2020 Haywood County State of the County Health Report



--- Video removed from printed document ---

--- Video removed from printed document ---

Haywood County's State of the County Health report (SOTCH) is an update of our 2019 electronic Community Health Improvement Plan (eCHIP). Updates are provided on evaluation measures, new and emerging issues, new initiatives and community changes, programs, and additional progress made on each priority area. The 2019 eCHIP was written to address the priorities identified in the 2018 Community Health Assessment (CHA). The 2018 CHA priority areas are:

1) Substance Use & Mental health

2) Perinatal & Early Child Health

3) Chronic Disease Prevention

Clear Impact Scorecard™ is a strategy and performance management software that is accessible through a web browser and designed to support collaboration both inside and outside organizations. WNC Healthy Impact is using Clear Impact Scorecard™ to support the development of eCHIP reports, SOTCH reports and Hospital Implementation Strategy scorecards in communities across the region. The 2019 Haywood County eCHIP was submitted on Monday, September 9, 2019.

Scorecard helps communities organize their community health improvement efforts by:

- Developing and communicating shared vision
- Defining clear measures of progress
- Sharing data internally or with partners
- Simplifying the way you collect, monitor and report data on your results

The resources used/reviewed to complete the SOTCH Report, submitted March 1, 2021, are found at this link.

An additional resource related to the SOTCH is the CHA tools located at: https://publichealth.nc.gov/lhd/

Key:

R Result

Indicator

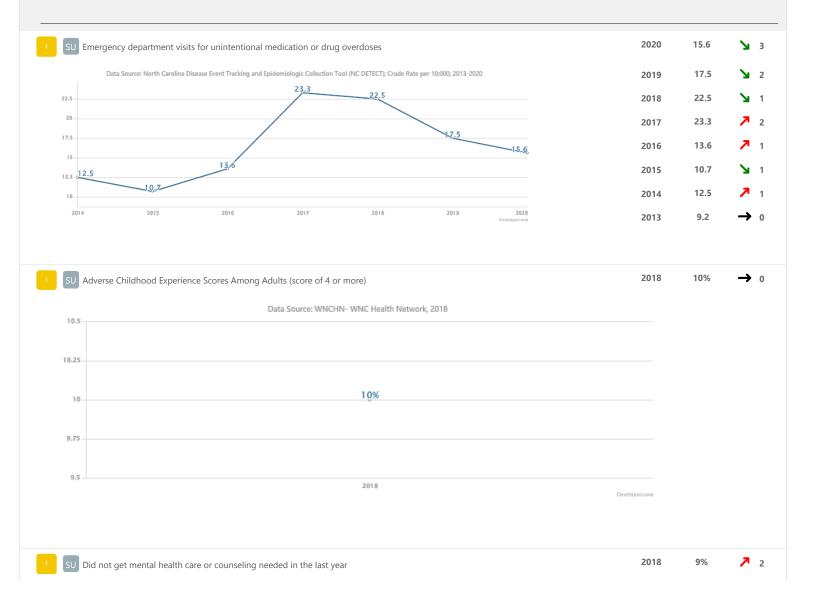
P Program

PM Performance Measure

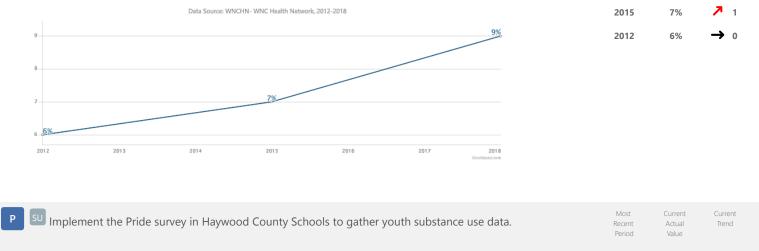
6/1/2021 4:06:03 PM

Additional Progress Made in 2020

- Print and digital ad campaigns provided education about vaping and opioids. The ads had several million reaches. Partnering organizations
 were Haywood County Health and Human Services Agency (HHSA), The Mountaineer, and Smoky Mountain News (The Mountaineer, 2020
 and Smoky Mountain News, 2020).
- Vaya Health offered free virtual training sessions using the Question, Persuade, Refer curriculum. This evidence-based suicide prevention program reached over 370 participants (Vaya Health, 2020).
- Mountain Projects, Inc. created a resilience flyer in English and Spanish. It includes items such as parent tips, substance use and mental
 health treatment options, and other simple strategies (Mountain Projects, Inc., 2020). Partnering organizations included the 30th Judicial
 District Domestic Violence-Sexual Assault Alliance; HHSA; Mountain Projects, Inc.; Region A Partnership for Children; and Vaya Health.
- Haywood County residents made over 50 calls to QuitlineNC, a free tobacco treatment service (QuitlineNC, 2020).
- Over 1800 naloxone kits were distributed and over 180 overdose reversals were reported (North Carolina Harm Reduction Coalition, 2020).
- A coordinator was hired for the Partnership for Success grant by Mountain Projects, Inc. in November 2019. Since then, an assessment regarding underage drinking and vaping among youth has been completed, including key informant interviews with seven youth, and strategies for addressing these issues have been identified. The grant is currently in the initial stages of implementation (Mountain Projects, Inc., 2020).



Page 2/14 6/1/2021 4:06:03 PM



What Is It?

The Pride survey is a trusted method of obtaining substance use data from youth. A thorough data collection will prepare Haywood County to apply for the Drug-Free Communities Grant (DFC). DFC provides \$125,000 per year for five years and allows the opportunity to hire a full-time coordinator. Communities who receive DFC funding experience a reduction in past 30-day use of alcohol, tobacco, marijuana and illicit prescription drug use among youth. DFC-funded communities have experienced long-term reduction in youth substance use (Community Anti-Drug Coalitions of America, 2002-2018).

The Pride survey was identified by the Substance Use Prevention Alliance as an action that, when combined with other actions in our community, has a strong potential to make a difference in Haywood County. This is a new program in our community.

The survey would be conducted yearly in Haywood County's eight middle and high schools. Students surveyed will be in 7th, 9th and 11th grades. This process will continue for as long as possible.

The priority population for the Pride Survey includes Haywood County Schools (HCS) students and staff, and the Pride survey aims to make a difference at the organization level. Implementation of the survey will take place in HCS. Survey results will be anonymous and therefore not connected to a particular student. Results will only be shared with HCS administrators, grant funders, and other approved individuals.

This strategy addresses health disparities by identifying differences among the grade levels surveyed. By obtaining quality data, the community will be better positioned to implement evidence-based interventions that will best serve each school. Interventions selected will be ones recommended by DFC, a nationally-recognized grant program.

2020 Update:

At this time, the Pride Survey has not been conducted. The survey's length makes it difficult to administer during limited instructional time. Haywood County Schools (HCS) gave approval for a brief survey about alcohol and vaping. The survey was conducted January 2020 with all ninth-grade students enrolled in HCS. To date, over 100 completed surveys have been returned. Data analysis has been completed, showing that most students have not used alcohol or vaping devices. Students perceive these substances as risky and know that their parents would not approve of using them. In addition, approximately 16% of students reported past 30-day alcohol use and more than one-third have used vaping devices. Funding for the survey came from the Partnership for Success grant awarded to Mountain Projects, Inc (Mountain Projects, Inc, 2020).



What Is It?

Conducting youth-focused prevention activities was identified by the Substance Use Prevention Alliance as an action that, when combined with other actions in our community, has a reasonable chance of making a difference in youth alcohol, tobacco and drug use in our community. This is an ongoing program in our community, with implementation of several new components.

This program will continue or initiate the following:

• Provide six hours of school-based prevention education to eighth grade students (continuing program)

Page 3/14 6/1/2021 4:06:03 PM

- Conduct focus groups with youth to further inform prevention efforts (new program)
- Create a youth-focused community calendar, enhancing the protective factor of "strong neighborhood attachment" (new program); NIDA. 2020, May 25. What are risk factors and protective factors?; retrieved from https://www.drugabuse.gov/publications/preventing-drug-use-among-children-adolescents/chapter-1-risk-factors-protective-factors/what-are-risk-factors on 2021, February 23.

The priority population/customers for youth-focused prevention are adolescents in Haywood County and youth-focused prevention aims to make a difference at the individual and environmental levels. Implementation will take place in school and community settings.

This program addresses the health disparities related to youth substance use. <u>Individuals who begin using substances at a young age</u> are more likely to experience both short and long-term consequences. Impacts include having difficultly returning to normal after the use of a substance (Partnership to End Addiction, 2021). Poverty is also a risk factor for substance use; NIDA. 2020, June 17. Chapter 2: Risk and Protective Factors; retrieved from https://www.drugabuse.gov/publications/principles-substance-abuse-prevention-early-childhood/chapter-2-risk-protective-factors on 2021, February 23.

2020 Update:

- The drug prevention education classes normally offered to eighth-grade students at public middle schools in Haywood County were unable to be held due to the COVID-19 pandemic
- As part of the Partnership for Success (PFS) grant, key informant interviews were held with seven youth, which assisted the PFS grant in identifying strategies (Mountain Projects, Inc., 2020).
- A youth-focused community calendar has not been created at this time. Capacity was limited in 2020 due to the COVID-19 pandemic.

Number of eighth-grade students who receive six hours of drug education	2019	507	→ 0
Number of youth participating in focus groups to inform prevention efforts	2020	7	→ 0
Number of individuals reached through youth-focused community calendar	-	-	-
P SU Implement the Catch My Breath curriculum for students who are found using tobacco on campus.	Most Recent Period	Current Actual Value	Current Trend

What Is It?

Catch My Breath (CATCH), a youth e-cigarette prevention program, was identified by the Substance Use Prevention Allliance as an action that, when combined with other actions in our community, has a reasonable chance of making a difference in youth substance use in our community. CATCH is a coordinated school health program, of which e-cigarette prevention is one component. CATCH is part of the "Whole School, Whole Community, Whole Child Model" developed by the Centers for Disease Control and Prevention. This is a new program in our community.

The priority population/customers for Catch My Breath are students caught using or possessing tobacco on campus, and Catch My Breath aims to make a difference at the individual and organizational levels. Implementation will take place in schools.

Catch My Breath addresses health disparities by addressing the sub-population of students who use tobacco and who may potentially experience its health effects.

2020 Update:

Catch My Breath has not been implemented at this time. The COVID-19 pandemic and staffing changes posed challenges in offering this program. Haywood County Schools (HCS) approved outreach to middle and high school principals about the Anti-Vaping Online Information Dissemination (AVOID) program. As stated by the program, 'the Anti-Vaping Online Information Dissemination (AVOID) program is a media-based online prevention toolkit for vape prevention for middle and high school students (AVOID, 2021).' In early 2020, several teachers and administrators expressed interest in this program (Mountain Projects, Inc, and The Mountaineer, 2020).

РМ	SU Number of students who complete the Catch My Breath curriculum.	-	-	-
РМ	SU Number of schools that implement the Catch My Breath curriculum.	-	-	_

Page 4/14 6/1/2021 4:06:03 PM

Recent Period Actual

Curren

What Is It?

Medication-Assisted Treatment (MAT) was identified by the Substance Use Prevention Alliance as an action that, when combined with other actions in our community, has a reasonable chance of making a difference in overdose rates in our community. This is an ongoing program in our community, with Haywood County Health and Human Services Agency (HHSA) being a new provider of MAT.

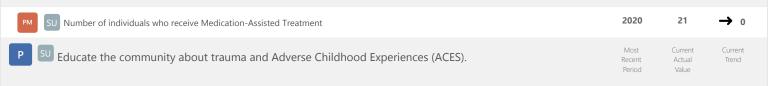
Current MAT interventions are effective and MAT is the standard of care for treating opioid use disorders. In Haywood County, 10 organizations offer MAT, including HHSA (NC Harm Reduction Coalition, 2020). The HHSA provider prescribes Suboxone to eligible individuals.

The priority population/customers for the HHSA MAT program are women being released from the Haywood County Detention Center. MAT aims to make a difference at the individual and organizational levels. Implementation will take place in the HHSA public health services clinic.

This strategy addresses health disparities by serving individuals who are at increased risk of suffering from communicable diseases, dying prematurely, and who lack insurance coverage to receive substance use treatment.

2020 Update:

During the program's first year, over 20 individuals received MAT through the HHSA (HHSA, 2020). While the program initially served women, it has expanded to serve men as well. Each patient receives a naloxone kit (opioid overdose reversal medication) and medication lock box. They are also encouraged to schedule a counseling appointment through Meridian Behavioral Health Services (MBHS). The program is currently available at no cost due to grant funding through the Haywood Healthcare Foundation. Partnering organizations include the Haywood Healthcare Foundation, HHSA, and MBHS.



What Is It?

Educating the community about trauma and Adverse Childhood Experiences (ACES) was identified by the Substance Use Prevention Alliance (SUPA) as an action that, when combined with other actions in our community, has a reasonable chance of making a difference in substance use and mental health in our community. Our focus on trauma and ACES will include forming a Building Resilient Communities (BRC) group, helping organizations adopt a Community Resilience Plan and helping school staff to be trained about ACES. "BRC addresses upstream toxic effects of ACES and promotes an integrated, multi-pronged approach focusing on defragmenting childhealthcare delivery systems to build strong healthcare-community partnerships that develop common goals and shared work plans." This is a new program in our community.

The priority population/customers for education about trauma and ACES are school staff. The communication efforts include stakeholders. Stakeholders include local government officials and community members. This community education program aims to make a difference at both individual and organizational levels. Implementation will take place in schools and community organizations, such as faith communities and other non-profit agencies.

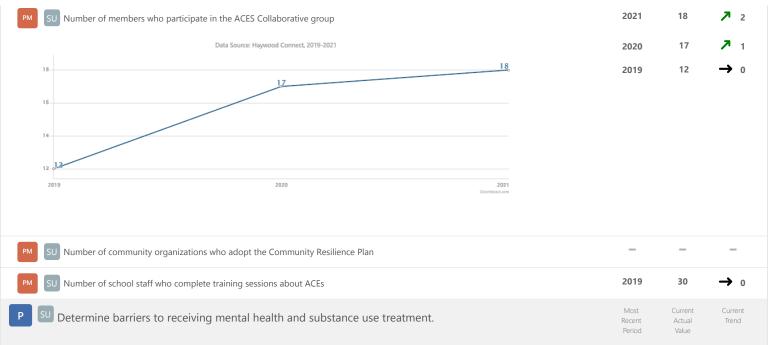
This strategy addresses health disparities by increasing awareness of the impact of ACES. Individuals with an ACES score of 4 or more are more likely to experience physical and mental health problems, including a substance use disorder (Burke Foundation, 2021).

2020 Update:

- Resilience film screenings were not held due to COVID-19 safety concerns.
- Haywood Connect, the community's ACES and resilience collaborative group, met in a virtual environment for most of 2020. In May 2021, Haywood Connect offered a train-the-trainer session for its members, empowering the group to educate their community about ACES and resilience (Haywood Connect, 2020-21).



Page 5/14 6/1/2021 4:06:03 PM



What Is It?

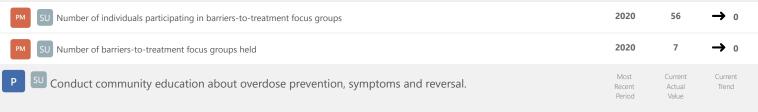
Determining the barriers to receiving mental health treatment was identified by the Substance Use Prevention Alliance as an action that, when combined with other actions in our community, has a reasonable chance of making a difference in the number of individuals not receiving mental health care in our community. This is a new program in our community.

The priority population/customers for determining mental health treatment barriers are individuals or family members who've had trouble accessing treatment. Determining treatment barriers aims to make a difference at the individual and organizational levels. Implementation will take place in community settings, such treatment centers, soup kitchens, churches and the local homeless shelter.

This strategy addresses disparities by identifying gaps in receiving mental health and substance use treatment.

2020 Update:

The Substance Use Prevention Alliance includes an active work group that addresses barriers to treatment and recovery. Before COVID-19 began impacting in-person activities, several focus groups gathered input from those with lived experience (Haywood Pathways Center, 2020). A virtual group was later held with treatment providers and other community organizations (Haywood County Health and Human Services Agency, 2020). Partnering organizations included Haywood Pathways Center and members of Healthy Haywood's Substance Use Prevention Alliance.



What Is It?

Conducting community education about overdose was identified by the Substance Use Prevention Alliance as an action that, when combined with other actions in our community, has a reasonable chance of making a difference in unintentional medication and drug overdose in our community. This is a new program in our community.

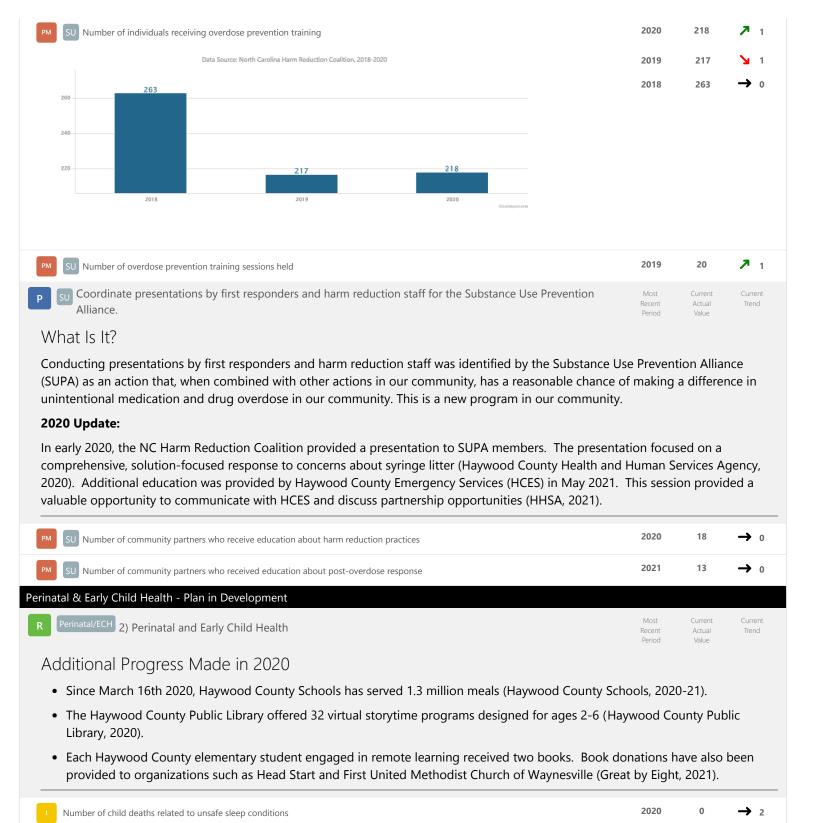
The priority population/customers for conducting community education about overdose are individuals at risk of overdose and their loved ones, and community education about overdose aims to make a difference at the individual level. Implementation will take place through treatment providers, the homeless shelters and soup kitchens, family support groups and mass media.

This strategy addresses health disparities by educating individuals who are more likely to experience or witness an overdose.

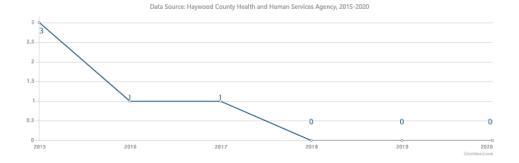
2020 Update:

North Carolina Harm Reduction Coalition (NCHRC) continued to prioritize overdose prevention education and trained over 200 individuals in 2020 (NCHRC, 2020).

Page 6/14 6/1/2021 4:06:03 PM



Page 7/14 6/1/2021 4:06:03 PM



 2019
 0
 \rightarrow 1

 2018
 0
 \searrow 1

 2017
 1
 \rightarrow 1

 2016
 1
 \searrow 1

 2015
 3
 \rightarrow 0

Р

Promote safe sleep in home and child care.

Most Recent Current Actual

Value

Current Trend

What Is It?

Promoting safe sleep for young children was identified by Great by Eight as an action that, when combined with other actions in our community, has a reasonable chance of making a difference in the number of infant deaths in our community. This is an ongoing program in our community.

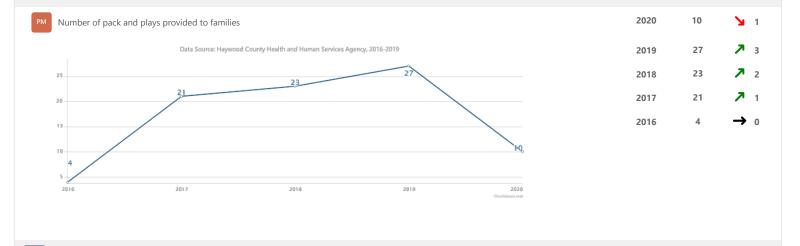
Currently, Haywood County Health and Human Services Agency (HHSA) provides pack and plays to families who cannot afford a safe sleep space for infants. Sleep sacks are also provided.

The priority population/customers for safe sleep are families with young children, and promoting safe sleep aims to make a difference at the individual and community levels. Implementation will take place in clinical settings, thereby impacting safety in homes and child care facilities.

This strategy addresses health disparities by reducing the likelihood of infant death in families with limited resources.

2020 Update:

Public health and social work staff from HHSA continued providing materials to families who do not have a safe sleep space for their infant. Local pediatricians have been informed of these resources and are able to refer families to the HHSA. This program began in late 2016. Ten pack and plays were distributed in 2020 (HHSA, 2016-2020). Partner agencies are HHSA and the Kiwanis Club of Waynesville.



What Is It?

A best practices clinic for pregnant women with Substance Use Disorder (SUD) was identified by the Perinatal Substance Use Collaborative as an action, that when combined with other actions in our community, has a reasonable chance of making a difference in perinatal substance use in our community. This is a new program in our community.

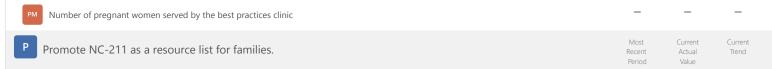
Pursue Project CARA, a best practices clinic for pregnant women with Substance Use Disorder.

The priority population/customers for the best practices clinic are pregant women with SUD, and the clinic aims to make a difference at the individual and environmental levels. Implementation will take place in a clinical setting.

2020 Update:

Page 8/14 6/1/2021 4:06:03 PM

The Perinatal Substance Use Collaborative continued discussing the possibility of bringing a Project CARA satellite clinic to Haywood County. Project CARA serves pregnant women with SUD in the westernmost counties. The clinic would be a satellite location to serve Haywood County residents. The Project CARA site is 30 minutes away, which is challenging for women without adequate transportation.



What Is It?

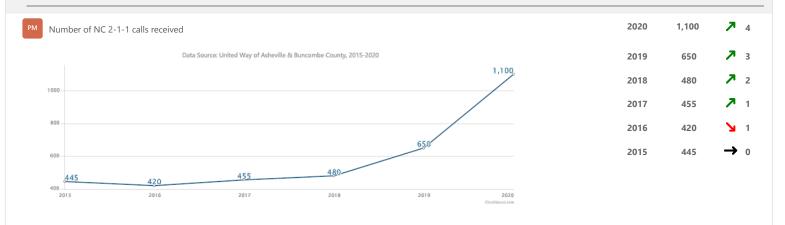
Promoting 2-1-1 as a resource list for families was identified by the Great by Eight early childhood group as an action that, when combined with other actions in our community, has a reasonable chance of making a difference in perinatal and early child health in our community. This is an ongoing program in our community that requires additional promotion in order to fully assist Haywood County residents. 2-1-1 is an effective program that assisted callers over 2400 times from 2015-2019.

The priority population/customers for the 2-1-1 resource list are individuals in need of resources, and the 2-1-1 resource list aims to make a difference at the individual level. Implementation will take place through a free telephone and online assistance service.

This strategy addresses health disparities by serving individuals who experience resource gaps, including physical health needs and social determinants of health.

2020 Update:

NC-211 was heavily utilized by Haywood County residents in 2020. Call volume increased by nearly 70% from the previous year (United Way of Asheville and Buncombe County, 2015-2020).



Chronic Disease Prevention - Long Term CHIP



3) Helping Haywood residents live well and live long by promoting physical activity, healthy eating, and quality healthcare.

Most Recent Period

Actual Value

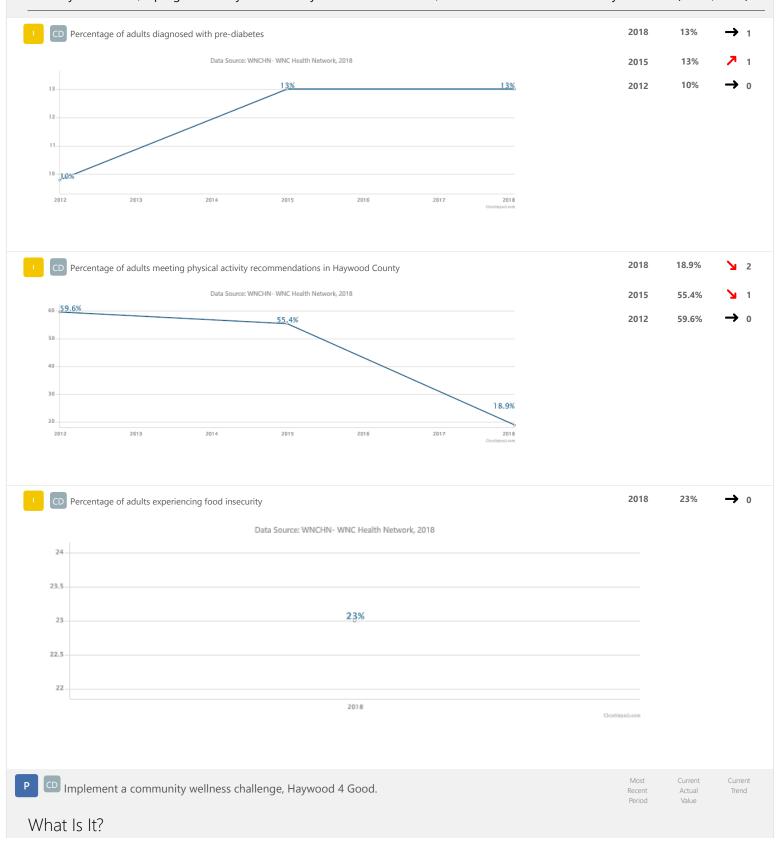
Trenc

Additional Progress Made in 2020

- The 'Haywood's Hope for the Holidays' food distribution reached over 240 families and nearly 800 individuals. Volunteers distributed 200 resource bags containing over 60 flyers each. Nearly 170 volunteer hours were recorded (Mountain Projects, Inc., 2020).
- The Safe Routes to School (SRTS) initiative reported a number of activities, including:
 - Over 4500 individuals participated in virtual Bike to School Day activities. This included public and faith-based schools (SRTS, 2020).
 - North Canton Elementary received 50 helmets, supporting their school bike fleet and 4th and 5th grade students from low-income households. In addition, Haywood Christian Ministries received 100 helmets for their Christmas bicycle program (SRTS, 2020).

Page 9/14 6/1/2021 4:06:03 PM

- Haywood County Government established an employee wellness program in partnership with Haywood Regional Medical Center (HRMC). Over 180 individuals completed yearly labwork with the program's nurse navigator. Over 75 individuals with abnormal labs received additional nurse navigation services. The program also featured nearly 30 educational classes (HRMC, 2020).
- Haywood Trails, a program of Haywood County Recreation and Parks, led 19 free hikes for community members (HCRP, 2020).



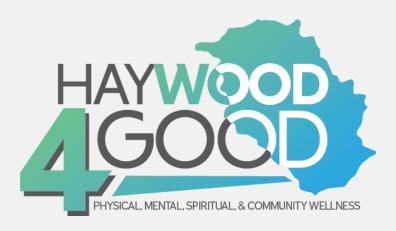
Page 10/14 6/1/2021 4:06:03 PM

Organizing a community wellness challenge was identified by the Wellness Action Group (WAG) as an action, that when combined with other actions in our community, that has a reasonable chance of making a difference in adult physical activity rates in our community. The program has been piloted in neighboring counties, including Swain County, whose program has received Institutional Review Board approval. This is a new program in our community.

The priority population/customers for the community wellness challenge are physically inactive adults in Haywood County, and the wellness challenge aims to make a difference at the individual level. Implementation will take place in wellness-related settings such as parks, trails, neighborhoods, homes, and at community events and organizations.

2020 Update:

Due to COVID-19 concerns, the Haywood 4 Good community wellness program transitioned to a virtual format. The program launched on January 11, 2021. Approximately 100 individuals enrolled in the first round (Harris Regional Hospital, 2021). The sixmonth long recurring program features three to four challenges monthly. Challenges focus on physical, mental, emotional, and spiritual well-being. They feature names such as Spark Joy (decluttering), Limber Up (stretching, Cabin Fever (physical activity), and Sweeter Life (reducing or eliminating added sugar). Haywood 4 Good is sponsored by Haywood Regional Medical Center and Blue Cross and Blue Shield of North Carolina provided sponsorships for the program (Haywood County Health and Human Services Agency, 2021).





What Is It?

Developing a comprehensive food resource guide was identified by the Wellness Action Group (WAG) as an action, that when combined with other actions in our community, that has a reasonable chance of making a difference in food insecurity in our community. This is a new program in our community.

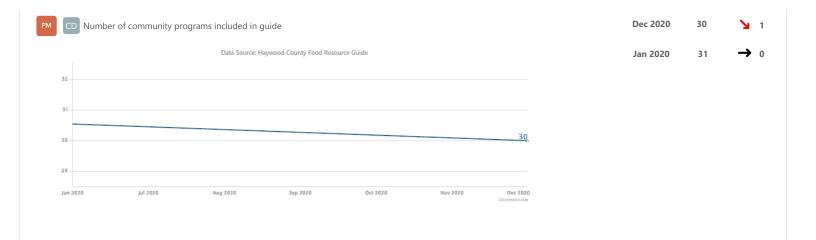
The priority population/customers for the food resource guide are individuals experiencing food insecurity and the community programs that serve them, and the food resource guide aims to make a difference at the individual level. Implementation, which focuses on distribution of this guide, will take place in food pantry, public health, medical and non-profit settings.

This strategy addresses health disparities by offering a tool to the nearly 1/5 of adults in Haywood County experiencing food insecurity (WNC Health Network-WNCHN, 2018).

2020 Update:

The guide developed in 2019 was simplified to address the food insecurity needs that increased during the COVID-19 pandemic. The Haywood County Feeding Coordinator and local food service providers ensured that the guide remained up-to-date. Food providers currently meet monthly and the guide continues to be revised weekly. It is available in both English and Spanish. In addition to food pantries, the guide also features free meals for children and seniors, as well as a section of other relevant resources (Haywood County Health and Human Services Agency, 2020-21).

Page 11/14 6/1/2021 4:06:03 PM



What Is It?

Offer National Diabetes Prevention Program classes.

The National Diabetes Prevention Program (DPP) was identified as an action that, when combined with other actions in our community, has a reasonable chance of making a difference in the adult pre-diabetes rate our community. This is an ongoing program in our community, which began in the spring of 2016. Thanks to a grant administered by NC State University, this one-year program is now offered at no cost and provides fitness and nutrition-related incentives. The program also provides gas cards and child care if participants identify these as barriers.

Actual

Value

Recent

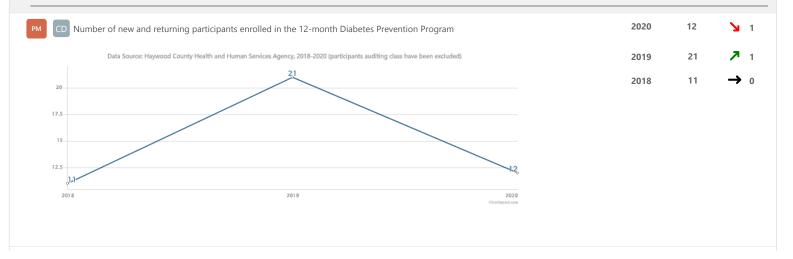
The audience for the DPP are individuals in Haywood County at risk for developing type 2 diabetes with a priority placed on vulnerable populations, such as African Americans, American Indians, and the less educated and lower-income generating populations. The program aims to make a difference at the individual/interpersonal behavior level. This CDC-developed lifestyle change program has been proven effective in preventing or delaying the onset of type 2 diabetes. Implementation will continue to take place at the local health department.

This strategy addresses health disparities. According to Healthy North Carolina 2020*,

- African Americans are nearly twice as likely to have diabetes, compared with whites (15.6% versus 8.4% in 2009).
- Compared with whites, American Indians are more likely to have diabetes (11.7% versus 8.4% in 2009).
- Individuals with less education and with lower incomes are also more likely to have diabetes (2009).

2020 Update:

A Diabetes Prevention Program class began in September 2019 and concluded in August 2020 with six participants. In spring 2020, the class transitioned from in-person to conference call format. While the class experienced some initial attrition, no additional participants were lost due to the virtual format. The yearlong class had a retention rate of 40%. An additional class began in November 2020 with six participants. This class, which will conclude in October 2021, has a retention rate of 83%. The November class includes several individuals who are auditing the class (Haywood County Health and Human Services Agency, 2019-21).



Page 12/14 6/1/2021 4:06:03 PM

^{*} Source: North Carolina Institute of Medicine. Healthy North Carolina 2020: A Better State of Health, Morrisville, NC: North Carolina Institute of Medicine; 2011.



New and Emerging Issues & Initiatives

R

SOTCH Monitor New and Emerging Issues

Most Recent Period

Current Actual Value

Trend

Notes

These are the new or emerging issues in our community in 2019 that were not identified as priorities in our CHA.

- COVID-19 pandemic:
 - o As of May 28, 2021, 99 deaths were recorded in Haywood County (Haywood County Government website, 2020-21).
 - Five clusters were announced in area businesses during 2020. A cluster is defined as five or more cases occuring within a two-week period that are linked to one another. (Haywood County Government website, 2020).
 - Approximately 20% of families in Haywood County experienced food insecurity related to the pandemic (The Mountaineer, 2021).
 - Haywood County participated in a regional pilot campaign for COVID-19 communications. The initial rollout of My Reason WNC campaign reached approximately 17,000 individuals in Haywood County (JB Media Group, 2020).
 - A greater number of emergency department patients were impacted by 'anxiety, mood, and psychotic disorders' than in 2019. The number of patients experiencing one of these disorders increased by more than 19% (North Carolina Disease Event Tracking and Epidemiologic Collection Tool, NC DETECT*, 2019-2020). *NC DETECT is a statewide public health syndromic surveillance system, funded by the NC Division of Public Health (NC DPH) Federal Public Health Emergency Preparedness Grant and managed through collaboration between NC DPH and UNC-CH Department of Emergency Medicine's Carolina Center for Health Informatics. The NC DETECT Data Oversight Committee does not take responsibility for the scientific validity or accuracy of methodology, results, statistical analyses, or conclusions presented.

Page 13/14 6/1/2021 4:06:03 PM



R SOTC

OTCH Keep Track of New Initiatives & Community Changes

Most

Current

Current

Notes

The following are new initiatives or changes in our community in 2020:

- Meridian Behavioral Health Services was awarded the Rural Communities Opioid Response Program planning grant. Grant strategies have included forming a local coalition, conducting a focus group, and administering a 'gap analysis survey (Meridian Behavioral Health Services, 2020-21).'
- The Town of Waynesville completed a new facility, Obama-King park, located in the Pigeon Community (Waynesville Parks and Recreation, 2020-21).
- A food security survey was conducted in early 2020 to inform a food forum scheduled for March 2020. The forum was canceled due to the COVID-19 pandemic.
- In May 2021, the Safe Routes to School program led a walk audit at Junaluska Elementary as part of a transportation plan. The purpose of the transportation plan is to make changes that allow students to walk and bike to school safely (Safe Routes to School, 2021).

Page 14/14 6/1/2021 4:06:03 PM