Activity 4.3d. Streamline CoC General Membership meetings Action 1. Reduce meetings to twice per year: one focused on CoC orientatation and one focused on CoC governance Activity 4.3e. Create self-sustaining committee support processes Action 2. Develop CoC governance meeting Action 1. Develop sustainable Standard Operating Procedures for committees based on staff feedback Action 2. Develop and hold meeting facilitation training for staff The meeting facilitation training was developed and was delivered to staff in April.  Strategy 4. Increase involvement of persons with lived experience will participate in the CoC Board and on CoC Committees  Activity 4. Continue working with a committee of people with current and recent (within the past 3 years) lived experience of homelessness that will consult with THN staff and CoC Stakeholders on CoC activities  Action 1. Throughout the year, recruit members and provide orientations to onboard members who join the committee  Action 1. Throughout the year, recruit members and provide orientations to onboard members who join the committee  Action 1. Throughout the year, recruit members and provide orientations to onboard members who join the committee  Action 1. Throughout the year, recruit members and provide orientations to onboard members who join the committee  Action 1. Throughout the year, recruit members and provide orientations to onboard members who join the committee  Action 1. Throughout the year, recruit members and provide orientations to onboard members who join the	Activity 4.20 Improve data quality and angagement in the Point in Time (DIT) Court and Hausing Inventory Court (UIC)	
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Committees Policy that would require each CoC committee to have one member with		Lived Experience Committee (LEC) members gave input by proposing changes to the CoC Committees Policy that would require each CoC committee to have one member with lived experience of homelessness. The CoC Board approved that proposal at the CoC Board meeting in
	Action 2. Provide opportunities for committee members to give input on CoC activities, using their expertise	April. LEC members also gave input at the LEC meeting in April about ways that persons with
Goal 5: INCREASE FUNDING TO ADDRESS HOMELESSNESS		
Strategy 1: Align funding and other resources to complement the strategic frameworkno activities scheduled for 2023		
Measure 1. Increase to the CoC's Annual Renewal Demand (ARD) dollar amount  Baseline: FY2022 ARD = \$10,893,560.		Raseline: FV2022 ARD = \$10.893.560
	` ,	Baseline: Applicants encouraged to communicate data sources for both the type and scope of

Measure 3. The CoC has developed and published funding priorities for funding administered by THN/the CoC	Baseline: The CoC did not publish Funding priorities for FY21 CoC Program Annual Competition
Activity 5.1a. Develop funding alignment plan, incorporating Program Models Chart, to align CoC funding with approved models and needs	See actions below
Action 1. Educate the Community Investment Committee regarding the disparity in resources and the quality of existing resources and the need for standardization	Tasked to Community Investment Committee, which did not meet in Quarter 2
Action 2. Develop program models for all interventions	Tasked to Community Investment Committee, which did not meet in Quarter 2
Strategy 4. Provide technical assistance and promote capacity building to agencies regarding applying for Continuum of Care (CoC) Program and Emergency Solutions Grant (ESG) Program funding	
Measure 1. Increase in the number of new communities in the TX BoS CoC's application for CoC Program funds	Baseline: 13 communities represented in the FY2022 CoC Program Application
Measure 2. Increase in the CoC's Annual Renewal Demand (ARD) dollar amount	Baseline: FY2022 ARD = \$10,893,560.
Measure 3. Increase in the number of first time applicants to the FY2023 CoC Local Competition	Baseline: 5 New Applicants in the FY22 CoC Program competition
Measure 4 An increase in overall New Project Applicant Average Score in the FY2023 CoC Program Competition compared to FY2022	Baseline: FY2022 average score was 72.62
Activity 5.4a. Increase outreach to communities that do not currently receive CoC Program funding to identify any barriers that may keep them from applying	See action below
Action 1. Identify communities/regions targeted for outreach in 2023, with a focus on areas with higher concentrations of underrepresented groups (CoC Application, question 1D-10b.3). Incorporate into communication strategy.	Staff conducted targeted outreach to ESG applicants that applied for housing projects in the fiscal year 2022 ESG competition and that were not funded, and to Victim Service Providers through coordination with the Texas Council on Family Violence.
Action 2. Identify partners to help the CoC serve areas where there is no current CoC Program funding, i.e, Community Investment Committee (CIC) West region	CoC Staff engaging partners from Lubbock and Amarillo to facilitate meetings about the CoC Program. Staff developed webinar matierals to be delivered in Quarter 3 to PIT leaders, with a focus on communities with no CoC Program funding or few CoC Program recipients
Activity 5.4c. Assist communities with capacity building so that projects can meet requirements for applying for CoC and/or ESG funding	See Actions below
Action 1: Develop New Applicant Training Module using Litmos	Developed rudimentary new applicant training which is live in Litmos
Action 2: Develop CoC Program Readiness Tool	No progress
Action 3: Conduct CoC Project Design Clinic	No progress