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ANNUAL
REPORT

A PATH PAVED IN HOPE



CATHOLIC SOCIAL
SERVICES

20 21

ANNUAL
REPORT

*Charity that leaves the poor person as he is,
is not sufficient. True mercy, the mercy God gives
to us and teaches us, demands justice, it demands
that the poor find the way to be poor no longer.*

POPE FRANCIS



CATHOLIC SOCIAL
SERVICES

IN MANY WAYS, 2021 WAS A YEAR OF TRANSITION FOR OUR CLIENTS AND OUR AGENCY. WHILE MANY CLIENTS WERE BEGINNING THE REBUILDING PROCESS AFTER ENDURING THE EMOTIONAL, PHYSICAL, AND ECONOMIC IMPACTS OF THE PANDEMIC, MANY WERE STILL IN THE THICK OF IT AND LOOKING FOR SUPPORT--AND EVERYONE WAS ADJUSTING TO EVOLVING WAYS OF INTERACTING WITH EACH OTHER.

WE WERE ALL LEARNING AND PIVOTING TOGETHER.

This past year was an affirmation that our faith, process, and resolve were as strong and important as ever to the communities we serve. Clients came to us across a wide spectrum of need, based on how they had been impacted by the pandemic. Knowing we had to continue delivering our services, we had to be creative on how we worked with them under constantly-evolving safety recommendations for socialization.

Despite a world in transition and clients in a wider state of need, we continued to usher our clients towards the light at the end of the tunnel, as they began to consider how they could reach their full potential in an endemic.

At the Our Lady of Guadalupe Center, we responded to an abundant and growing need in the Hispanic community. Many people who the Guadalupe Center serve

worked in the food service or construction industries—industries severely impacted by the pandemic. As more job opportunities slowly became available, we helped clients both prepare for entering the workforce while making sure their most vital needs were met at home. Through English language classes, a food pantry, and rent utility assistance, we helped our Hispanic neighbors create paths toward a brighter, empowered future.

Our *Stay the Course*® continued to deliver its impactful service, even as college courses were moving off-campus and online. So many of our students live such a delicate balance that even small obstacles can veer them off course. Our Navigators remained steadfast and flexible and continued making sure students could adjust to the changing demands of their studies while balancing a life at work and home. For many *Stay the Course*® enrollees,

access to technology can be a barrier to completing a degree, and with more classes being delivered virtually, our Navigators made sure students had a plan keeping up with their studies.

Perhaps no population was asked to change more about their lives during the pandemic than our senior population. Our programs, which emphasize socialization, were hamstrung during the pandemic, leaving seniors in further isolation. In 2021 we doubled-down on our efforts to help them regain some of the independence they had lost during the pandemic. We found creative (and even fun) ways to connect them with technology and reintegrate them into the programs and services they rely on.

In 2021, we faced forward and into the future. We cautiously began to plan for

a world where we could work more closely with our clients to help them create their own path to success. We know things may never be the same as they were, but we're excited about what they might be going forward.

With the support and generosity of our donors and volunteers we proved in 2021 that our services are enduring. Because our mission is fueled by our steadfast faith in God, it is eternal and ever-giving. Throughout history, challenging times have tested our resolve and each time our faith has called us to help others even more. The more we remain united in service, the stronger our impact will be.

AS A NEW ERA BEGINS, WE LOOK FORWARD TO GIVING SUPPORT TO ALL THOSE WHO RELY ON US AND OFFER A *PATH PAVED IN HOPE*.

RACHEL LUSTIG





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WHO WE ARE

OUR VALUES ARE GUIDED BY OUR FAITH.



IMPACT

We serve in ways that have a lasting effect on our clients and that make our community stronger for everyone.



COMPASSION

Inspired by a God who identifies with “the least of these,” we enter into places of poverty and pain to respond to the suffering of others.



COURAGE

We demonstrate the mettle needed to overcome fear, difficulty, hardship, or the status quo while venturing toward a better future.



EXCELLENCE

We are a good steward of the trust and resources given to us by holding ourselves to the highest standard of quality, efficiency, and sustainability.

POWERED BY COMPASSION, CREATING PATHS FORWARD

FOR 75 YEARS, WE HAVE BEEN CONNECTING PEOPLE TO A PROVEN PATHWAY THAT ALLOW THEM TO STABILIZE THEIR LIVES, OVERCOME SETBACKS, AND REALIZE THEIR FULLEST POTENTIAL. USING OUR PROVEN PROCESS, WE PROVIDE THE RESOURCES AND SUPPORT TO HELP THEM BREAK THE CYCLE OF POVERTY AND REACH THEIR GOALS IN LIFE.

Many of our clients live within a thin margin of error. One unpredictable obstacle quickly spirals into another, and before they can react, they're dealing with a full-blown crisis. At Catholic Social Services, we want to help people overcome obstacles and avoid having their challenges compound, and to get them back on track to reaching their goals. Our proven process meets people wherever they are and guides them through our phases of service, at a pace that works best for them.

OUR PROVEN PROCESS



2021 CATHOLIC SOCIAL SERVICES ANNUAL REPORT

PHASE 1 BUILD TRUST

Without trust, it's impossible to help a person, much less realize their fullest potential. We do this by meeting people wherever they are emotionally, physically, and spiritually by treating them with respect and dignity. We offer them compassionate service without judgment or fear, and we honor their humanity. When we interact with our clients, we want them to feel safe and autonomous.

PHASE 2 STABILIZE THEIR SITUATION

Once we've built trust with a client, we connect them to resources to help them overcome their obstacles and stabilize their situation. Obstacles range from food insecurity to language barriers to isolation. Whatever the challenge, when clients are experiencing a crisis, they often need to address one big issue to give them the ability to take on smaller ones. This stabilization phase often gives our clients confidence and determination to overcome life's challenges in the future.

PHASE 3 REACH GOALS

Having built a trusting relationship with our clients and stabilized their situation, we help them take the next step forward. We work with our clients and talk about what they want out of life. We lay out action plans and give them a clear view to the life they want to live. By the time our clients reach this phase, they have learned important life skills and habits to make autonomous production decisions.



MEET MARISOL



OUR LADY OF GUADALUPE CENTER

A PATH TOWARD SELF-SUFFICIENCY

TWO CHILDREN, SIX SUITCASES, AND \$300. THIS IS ALL MARISOL HAD WHEN SHE ARRIVED IN COLUMBUS FIVE YEARS AGO TO START HER NEW LIFE. IN THE AFTERMATH OF HURRICANE MARIA, SHE'D LOST BOTH HER HOME AND JOB IN PUERTO RICO. SHE ARRIVED IN OHIO WITH HER SAVINGS DEPLETED, BUT FACED AN EVEN GREATER CHALLENGE AHEAD: SHE NEEDED TO SUPPORT HER CHILDREN, AND SHE SPOKE VERY LITTLE ENGLISH.

WHILE MARISOL WAS FORTUNATE TO HAVE A FRIEND SHE COULD RELY ON IN HER NEW CITY, THAT ONE PERSON WAS HER ONLY CONTACT IN A COUNTRY OF 330 MILLION PEOPLE.

SHE FELT ALONE.

The language barrier was an enormous obstacle, keeping her isolated socially while also making it hard to gain employment. The predicament felt overwhelming. Securing food and shelter depended on finding a job, but gaining employment felt reliant on overcoming the language barrier, and learning a new language required finding a place to learn. The challenges were stacking up in front of her.

Fortunately, Marisol was able to turn to the Our Lady of Guadalupe Center (OLGC), a CSS community center on the westside of Columbus, near the largest concentration of immigrant Hispanics in central Ohio. The center works to reduce poverty in our region's rapidly growing Hispanic population. At OLGC, a bilingual staff understands what people face in trying to build a better life in a new county. They are versed in responding to the unique challenges of immigration and poverty, including lack of access to basic needs and social support, discrimination, and language barriers.

THE POWER OF LANGUAGE

While Marisol is not an immigrant, her story was like many clients of OLGC. She clearly had bravery. What she didn't have was a sofa or a frying pan, winter coats, or sneakers for her children. She had diligence, too—but she didn't have a car to reliably get her to any future job she might succeed in securing. And she had determination—but she knew it wouldn't get her far if she couldn't engage in conversation to express herself, advocate for her worth, or respond to inquiries from potential employers.

Thankfully, within a few short weeks of arriving in the US, Marisol was introduced to the OLGC as a resource for food security, finding housing, help with employment, and English as a Second Language (ESL) classes. As a beautician, the most cost-effective place for her to work is out of her home—so without a home of her own, she could not earn enough income. As she recalls now: “At one point, we didn't have any food. All we had left was the rice and eggs [from the OLGC pantry]—with that my two children and I had the best dinner.

The food items provided by the pantry were critical, but the ESL classes were pivotal, offering Marisol a social connection with her teachers and fellow students. She worked closely with three different teachers, all the while making friends and gaining a much-needed sense of community—not to mention the language skills she so desperately needed to succeed. She shares that the ESL classes began to replace all the negative feelings she had with positivity and hope. For the first time since arriving in Ohio, she felt welcome and enjoyed an environment in which she felt comfortable.

While she was making progress with her English, there were setbacks. An interview for an insurance industry job left her in tears, because she couldn't understand what the interviewer was saying and she couldn't explain herself. Frustrated, but refusing to be deterred, she grew even more determined to learn her new language quickly.



THE FOOD ITEMS PROVIDED BY THE PANTRY WERE CRITICAL, BUT THE ESL CLASSES WERE PIVOTAL...

Within five months of arriving to the states, Marisol did secure employment—in fact, two jobs: one with a local hair salon and another at a warehouse. She was able to afford her first apartment. By this time, she'd also learned that the food pantry and ESL classes were not the only services offered at OLGC that could help her get her footing.

THEY COME FOR BASIC NEEDS BUT RECEIVE SO MUCH MORE

As OLGC Director, Ramona Reyes, shares: "The food pantry is what often brings people in, but it's just an entry point. Once people are here, we can offer them an array of services and comprehensive case management that provides wrap-around support for individualized situations and varied needs."

For example, in May of 2018, Marisol began meeting with an OLGC social worker who helped her find a more suitable apartment for her family and a place to continue building her work as a beautician. OLGC paid her deposit and first month's rent to secure the residency. They also coordinated emergency assistance funding that helped cover some of her basic needs. Marisol recounts: "...the Center donated to/gave me aid—a sofa, linens, kitchen utensils, rent for one month—in summary, everything."

But it wasn't everything; it was a beginning. It was a stepping

stone that welcomed further advancement on her path. In becoming familiar with the center's staff and its full array of services, Marisol would later receive further assistance from the onsite lawyer as she began to build a sustainable life for herself and her family.

The barriers that immigrant clients and US citizens like Marisol routinely experience—things like language, employment, and legal issues—were being addressed, one by one, through equal parts patience and tenacity. Eventually, with things falling into place, Marisol was even able to save money, and she began operating a hair salon out of her very own garage.

AT CSS, WE KNOW THAT POVERTY IS COMPLICATED

As Reyes notes, "Eggs can't be cooked if someone doesn't have a pan to cook them in. Someone can't get a job if they can't get to the interview. There are so many varied and inter-related elements to achieving sustainability, which is why some clients may be with us for three days and others might work with us for three years. Needs change and they run the gamut, from forks to legal assistance. At OLGC, we stay with clients as long as they need us, providing support at every step of the way."

For Marisol, the help that she received from the OLGC provided the solid foundation

she needed. It enabled her movement from crisis to stability and then to greater plans beyond. Today, she is studying to be a life coach, with her certification test planned for August. She is also still utilizing her relationships with the OLGC as it works to connect her with the Small Business Administration around finding a brick and mortar location for her burgeoning beauty salon business.

But in addition to Marisol's ambition and growing independence, what's equally admirable is her sense of giving back. She shares that she began thinking about how she could help others, asking herself, "Why not help in the exact place where they helped me?" Consequently, Marisol now regularly volunteers in the food pantry, giving others the support and positivity she once herself was lacking.



WHEN ASKED WHAT HER ULTIMATE DREAM IS, NOW THAT SHE'S GETTING SETTLED AND HAS MORE RESOURCES AVAILABLE TO HER, MARISOL RESPONDED:

"I HAVE ALREADY FULFILLED MY DREAMS: I'M HERE (AT THE PANTRY) WEDNESDAY AFTER WEDNESDAY, HELPING A PLACE THAT GAVE ME SO MUCH WHEN I DIDN'T KNOW OR HAVE ANYTHING. I BELIEVE THAT MY REMAINING DREAMS ARE TO TRAVEL AND CONTINUE HELPING PEOPLE."

MEET JUDY



SENIOR SERVICES

TRUSTING THE PROCESS

JUDY CAME TO CATHOLIC SOCIAL SERVICES AS A REFERRAL FROM ONE OF OUR PARTNER AGENCIES. SHE WAS EXPERIENCING MENTAL HEALTH ISSUES AND LACKED MEANINGFUL SUPPORT FROM HER FAMILY.

Her situation made it difficult for her to keep a productive routine and she eventually fell far behind on her bills. When we first met Judy, she was discouraged and wasn't interested in receiving our help. But over time, she found the same value many clients find when they enter our process.

BUILDING TRUST

At Catholic Social Services, we have a three-step proven process for helping our clients. The first step is Building Trust. It's critical to the success of our service that we build a meaningful and trusting relationship with each of our clients. Sometimes this step comes quickly, but in Judy's case, she needed more time to build trust. Our social worker took the time to get to know Judy, and let Judy get comfortable with her. She visited Judy at her apartment. She invited Judy to visit her at our offices. She gave Judy multiple options to connect with her. The choice belonged to Judy, and we were ready to help if and when she was ready. Over time, Judy discovered that our social worker genuinely cared about her, respected her dignity, and wanted to help her out.

CREATING STABILITY

The second step in our proven process is Stabilizing the Situation. Over the course of a few months, Judy's financial situation had worsened. She was six months behind on her rent, and was getting final notices

on her gas and electric bills. With her situation more desperate than ever, and having reached a place where she trusted our social worker, she was ready to receive our help.

Our social worker helped Judy get caught up on her bills, and identified numerous programs and benefits to help Judy financially. She helped Judy acquire Section 8 housing vouchers to lower her rent payment and stay in her home. She helped Judy access the Home Energy Assistance Program to lower the costs of her utilities. She helped her sign up for the Supplemental Nutrition Assistance Program to reduce her grocery bill. She connected her with the Furniture Bank to get reliable furniture for her apartment.

Accessing all of these benefits took patience and persistence on the part of our social worker. Judy wouldn't stay on hold during a phone call for more than two minutes. Once it's been two minutes, she hangs up. So our social worker would call and stay on hold for Judy. Once she got someone on the line, she called Judy and put her on a conference call to talk with the customer service representative. Or our social worker would make the call when she was meeting with Judy; she and Judy would work on other things while they were on hold; and then when the customer service representative answered they could talk with that person together.

REACHING GOALS

Getting caught up on her bills gave Judy peace of mind. Her finances became one of her top priorities. She was ready for the third step of our proven process—helping the client Reach their Goals.

EVERY CLIENT IS UNIQUE,
AND EVERY CLIENT SETS
THEIR OWN GOALS FOR
WHAT THEY WANT TO GAIN
FROM OUR SERVICES.

In Judy's case, her goal was to build up a savings fund to help her in the case of an emergency. The new benefits she acquired with the help of CSS gave her the cushion she needed to open a savings account. She has now built up the modest savings she needs to feel confident that she can handle unexpected events.

Because Judy had built trust with Catholic Social Services, she went on to enroll in our Payee program. This allowed the team at CSS to manage Judy's budget and provide individualized financial

management. CSS helps Judy manage a checking account and debit card through an account with shared visibility. CSS makes sure her weekly expenses are covered while Judy keeps a debit card for daily expenses. This gives Judy a sense of independence while making sure things don't spiral out of control again because someone she trusts is keeping an eye on her financial health.

HELP FOR THE HOLIDAYS

Catholic Social Services was also able to help Judy during the holidays. When her Thanksgiving plans fell through, Catholic Social Service partnered with volunteers at local Catholic churches to bring her a hot, homemade meal. And at Christmas, again partnering with a local Catholic church, we delivered the gifts Judy had asked for; cleaning supplies and a new blanket. Because Judy had worked with CSS to improve her situation and habits during the year, she was able to enjoy the holidays and receive meaningful gifts at Christmas, rather than worry about how she would pay the rent. This transformation was possible because of CSS' proven process and Judy's willingness to put in the work to build a new path forward and change her life for the better.



JUDY TRUSTS
CATHOLIC SOCIAL
SERVICES BECAUSE
WE PROMISED TO
HELP HER GET HER
FINANCES IN ORDER
AND WE DELIVERED
ON THAT PROMISE.
SHE THANKS OUR
SOCIAL WORKER FOR
NOT GIVING UP ON HER
WHEN SHE WASN'T
READY TO BE HELPED.

STAY THE COURSE®: A PATH TO SUCCESS AND A TRAVELING COMPANION

WHEN A PERSON DECIDES TO ENROLL IN COMMUNITY COLLEGE, THEY EMBARK ON A JOURNEY--ONE THAT OFTEN ENDS PREMATURELY DUE TO NON-ACADEMIC OBSTACLES THAT MAKE THE GOAL OF GRADUATION AN EVER-DISTANT DREAM.



The fact is **only 39 percent of students receive some degree or certificate within six years of enrolling in community college.** There is a true completion crisis for low-income community college students, and it has lasting consequences.

In the long run, low degree completion blocks critical social advances these students need. It threatens both their long term employment opportunities and earning potential. After all, **65% of jobs in our economy will require postsecondary education and training.** Unfortunately, because it impedes economic mobility, the failure to attain a degree most often perpetuates the poverty into which so many of our poorest students were born.

Clearly, compared to their university counterparts, many low-income community college students are facing disproportionate barriers to completing an education. These students carry the burdens of

poverty—burdens that routinely pull their energies away from academics and toward survival.

For instance, we don't often equate college students with homelessness. When we think of college "kids," we might envision them in dorms, or sharing off-campus apartments with roommates, or maybe still living at home with their mom and dad, but the reality **is nearly one in five (18%) of community college students experience homelessness**—often sleeping in places like a friend's couch, a car, a local shelter, or even a storage unit. Other common challenges that affect academics include transportation, family responsibilities, and financial stressors.

When obstacles like these arise, community college students can be hard-pressed for hope around attaining their degree. Or maybe their hope exists, but the vision—the step-by-step path to get there—is unclear. This is where Catholic Social Services (CSS) comes in.



NEARLY ONE IN FIVE
COMMUNITY COLLEGE
STUDENTS EXPERIENCE
HOMELESSNESS

WHILE STRUGGLING COMMUNITY COLLEGE STUDENTS ARE OFTEN SIZED UP BY THEIR DEFICITS, SUCH AS THE LACK OF A GOOD JOB OR A STABLE HOME, CSS LOOKS AT THEM DIFFERENTLY AND HOLISTICALLY.

We see students full of strengths, drive, and heroic qualities that, when tapped, can lead to realized dreams. We see people who, with help, are capable of overcoming the challenges of integrating life and school.

That help comes through CSS' Stay the Course® (STC) program. The program, launched in 2019 in partnership with Columbus State Community College, provides much-needed support for students struggling to complete their degree. Every participating STC student is paired with a dedicated Navigator (a Case Manager) who steps in to support, mentor, and advocate for them. The Navigator is a kind of traveling companion who provides guidance and personal assistance along the path to degree completion.

Of course, first thing's first: every journey needs a map, so when a student joins the STC program, their Navigator does an initial strengths-based assessment using a tool that we call a "Strengths Map." Together, the student and their Navigator explore topics like:



Financial Freedom: including having a savings account, living wage income, dealing with debt and budgeting



Education: identifying goals, careers/jobs, trainings and courses of action



Support Systems: identifying strengths and opportunities in the areas of child care, family, transportation, housing, food, employment, legal residency, and legal aid



Well-Being: accessing areas of relationship health, emotions, behaviors and mental and physical health

In using this Strengths Map, the Navigator helps each student understand their opportunities for growth, while also recognizing their unique strengths. After all, sometimes students need help believing in themselves before they can believe in their dreams. We remind them of all that they do have going for them and then assist them in setting goals and developing concrete actions plans.

The Strengths Map is all about creating momentum. Completed actions compel students forward and build confidence at every step of the way. Hurdles are manageable when they don't have to be faced alone. What seems like a Herculean feat can be accomplished when it's broken down into simpler tasks and actions—pieces to tackle one goal, one day at a time. Sometimes moving by leaps and bounds must begin with a slow and steady approach.



MEET JACOB.

THE BENEFIT OF THE STEP-BY-STEP APPROACH IN THE STAY THE COURSE® PROGRAM IS EVIDENT IN JACOB; A YOUNG MAN WHO JOINED THE STC IN AUGUST OF 2020.

Jacob lives with his mother, but has long-term plans to move out and find a place all his own. After completing his Strengths Map, Jacob set a goal to secure a job with stable income. Once a position piqued his interest, he and his Navigator set the action step of creating a resume. Soon, he had a polished resume in hand, ready to be shared with potential employers. It was Jacob's first completed action step, and he was so excited to have completed it that he texted his Navigator to celebrate. With that focused effort, he's empowered and on track to apply for the job he wants. Even though it's a small step in the process, it's a big deal to Jacob because it gives him confidence in himself and the STC program.

Like Jacob's first polished resume, completed action steps serve as frequent reasons to celebrate and tangible reasons to continue on the path created by the program—week by week, semester after semester, through the course of an entire college education. Students come to realize it can be done by learning to recognize and rely on their strengths, trusting the support of their traveling companions, and approaching the new goal on the horizon one determined and right-sized step at a time. This is what happened with Jacob, as he used his new resume to apply for jobs and secure employment, and while he still lives with mom, he knows he's moving in the right direction.

Through the STC program, 120 students will launch their journey with critical assistance that can make all the difference in the trajectory of their lives. Just like Jacob, each student will be provided with a "map," a trusted Navigator, and a fortified sense of their own potentials and strengths. In this way, the STC program provides vital resources and support structures that allow each student to remain on their life-changing journey, advancing toward a completed college degree, along with the promising career and life opportunities that follow.

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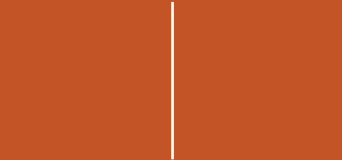


WE ARE A PART OF THE WORLDWIDE CATHOLIC CHURCH RESPONDING TO THE
COMPLICATED NEEDS OF THE WORKING POOR, UNDERSERVED, IMMIGRANTS,
AND VULNERABLE POPULATIONS WITHIN CENTRAL AND SOUTHERN OHIO.

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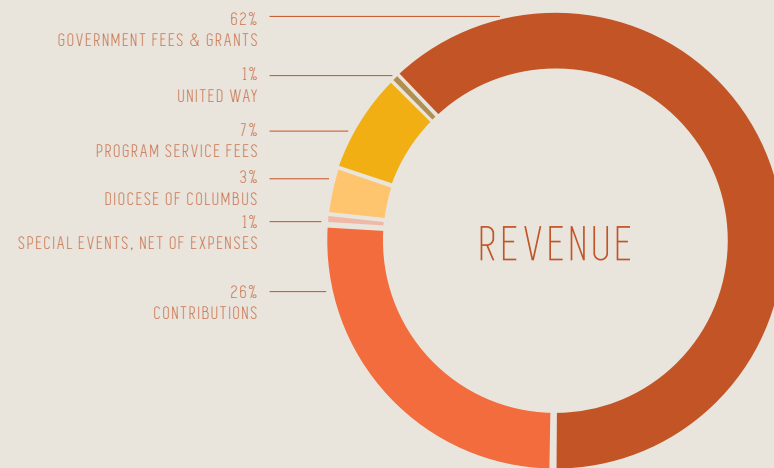
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SUPPORT & REVENUE

| | |
|----------------------------------------|------------------|
| Government Fees & Grants | 3,836,141 |
| Contributions | 1,598,991 |
| Program Service Fees | 445,674 |
| Special Events, net of expenses | 43,442 |
| Diocese of Columbus | 197,785 |
| United Way | 47,376 |
| Legacies and Bequests | 0 |
| Total Net Support & Revenue | 6,169,410 |

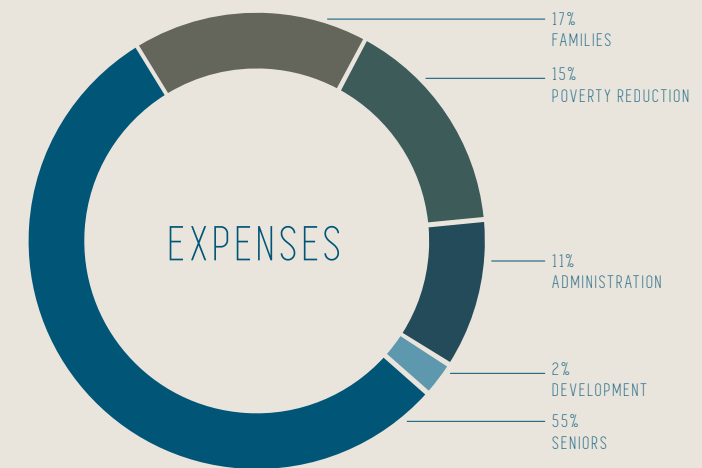
EXPENSES

| | |
|-------------------------------|------------------|
| Seniors | 3,510,003 |
| Families | 1,076,470 |
| Poverty Reduction | 1,000,279 |
| Total Program Expenses | 5,586,752 |

| | |
|-----------------------|------------------|
| Administration | 680,018 |
| Development | 160,433 |
| Total Expenses | 6,427,202 |

(less special event expenses)

| | |
|-----------------------------|----------------|
| Net from Operations | (402,282) |
| Net from Investments Income | 1,030,895 |
| Change in Net Assets | 628,613 |



ASSETS

| | |
|---------------------------------------------|-------------------|
| Current Assets | 3,888,963 |
| Receivables (noncurrent) | 391,061 |
| Property and Equipment, Net | 721,816 |
| Investments | 6,365,759 |
| Beneficial Interest in funds held by others | 3,524,783 |
| Total Assets | 14,892,382 |

LIABILITIES

| | |
|----------------------------------|------------------|
| Current Liabilities | 2,164,862 |
| Long Term Liabilities | 0 |
| Total Program Liabilities | 2,164,862 |

NET ASSETS

| | |
|-------------------------------------------|-------------------|
| Without donor restrictions | 6,582,496 |
| Without donor restrictions | 6,145,024 |
| Total Program Liabilities | 12,727,520 |
| Total Liabilities & Net Assets | 14,892,382 |

A photograph of a family of three lying on their backs on a green lawn. A woman with long dark hair is at the top, laughing with her mouth open. A man with dark hair is in the middle, also laughing. A young child with curly dark hair is at the bottom, smiling and looking towards the camera. The child is wearing a green and white striped shirt. The woman is wearing a red shirt. The background is a lush green lawn.

THE MORE WE REMAIN UNITED
IN SERVICE, THE STRONGER
OUR IMPACT WILL BE.

|

Rachel Lustig
President, Catholic Social Services



CATHOLIC SOCIAL SERVICES



197 EAST GAY STREET
COLUMBUS, OH 43215

