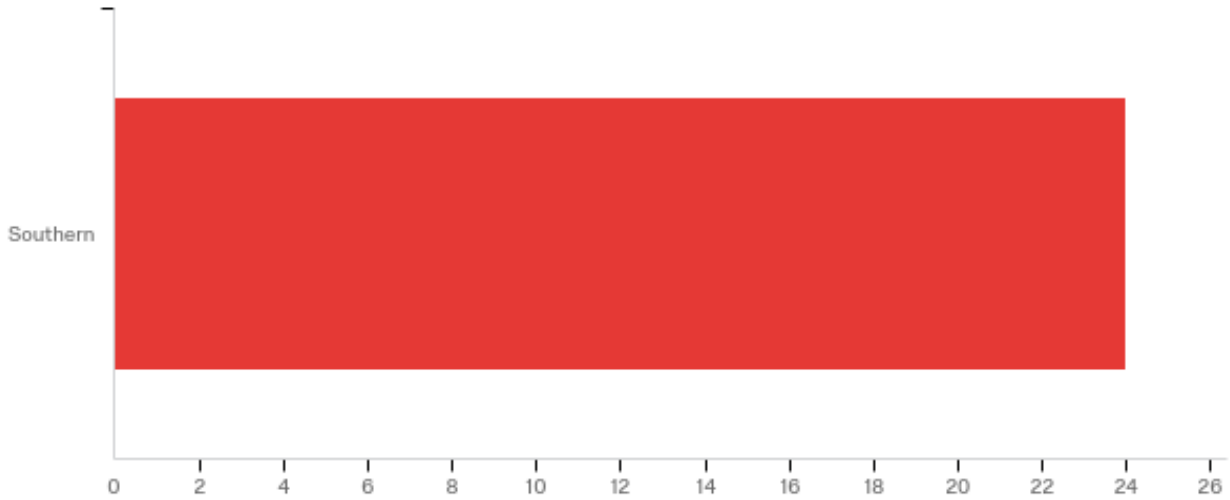


# June 2018 Southern Region Report

OCW Spring 2018 Fidelity Review

June 28th 2018, 3:18 pm CDT

## Region - Region



| # | Answer   | %       | Count |
|---|----------|---------|-------|
| 1 | Southern | 100.00% | 24    |
|   | Total    | 100%    | 24    |



**Q288 - County:**

County:

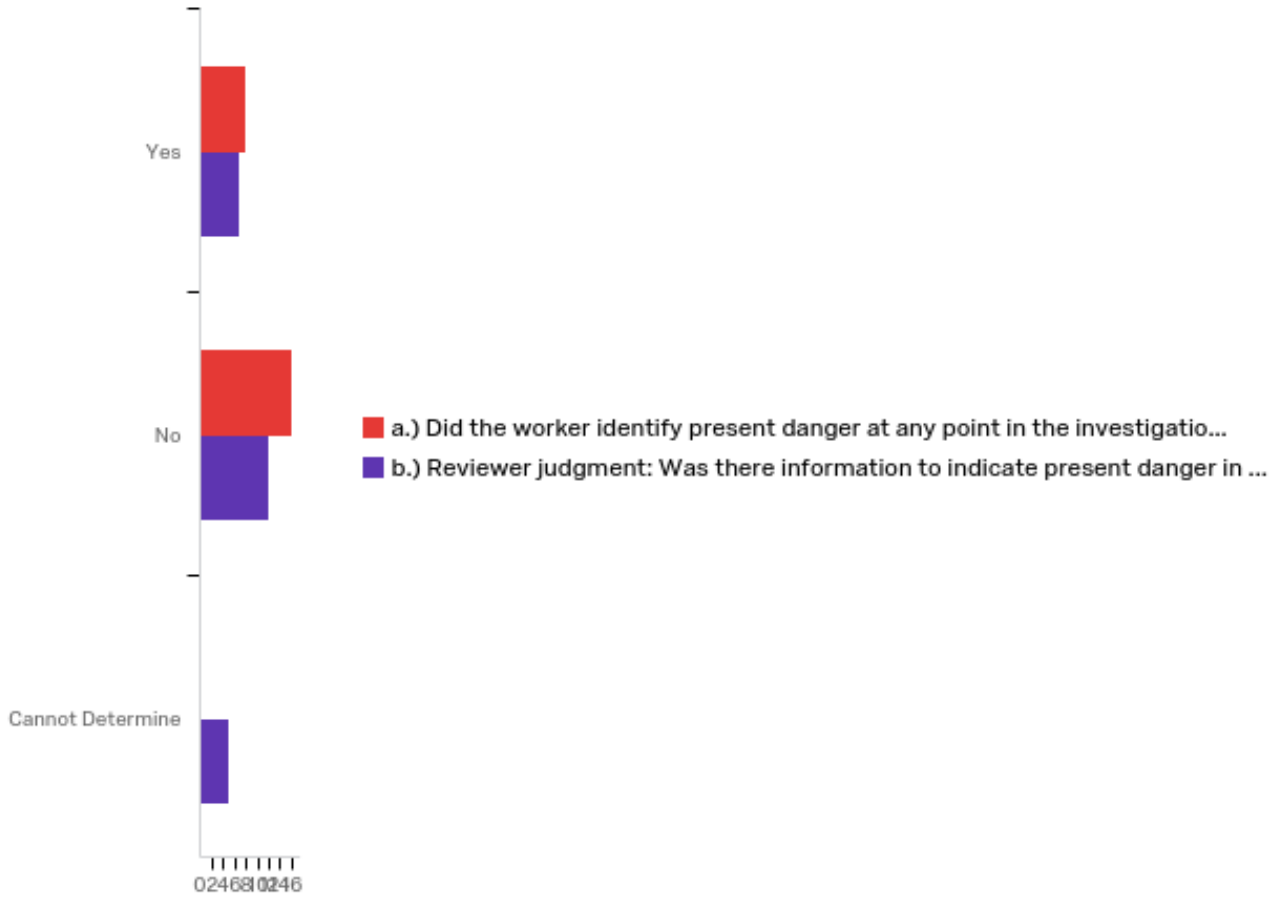
|            |
|------------|
| Miami-Dade |
| Miami-Dade |
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| Monroe     |
| Miami-Dade |
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| Miami-Dade |
| Miami-Dade |
| Miami-Dade |
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| Monroe     |
| Miami-Dade |
| Miami-Dade |

**Q291 - Supervisor:**

Supervisor:

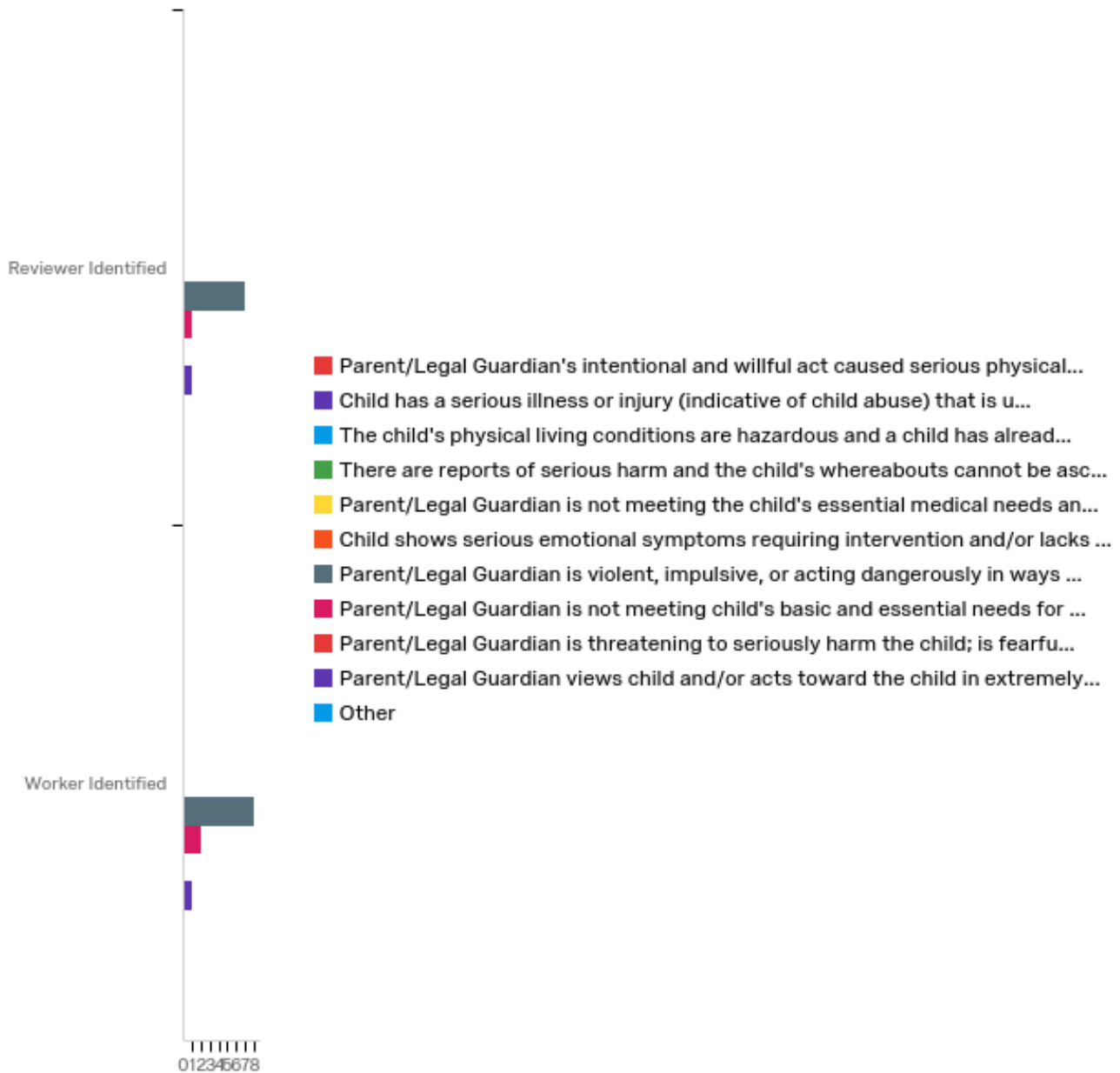
- Donzell Williams
- Laurie Joasil
- Laurie Joasil
- Kristie Cruz
- Teleisha Gibson
- Allison Skeete
- Derrick Lovette
- Mara Salinas
- Latasha Ledgister
- Tonge Johnson
- Lacresha Neal
- Meloni Fincher
- Amy Clark
- Derrick Lovette
- Teresa Glover
- Allison Skeete
- Chauncett Howard
- Samantha Liberal
- Lacresha Neal
- Debbie-Ann Pearson
- Samantha Liberal
- Teresa Glover
- Jonathan Valdelamar
- Tonge Johnson

# QID136 - 1. Present Danger Assessment



| # | Question  | Yes    |   | No     |    | Cannot Determine |   | Total |
|---|---|--------|---|--------|----|------------------|---|-------|
| 1 | a.) Did the worker identify present danger at any point in the investigation process? | 33.33% | 8 | 66.67% | 16 | 0.00%            | 0 | 24    |
| 2 | b.) Reviewer judgment: Was there information to indicate present danger in this case? | 29.17% | 7 | 50.00% | 12 | 20.83%           | 5 | 24    |

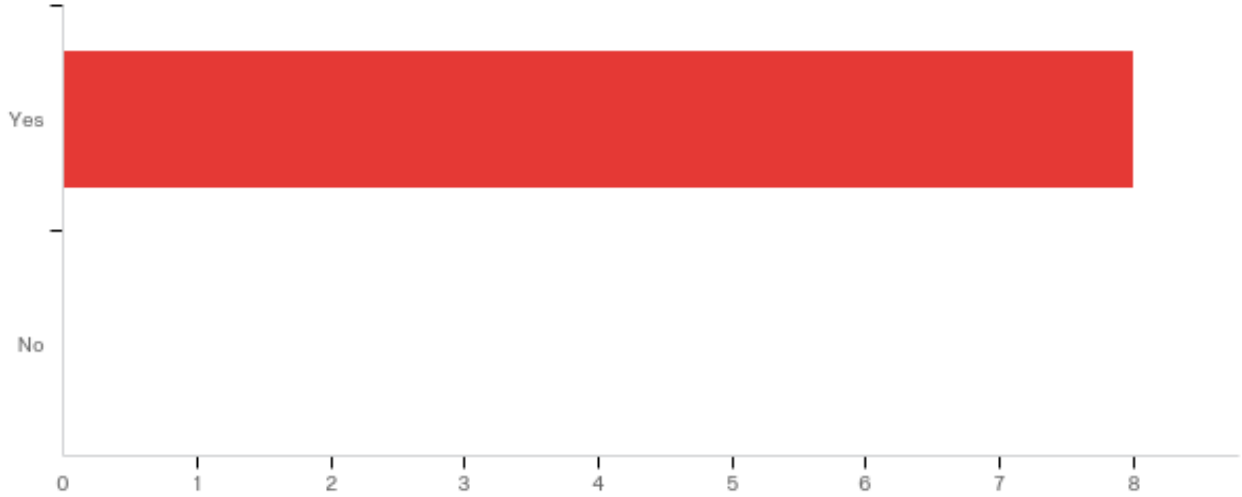
**QID137 - 3. Which of the following Safety Threats were identified due to present danger? Check all that apply. If present danger has not been identified, leave Worker Identified column blank. Identify any present danger safety threats you believe existed in the case.**



| # | Question  | Reviewer Identified | Worker Identified | Total |
|---|---|---------------------|-------------------|-------|
| 1 | Parent/Legal Guardian's intentional and willful act caused serious physical injury to the child or the caregiver intended to seriously injure the child.                                | 0.00% 0             | 0.00% 0           | 0     |
| 2 | Child has a serious illness or injury (indicative of child abuse) that is unexplained, or the parent/legal guardian/caregiver explanations are inconsistent with the illness or injury. | 0.00% 0             | 0.00% 0           | 0     |

|    |   |        |   |        |   |    |
|----|---|--------|---|--------|---|----|
| 3  | The child's physical living conditions are hazardous and a child has already been seriously injured or will likely be seriously injured. The living conditions seriously endanger a child's physical health.  | 0.00%  | 0 | 0.00%  | 0 | 0  |
| 4  | There are reports of serious harm and the child's whereabouts cannot be ascertained and/or there is reason to believe that the family is about to flee to avoid agency intervention and /or refuses access to the child and the reported concern is significant and indicates harm. | 0.00%  | 0 | 0.00%  | 0 | 0  |
| 5  | Parent/Legal Guardian is not meeting the child's essential medical needs and the child is/has already been harmed or will likely be seriously harmed.   | 0.00%  | 0 | 0.00%  | 0 | 0  |
| 6  | Child shows serious emotional symptoms requiring intervention and/or lacks behavioral control and/or exhibits self-destructive behavior that the parent/legal guardian is unwilling or unable to manage.  | 0.00%  | 0 | 0.00%  | 0 | 0  |
| 7  | Parent/Legal Guardian is violent, impulsive, or acting dangerously in ways that seriously harmed the child or will likely seriously harm the child.   | 46.67% | 7 | 53.33% | 8 | 15 |
| 8  | Parent/Legal Guardian is not meeting child's basic and essential needs for food clothing and/or supervision and the child is/has already been seriously harmed or will likely be seriously harmed.  | 33.33% | 1 | 66.67% | 2 | 3  |
| 9  | Parent/Legal Guardian is threatening to seriously harm the child; is fearful he/she will seriously harm the child.  | 0.00%  | 0 | 0.00%  | 0 | 0  |
| 10 | Parent/Legal Guardian views child and/or acts toward the child in extremely negative ways and such behavior has or will result in serious harm to the child.  | 50.00% | 1 | 50.00% | 1 | 2  |
| 11 | Other   | 0.00%  | 0 | 0.00%  | 0 | 0  |

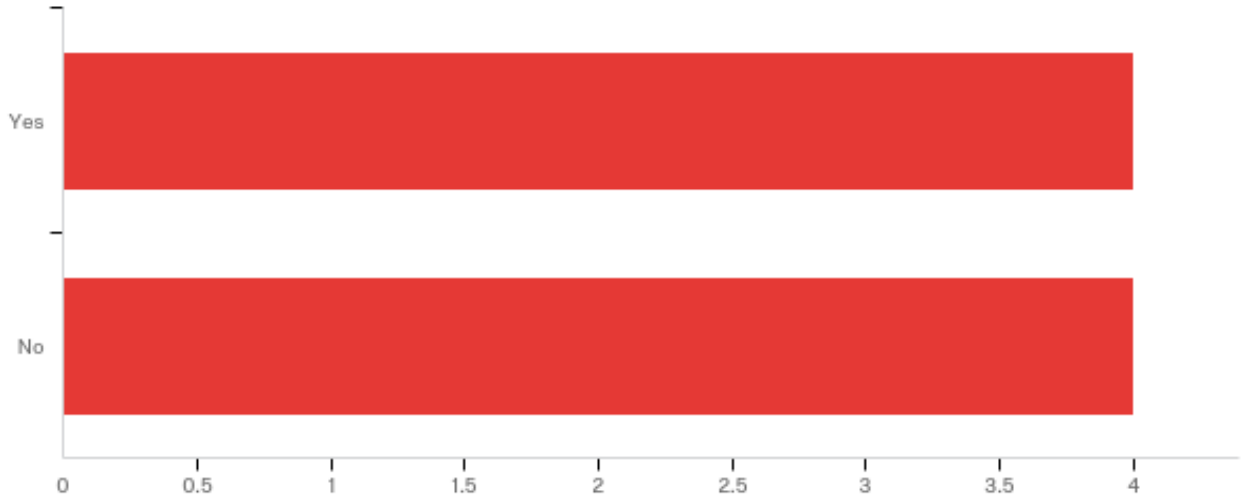
**QID174 - 4. Did the worker initiate a present danger safety plan when present danger was identified?**



| # | Answer | %       | Count |
|---|--------|---------|-------|
| 1 | Yes    | 100.00% | 8     |
| 2 | No     | 0.00%   | 0     |
|   | Total  | 100%    | 8     |

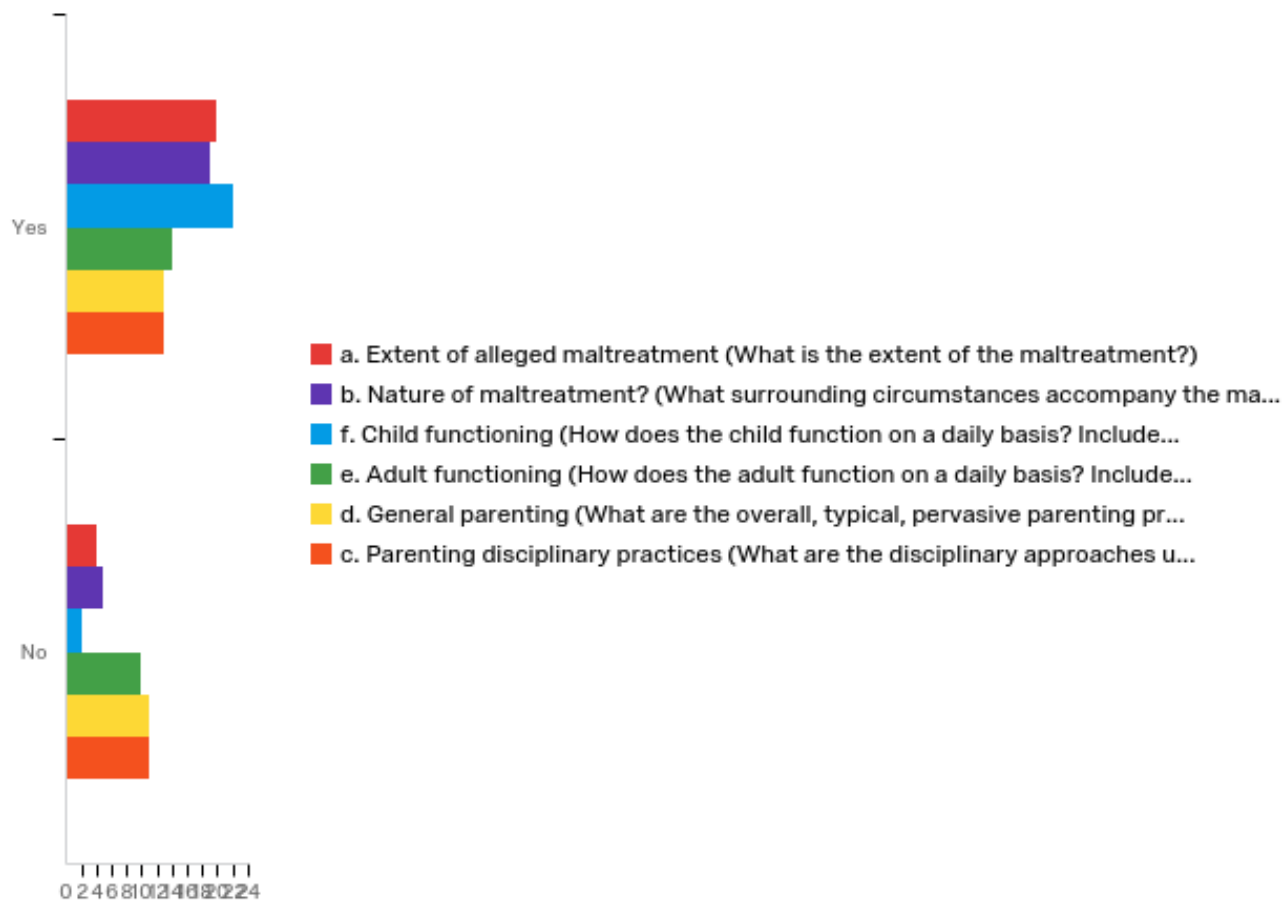


**QID140 - 6. Reviewer judgment: Was the present danger safety plan sufficient to control the present danger threats identified?**



| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 50.00% | 4     |
| 2 | No     | 50.00% | 4     |
|   | Total  | 100%   | 8     |

**Q211#1 - This section is concerned with evaluating the sufficiency of information for the six domains of i... - Sufficient Information**

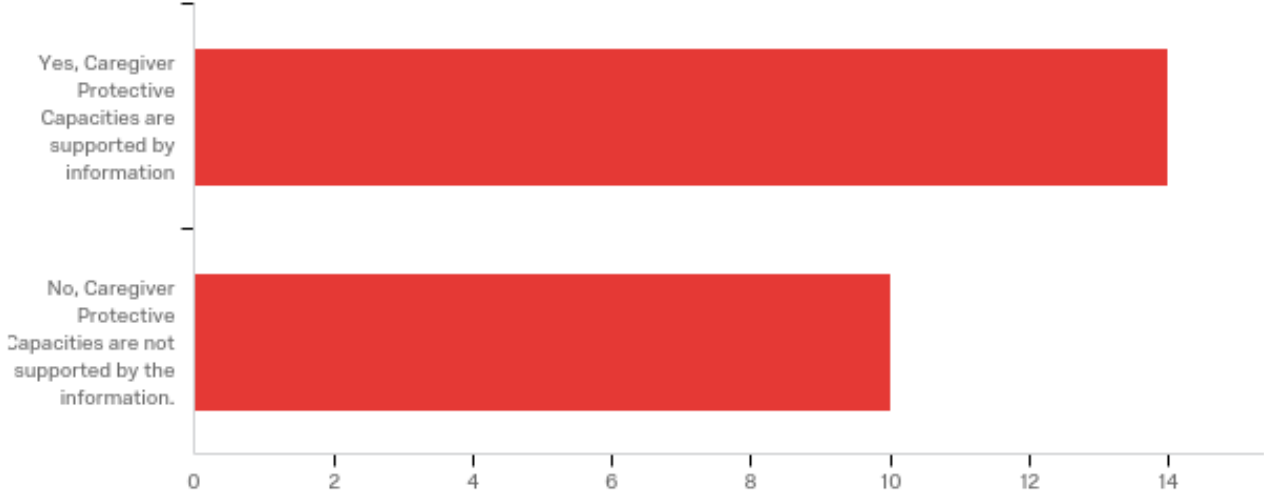


| # | Field   | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | a. Extent of alleged maltreatment (What is the extent of the maltreatment?)   | 1.00    | 2.00    | 1.17 | 0.37          | 0.14     | 24    |
| 2 | b. Nature of maltreatment? (What surrounding circumstances accompany the maltreatment?)   | 1.00    | 2.00    | 1.21 | 0.41          | 0.16     | 24    |
| 3 | f. Child functioning (How does the child function on a daily basis? Include pervasive behaviors, feelings, intellect, physical capacity and temperament.) | 1.00    | 2.00    | 1.08 | 0.28          | 0.08     | 24    |
| 4 | e. Adult functioning (How does the adult function on a daily basis? Include behaviors, feelings, intellect, physical capacity and temperament).           | 1.00    | 2.00    | 1.42 | 0.49          | 0.24     | 24    |
| 5 | d. General parenting (What are the overall, typical, pervasive parenting practices used by the parent? Do Not Include Discipline.)                        | 1.00    | 2.00    | 1.46 | 0.50          | 0.25     | 24    |

|   |   |      |      |      |      |      |    |
|---|---|------|------|------|------|------|----|
| 6 | c. Parenting disciplinary practices (What are the disciplinary approaches used by the parent, including the typical context?) | 1.00 | 2.00 | 1.46 | 0.50 | 0.25 | 24 |
|---|---|------|------|------|------|------|----|

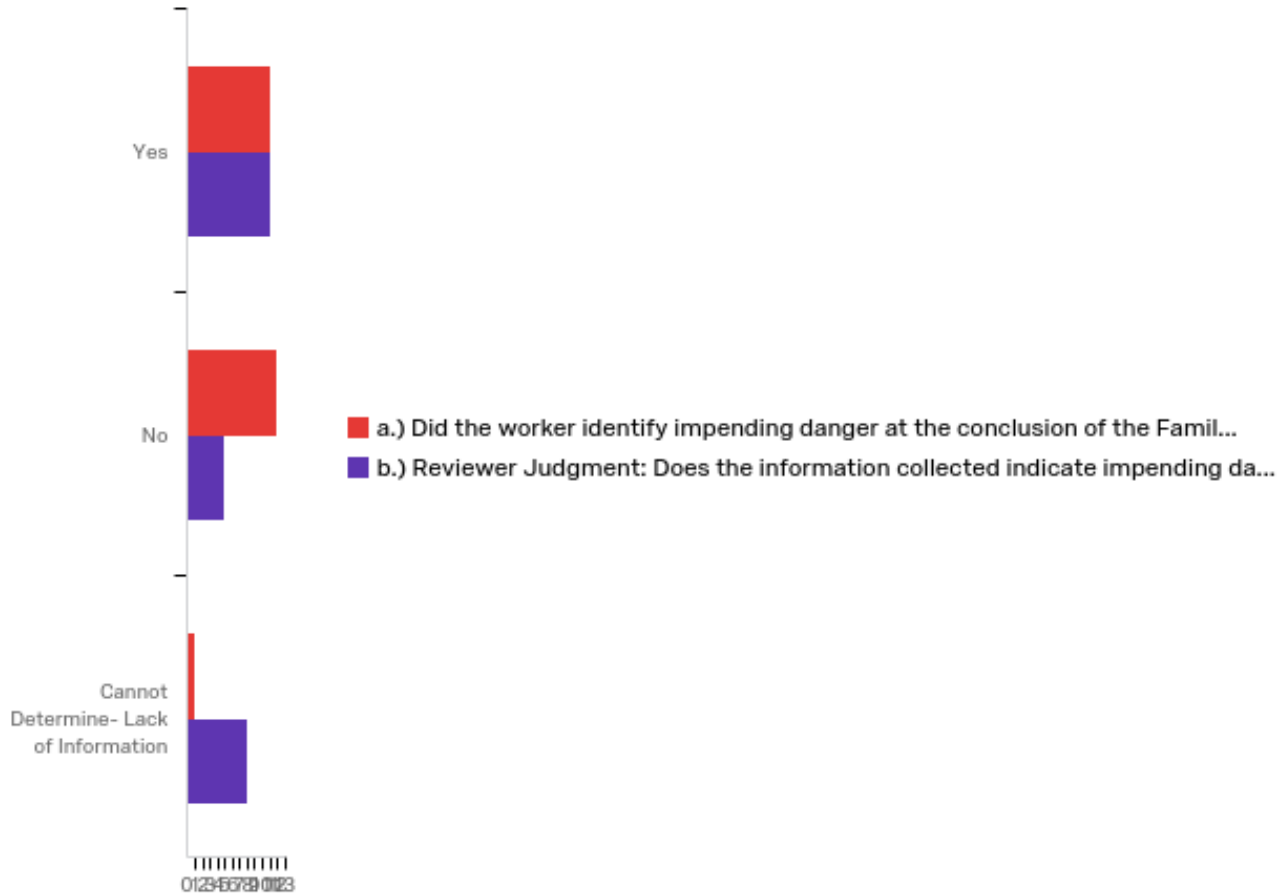
| # | Question  | Yes    |    | No     |    | Total |
|---|---|--------|----|--------|----|-------|
| 1 | a. Extent of alleged maltreatment (What is the extent of the maltreatment?)   | 83.33% | 20 | 16.67% | 4  | 24    |
| 2 | b. Nature of maltreatment? (What surrounding circumstances accompany the maltreatment?)   | 79.17% | 19 | 20.83% | 5  | 24    |
| 6 | f. Child functioning (How does the child function on a daily basis? Include pervasive behaviors, feelings, intellect, physical capacity and temperament.) | 91.67% | 22 | 8.33%  | 2  | 24    |
| 5 | e. Adult functioning (How does the adult function on a daily basis? Include behaviors, feelings, intellect, physical capacity and temperament).           | 58.33% | 14 | 41.67% | 10 | 24    |
| 4 | d. General parenting (What are the overall, typical, pervasive parenting practices used by the parent? Do Not Include Discipline.)                        | 54.17% | 13 | 45.83% | 11 | 24    |
| 3 | c. Parenting disciplinary practices (What are the disciplinary approaches used by the parent, including the typical context?)                             | 54.17% | 13 | 45.83% | 11 | 24    |

**QID191 - This question is concerned with evaluating the assessment of caregiver protective capacities. Reviewer should select “YES” if information supports the identified caregiver protective capacities. Reviewer should select “NO, information is present but identified Caregiver Protective Capacities are not supported by the information. Worker may have selected caregiver protective capacities that are accurate, however may have selected others that are inaccurate or not supported by the information as being present, but rather absent. Reviewer should select “NO, information not present” to support the assessment of caregiver protective capacities when information is absent from the record to inform the caregiver protective capacities.**



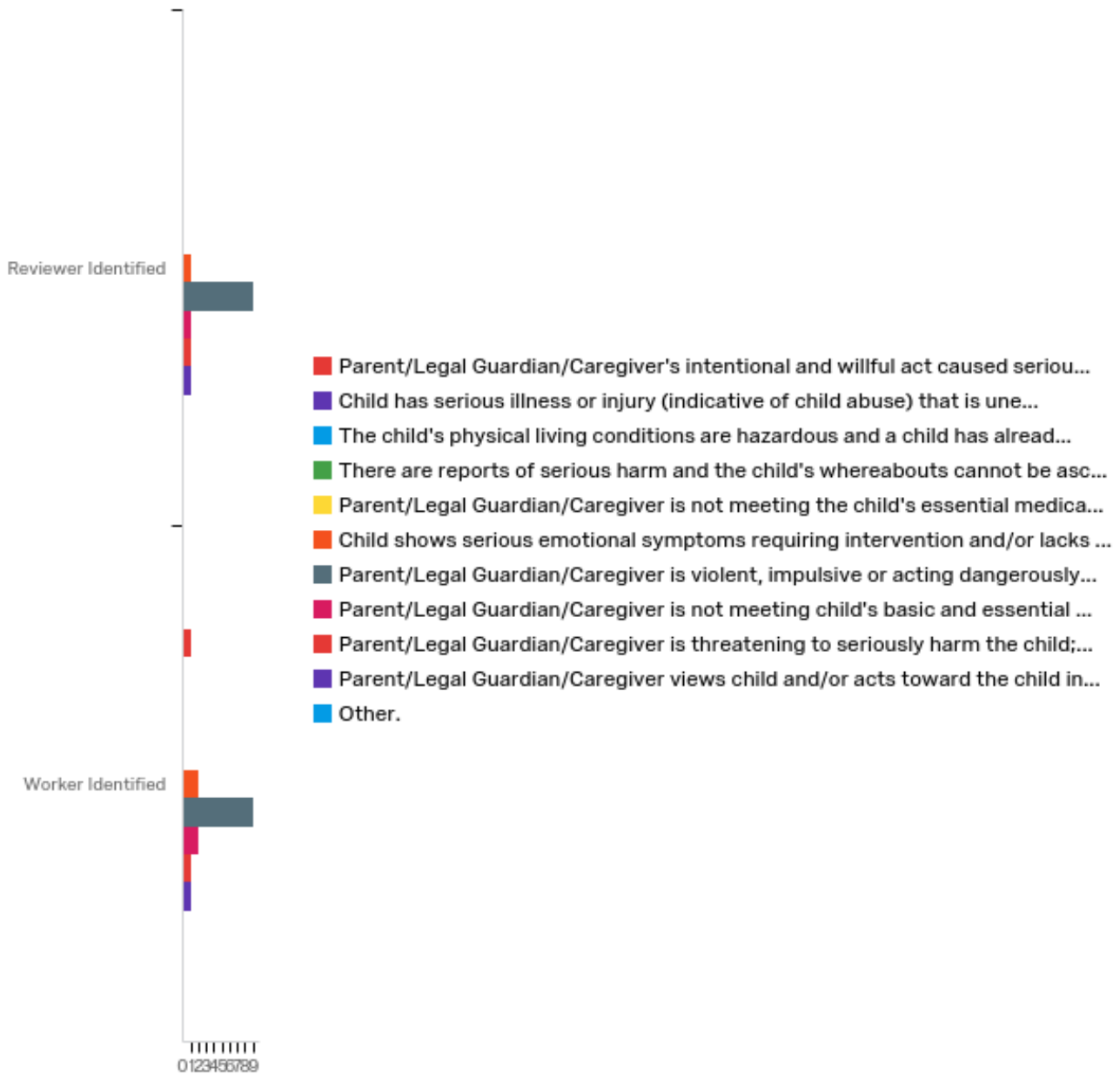
| # | Answer  | %      | Count |
|---|---|--------|-------|
| 1 | Yes, Caregiver Protective Capacities are supported by information         | 58.33% | 14    |
| 2 | No, Caregiver Protective Capacities are not supported by the information. | 41.67% | 10    |
|   | Total   | 100%   | 24    |

## QID151 - Impending Danger



| # | Question   | Yes          | No           | Cannot Determine-<br>Lack of Information | Total |
|---|--|--------------|--------------|--|-------|
| 1 | a.) Did the worker identify impending danger at the conclusion of the Family Functioning Assessment? | 45.83%<br>11 | 50.00%<br>12 | 4.17%<br>1                               | 24    |
| 2 | b.) Reviewer Judgment: Does the information collected indicate impending danger in this case?        | 45.83%<br>11 | 20.83%<br>5  | 33.33%<br>8                              | 24    |

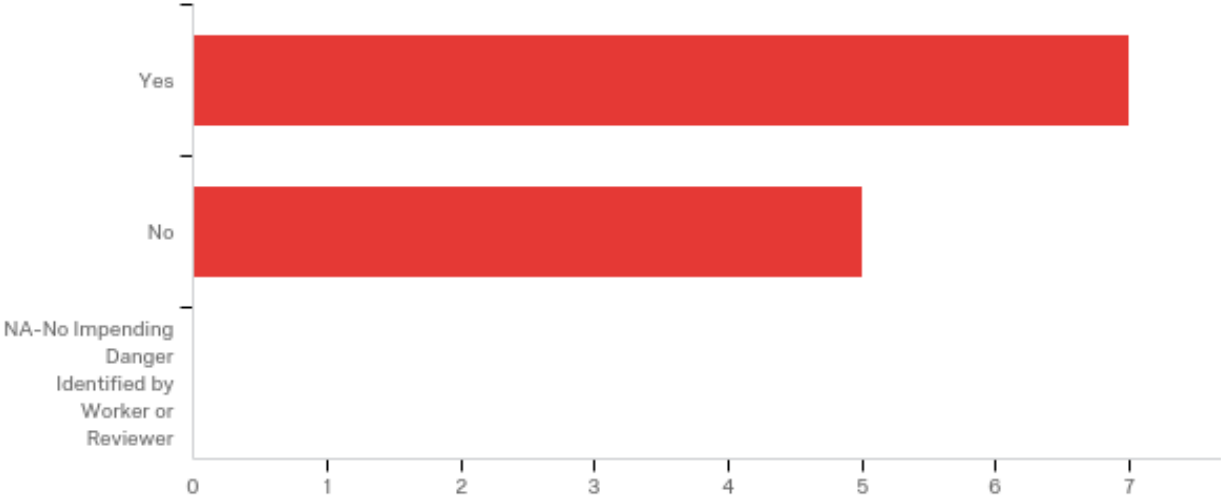
**QID185 - Which of the following Safety Threats were identified due to impending danger? Check all that apply. If impending danger has not been identified, leave Worker Identified column blank. Identify any impending danger threats you believe exist in the case.**



| # | Question   | Reviewer Identified | Worker Identified | Total |
|---|--|---------------------|-------------------|-------|
| 2 | Parent/Legal Guardian/Caregiver's intentional and willful act caused serious physical injury to the child, or the caregiver intended to seriously harm the child.                    | 0.00% 0             | 100.00% 1         | 1     |
| 3 | Child has serious illness or injury (indicative of child abuse) that is unexplained or the parent/legal guardian/caregiver explanations are inconsistent with the illness or injury. | 0.00% 0             | 0.00% 0           | 0     |

|    |  |        |   |        |   |    |
|----|--|--------|---|--------|---|----|
| 4  | The child's physical living conditions are hazardous and a child has already been seriously injured or will likely be seriously injured. The living conditions endanger a child's physical health.   | 0.00%  | 0 | 0.00%  | 0 | 0  |
| 17 | There are reports of serious harm and the child's whereabouts cannot be ascertained and/or there is reason to believe that the family is about to flee to avoid agency intervention and/or refuses access to the child and the reported concern is significant and indicates serious harm. | 0.00%  | 0 | 0.00%  | 0 | 0  |
| 5  | Parent/Legal Guardian/Caregiver is not meeting the child's essential medical needs and the child is/has already been seriously harmed or will likely be seriously harmed.  | 0.00%  | 0 | 0.00%  | 0 | 0  |
| 6  | Child shows serious emotional symptoms requiring intervention and/or lacks behavioral control and/or exhibits self-destructive behavior that the parent/legal guardian/caregiver is unwilling or unable to manage.   | 33.33% | 1 | 66.67% | 2 | 3  |
| 7  | Parent/Legal Guardian/Caregiver is violent, impulsive or acting dangerously in way that seriously harmed the child or will likely seriously harm the child.  | 50.00% | 9 | 50.00% | 9 | 18 |
| 8  | Parent/Legal Guardian/Caregiver is not meeting child's basic and essential needs for food, clothing, and/or supervision and the child is/has already been seriously harmed or will likely be seriously harmed.   | 33.33% | 1 | 66.67% | 2 | 3  |
| 9  | Parent/Legal Guardian/Caregiver is threatening to seriously harm the child; is fearful he/she will seriously harm the child.   | 50.00% | 1 | 50.00% | 1 | 2  |
| 10 | Parent/Legal Guardian/Caregiver views child and/or acts toward the child in extremely negative ways and such behavior has or will result in serious harm to the child.   | 50.00% | 1 | 50.00% | 1 | 2  |
| 12 | Other.   | 0.00%  | 0 | 0.00%  | 0 | 0  |

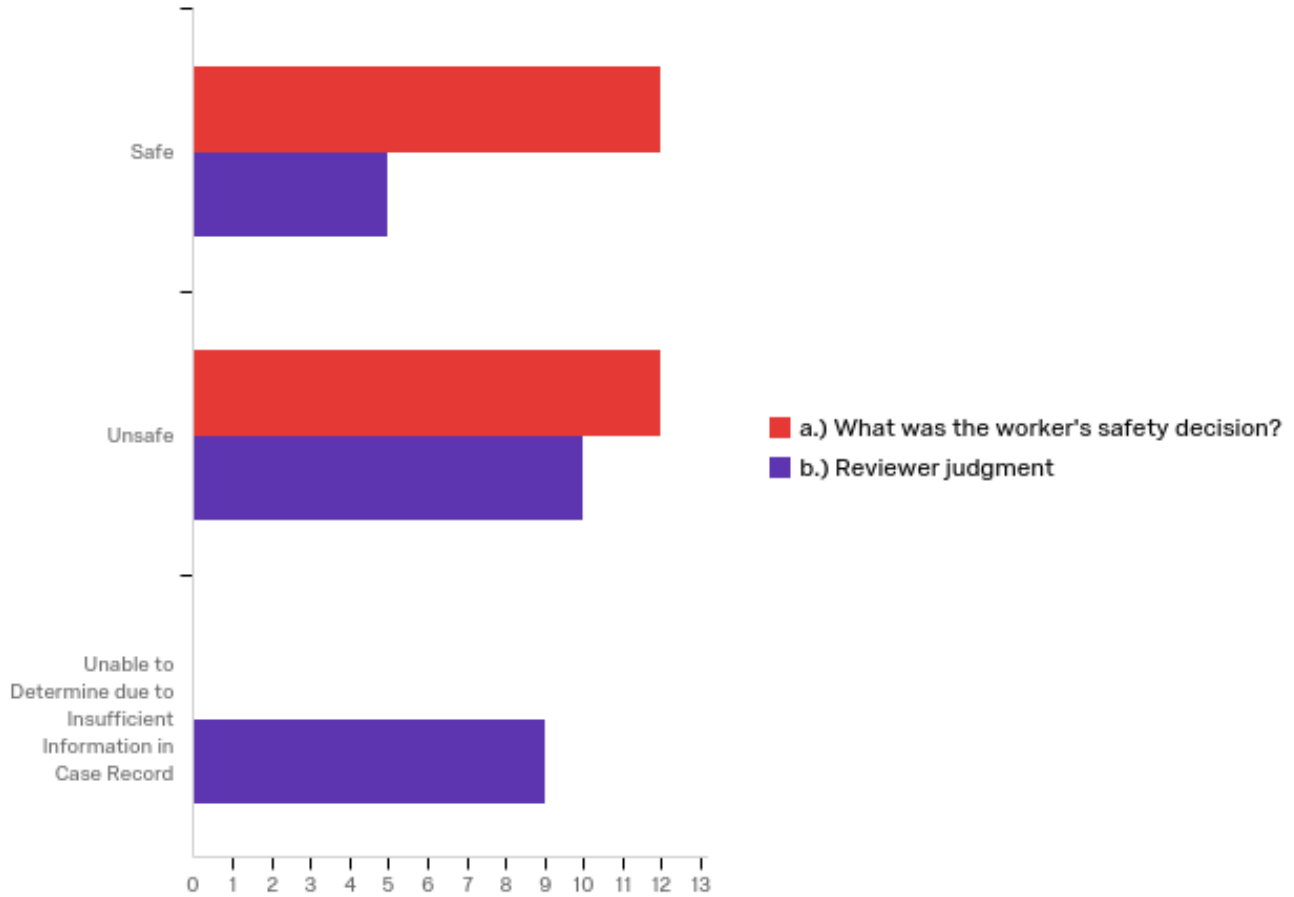
**QID38 - Reviewer judgment: the information collected is adequate and reflects good quality to support: a) a reasonable understanding of family members and their functioning and b) to support and justify decision making. For safety intervention decisions, the information must be enough to identify, support, reconcile and justify the presence or absence of threats to safety and to inform and justify the kind of safety plan/safety management that occurs or that a safety plan or safety management is unnecessary.**



| # | Answer  | %      | Count |
|---|---|--------|-------|
| 1 | Yes   | 58.33% | 7     |
| 2 | No  | 41.67% | 5     |
| 3 | NA-No Impending Danger Identified by Worker or Reviewer | 0.00%  | 0     |
|   | Total   | 100%   | 12    |

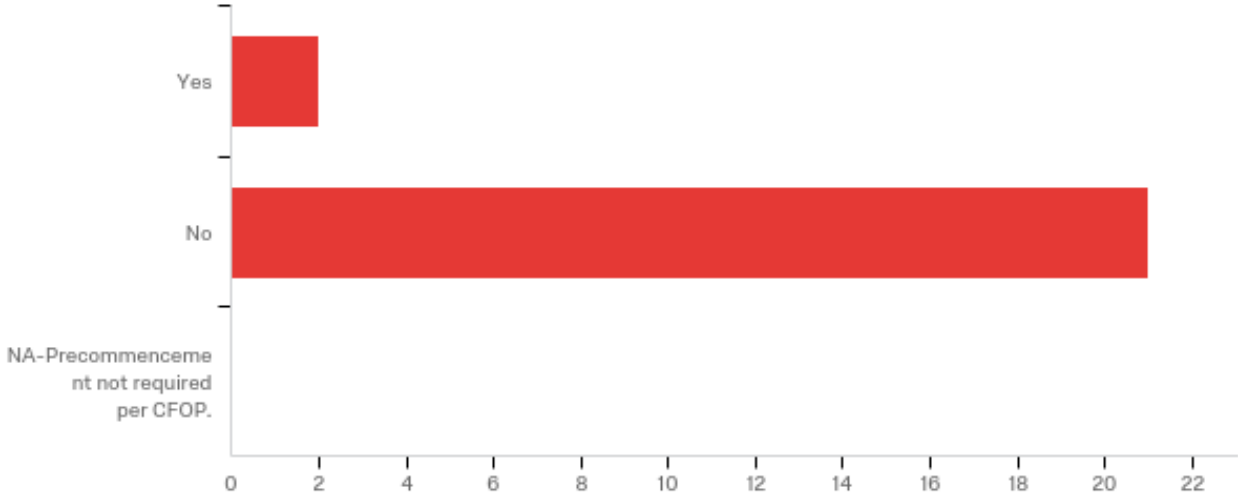


## QID175 - Safety Decision



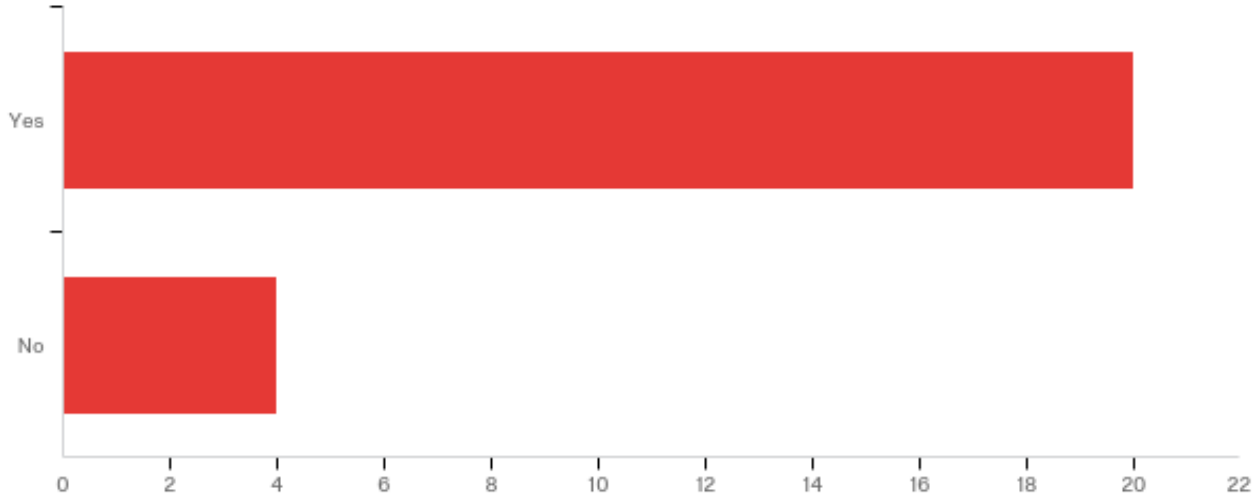
| # | Question                                   | Safe   |    | Unsafe |    | Unable to Determine due to Insufficient Information in Case Record |   | Total |
|---|--|--------|----|--------|----|--|---|-------|
| 1 | a.) What was the worker's safety decision? | 50.00% | 12 | 50.00% | 12 | 0.00%  | 0 | 24    |
| 2 | b.) Reviewer judgment                      | 20.83% | 5  | 41.67% | 10 | 37.50%   | 9 | 24    |

**Q279 - Did the CPIS conduct a pre-commencement consultation with the CPI as needed based upon CFOP if applicable?**



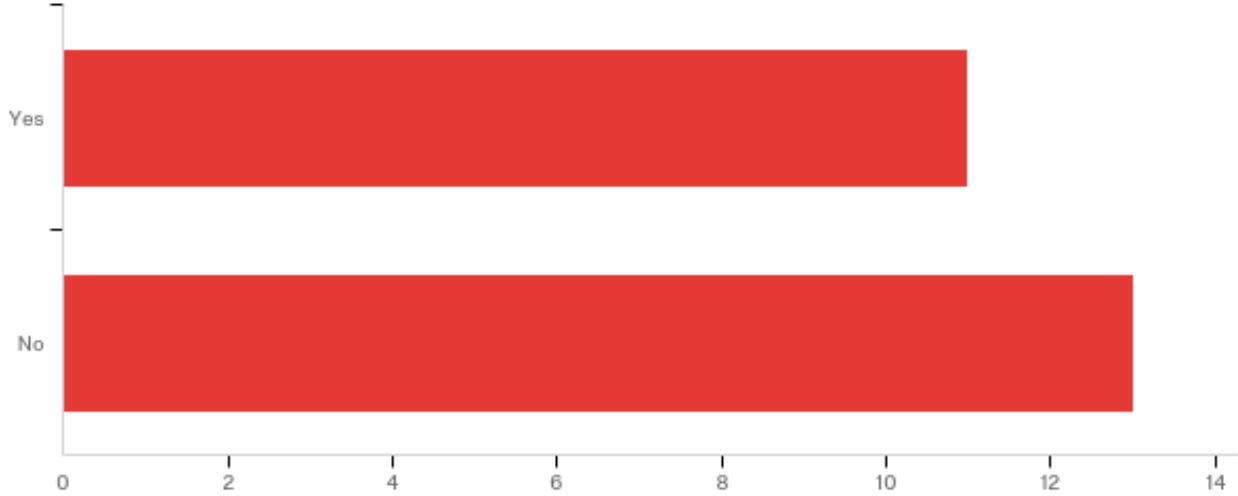
| # | Answer                                    | %      | Count |
|---|---|--------|-------|
| 1 | Yes                                       | 8.70%  | 2     |
| 2 | No  | 91.30% | 21    |
| 3 | NA-Precommencement not required per CFOP. | 0.00%  | 0     |
|   | Total                                     | 100%   | 23    |

**Q292 - Did the CPIS conduct an initial case consultation, as required by CFOP?**



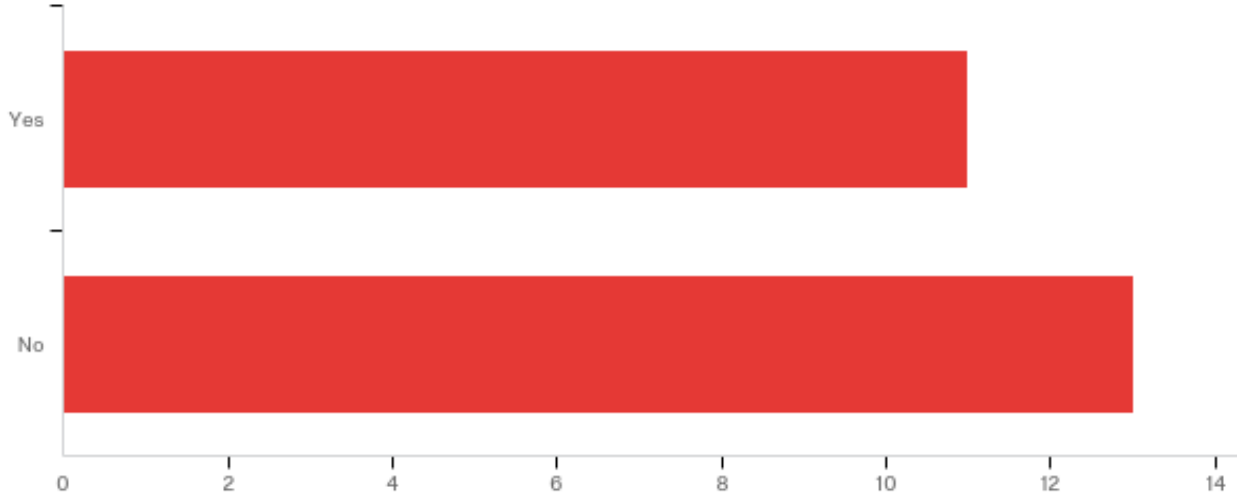
| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 83.33% | 20    |
| 2 | No     | 16.67% | 4     |
|   | Total  | 100%   | 24    |

**Q293 - Is there evidence the CPI Supervisor was regularly consulting with the CPI, recommending actions when concerns are identified, and ensuring recommended actions followed up on urgently when indicated by the case dynamics. This would include the supervisor requesting and conducting a second tier consultation if needed and completing follow-up consultations as indicated.**



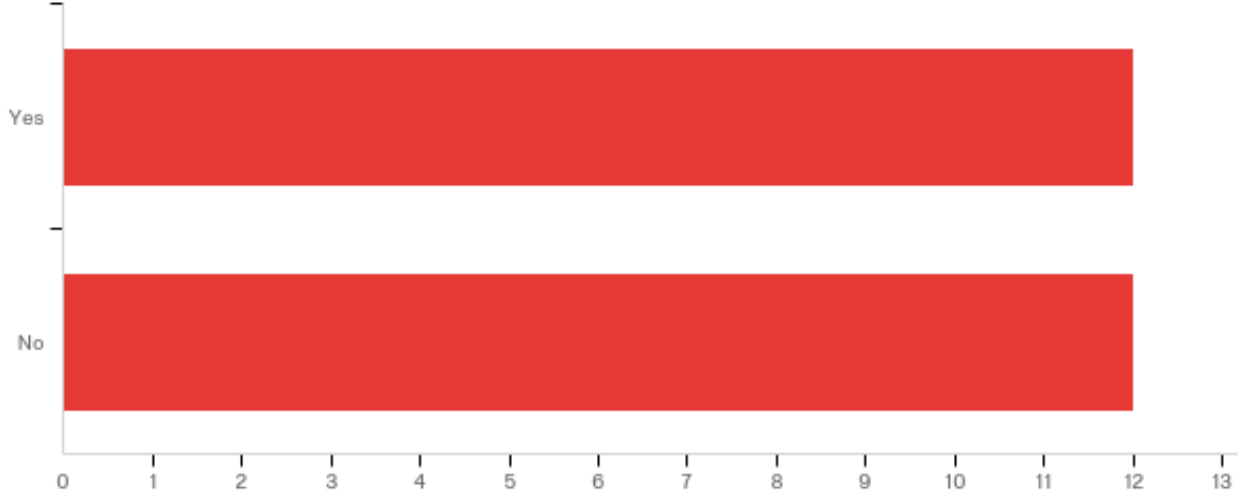
| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 45.83% | 11    |
| 2 | No     | 54.17% | 13    |
|   | Total  | 100%   | 24    |

**Q294 - Supervisor case consultation notes indicate that the supervisor was providing coaching and mentoring to the CPI to ensure accurate and timely safety decisions are achieved.**



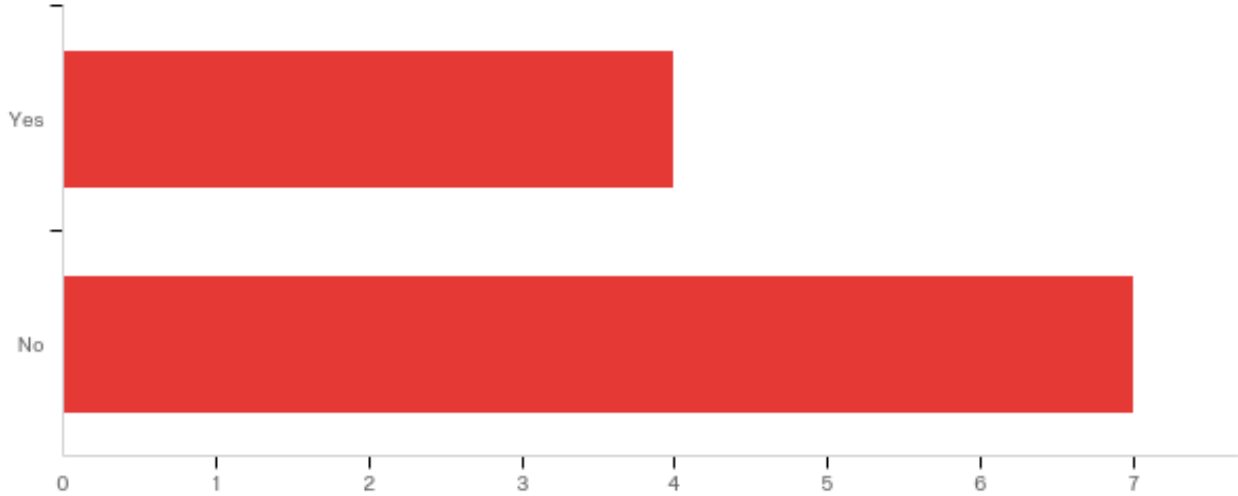
| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 45.83% | 11    |
| 2 | No     | 54.17% | 13    |
|   | Total  | 100%   | 24    |

**Q286 - Reviewer: Does the family proceed to case management services due to an unsafe child or child that is safe with impending danger being managed?**



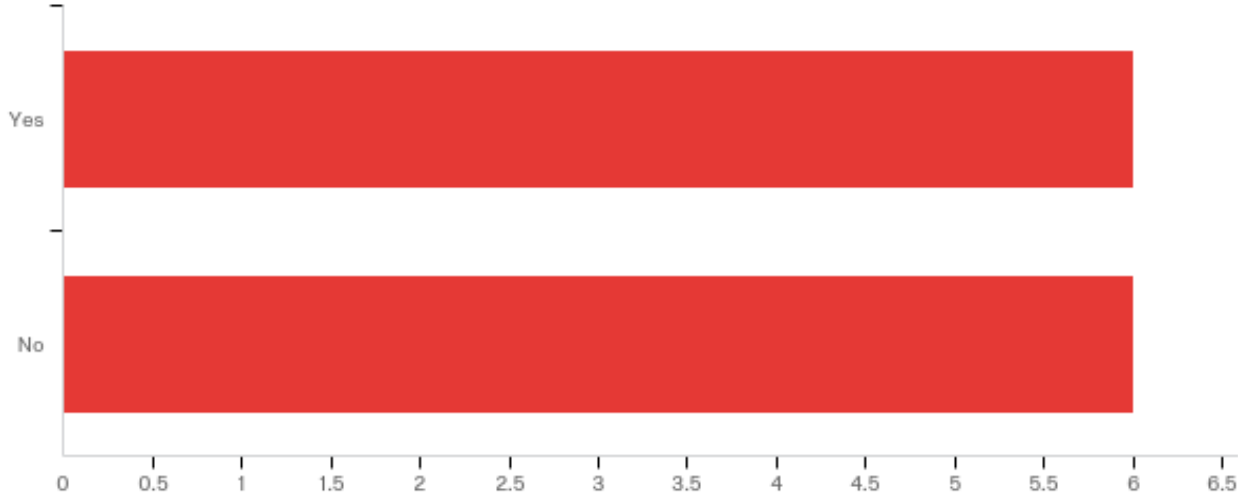
| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 50.00% | 12    |
| 2 | No     | 50.00% | 12    |
|   | Total  | 100%   | 24    |

**Q236 - Case documentation indicates that the CM began the Ongoing Family Functioning Assessment with a process of family engagement to establish rapport and to assure family understanding of why their child(ren) were determined to be unsafe.**



| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 36.36% | 4     |
| 2 | No     | 63.64% | 7     |
|   | Total  | 100%   | 11    |

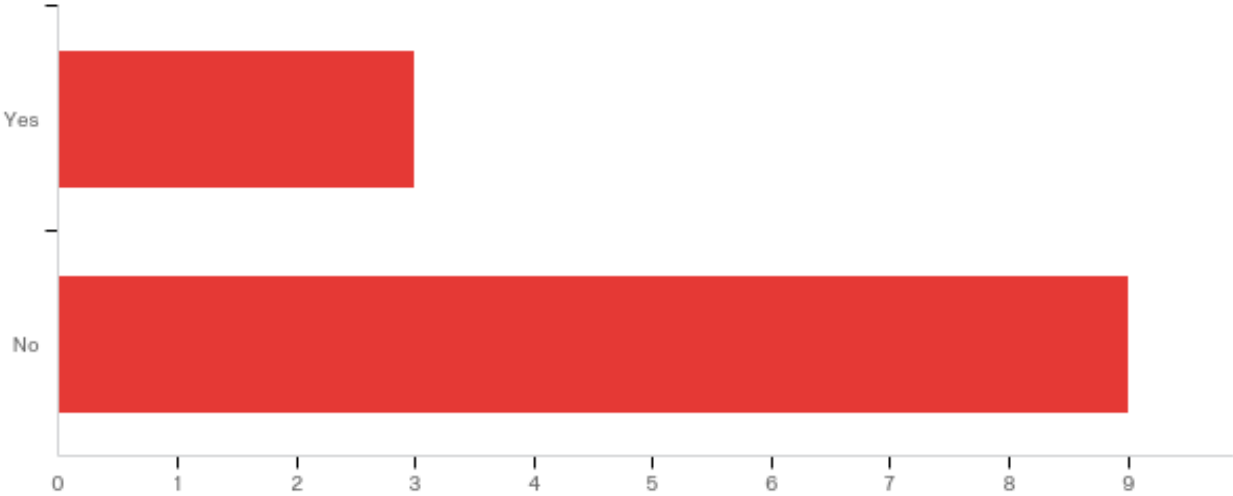
**Q238 - Is information in the ongoing family functioning assessment related to child functioning sufficient to evaluate child strengths and needs and an overall in-depth understanding of the child(ren)?**



| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 50.00% | 6     |
| 2 | No     | 50.00% | 6     |
|   | Total  | 100%   | 12    |

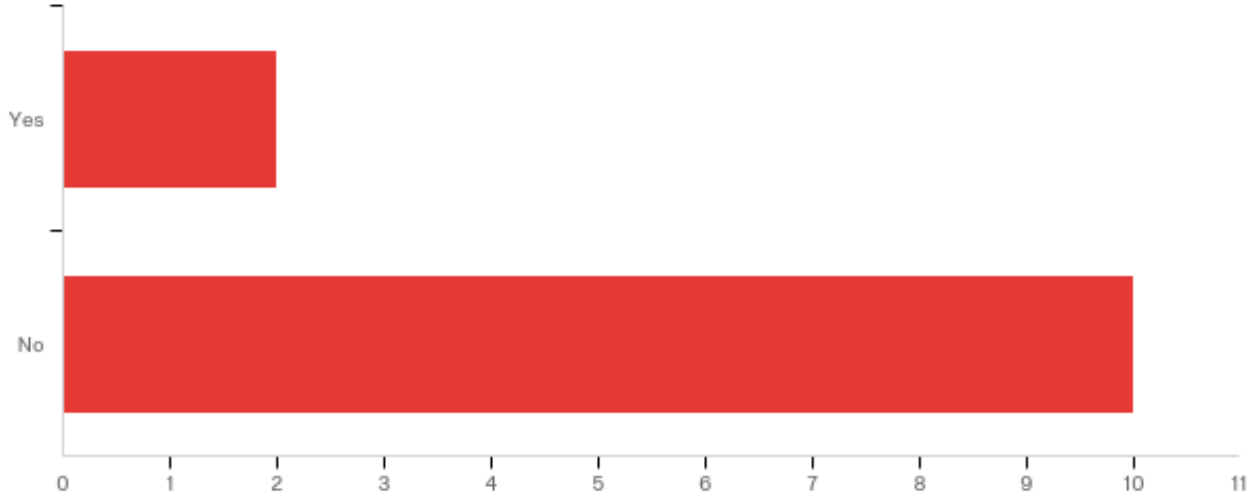


**Q240 - Is information in the ongoing family functioning assessment related to adult functioning sufficient to evaluate caregiver protective capacities and an overall in-depth understanding of each adult caregiver?**



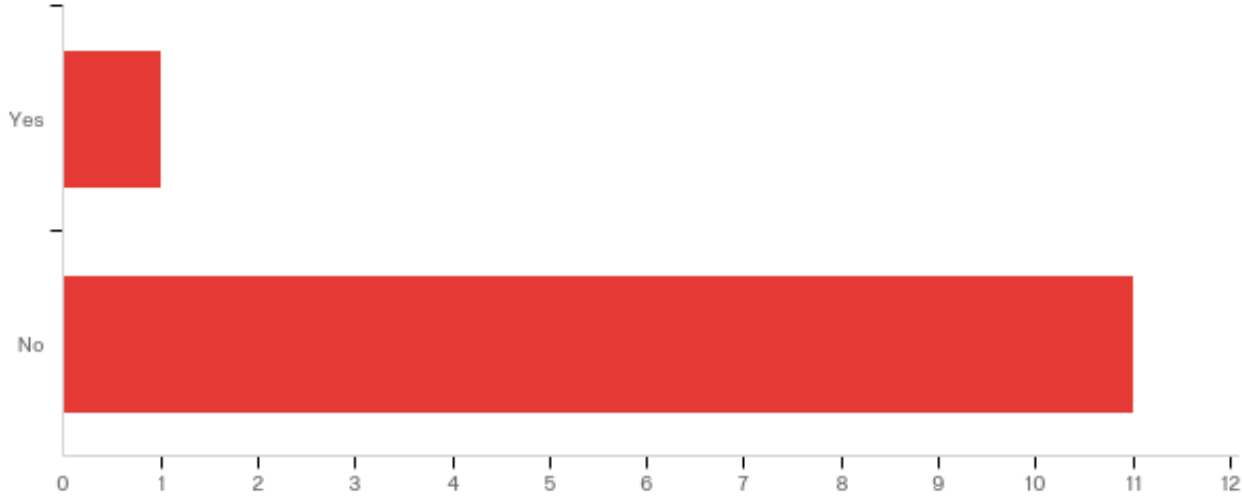
| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 25.00% | 3     |
| 2 | No     | 75.00% | 9     |
|   | Total  | 100%   | 12    |

**Q242 - Is information in the ongoing family functioning assessment related to parenting sufficient to evaluate caregiver protective capacities and an overall in-depth understanding of general parenting?**



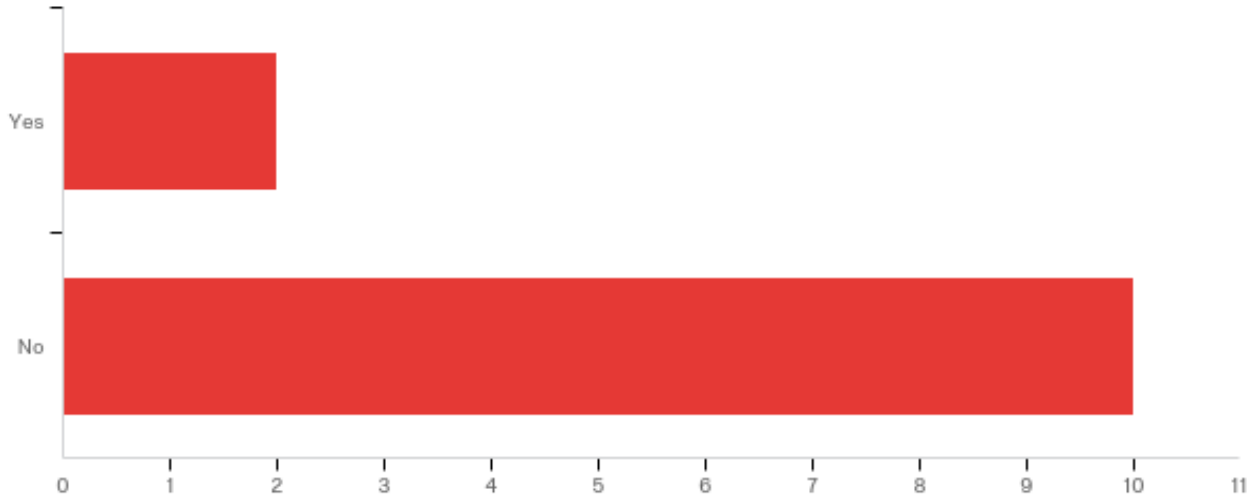
| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 16.67% | 2     |
| 2 | No     | 83.33% | 10    |
|   | Total  | 100%   | 12    |

**Q244 - Is information in the ongoing family functioning assessment related to parenting discipline/behavior sufficient to evaluate caregiver protective capacities and an overall in-depth understanding of parenting discipline/behavior management?**



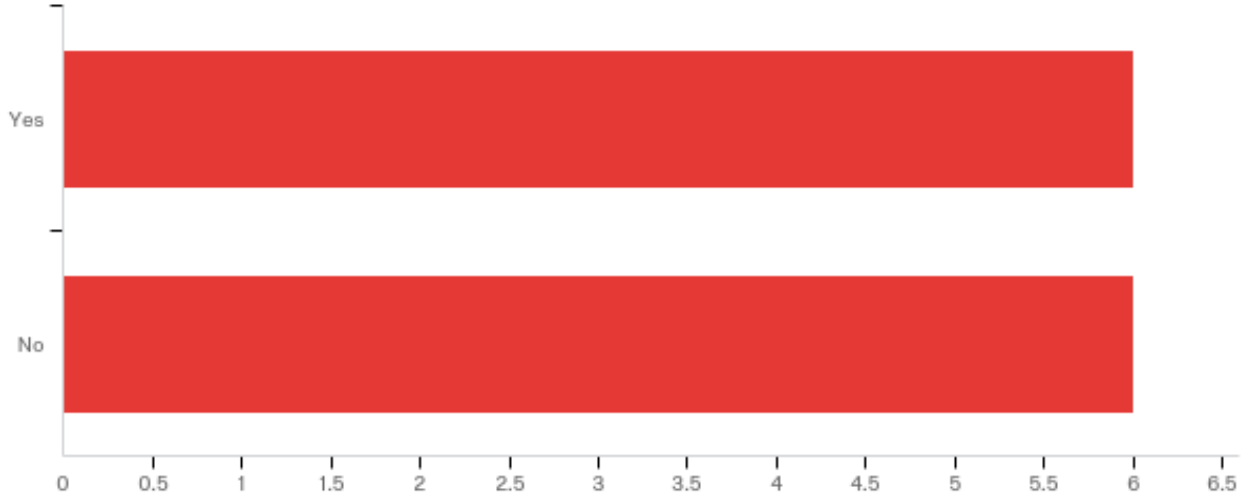
| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 8.33%  | 1     |
| 2 | No     | 91.67% | 11    |
|   | Total  | 100%   | 12    |

**Q246 - Ongoing Family Functioning Assessment contains sufficient information to support the caregiver protective capacities.**



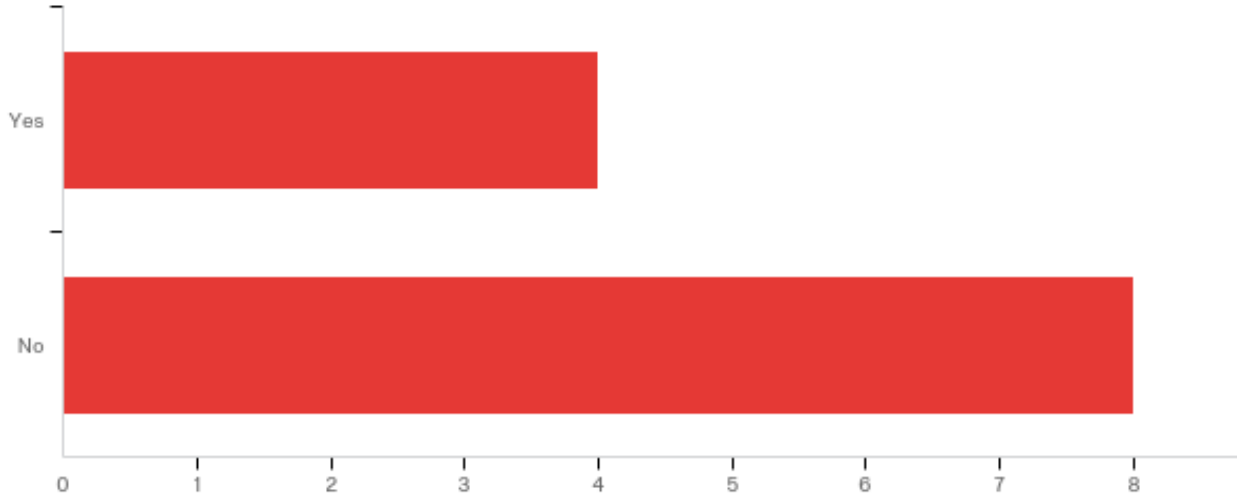
| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 16.67% | 2     |
| 2 | No     | 83.33% | 10    |
|   | Total  | 100%   | 12    |

**Q248 - Ongoing Family Functioning Assessment contains sufficient information to support child's needs assessment.**



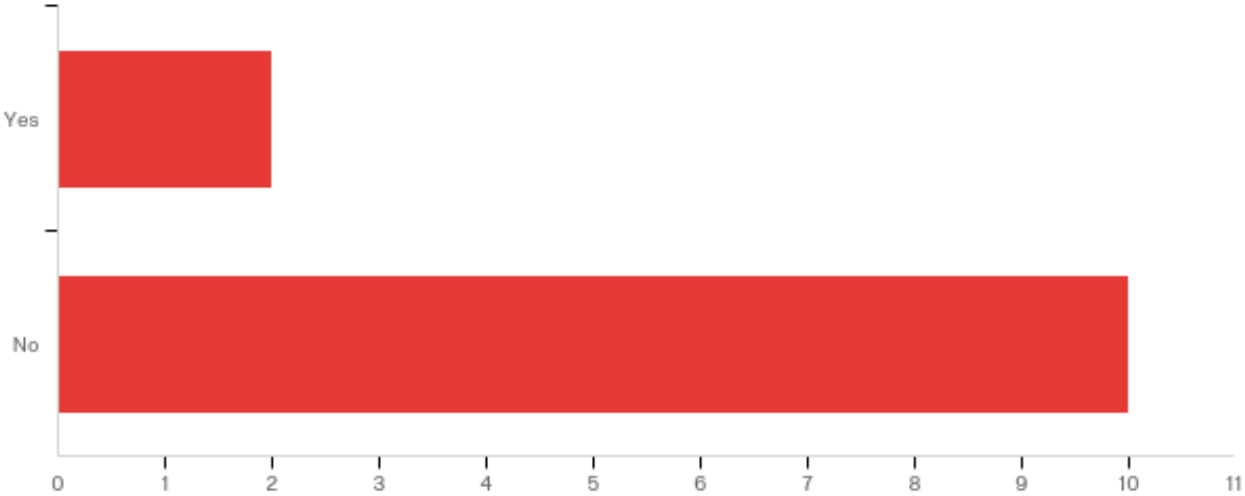
| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 50.00% | 6     |
| 2 | No     | 50.00% | 6     |
|   | Total  | 100%   | 12    |

**Q250 - The danger statement is supported and aligned with the identified impending danger threats. Based upon the danger threat, it is clear how danger is manifesting within the family and evidence of utilization of the impending danger threshold criteria is noted within the danger statement.**



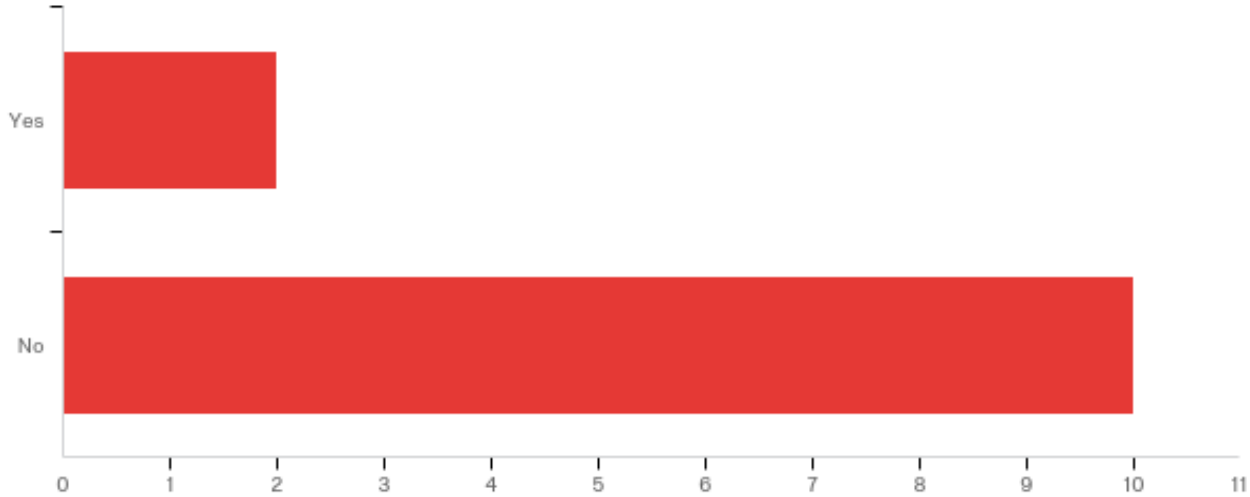
| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 33.33% | 4     |
| 2 | No     | 66.67% | 8     |
|   | Total  | 100%   | 12    |

**Q252 - The family change strategy, including family goal, identified barriers, and strengths are supported by the ongoing family functioning assessment and the family change strategy indicates that the strategy was developed with the family.**



| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 16.67% | 2     |
| 2 | No     | 83.33% | 10    |
|   | Total  | 100%   | 12    |

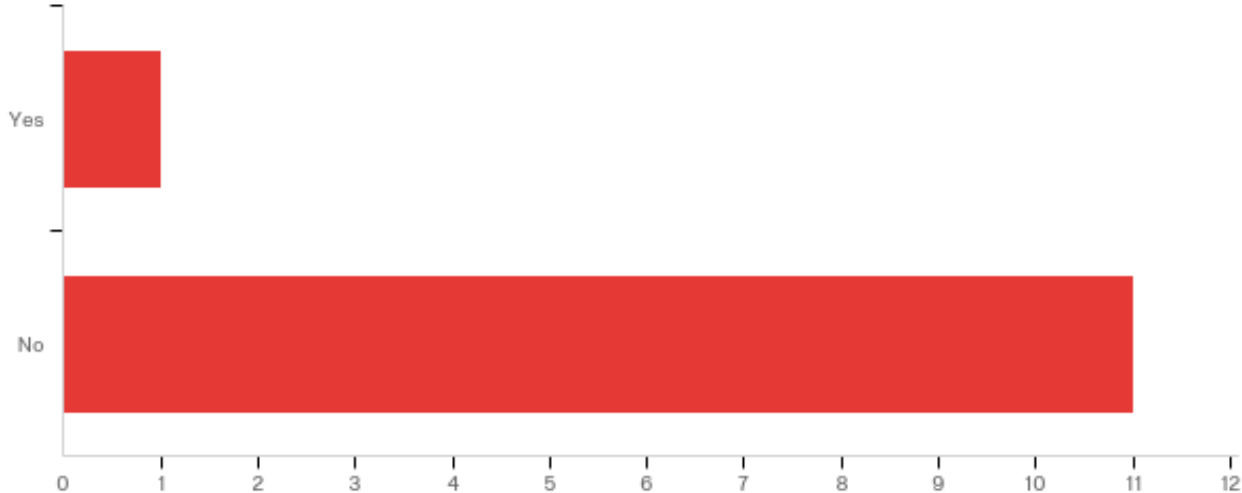
**Q254 - Case plan outcomes were developed in collaboration with the family?**



| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 16.67% | 2     |
| 2 | No     | 83.33% | 10    |
|   | Total  | 100%   | 12    |

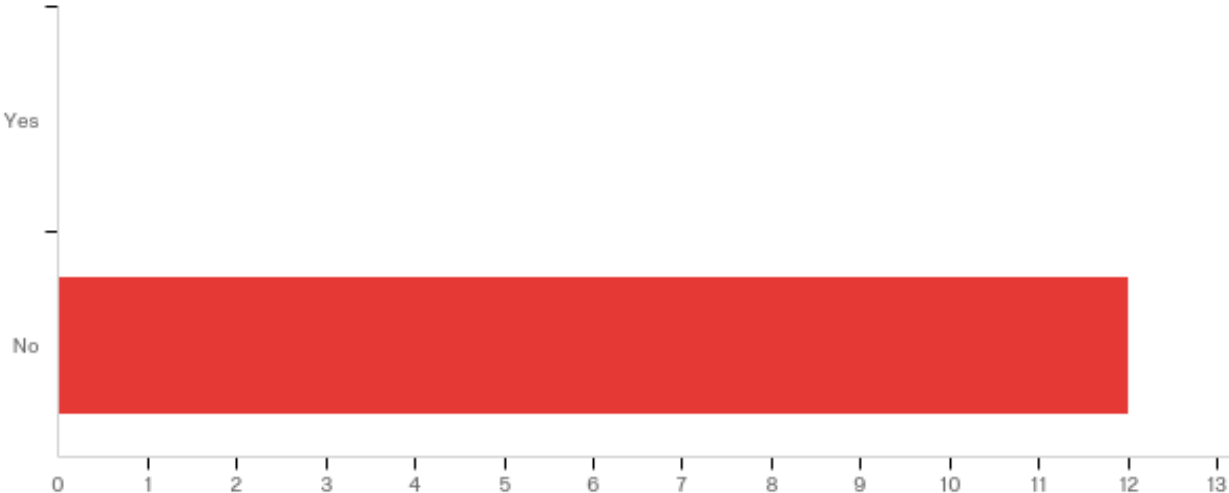


**Q256 - Case plan outcomes were SMART and information in the ongoing family functioning assessment supports the case plan outcomes?**



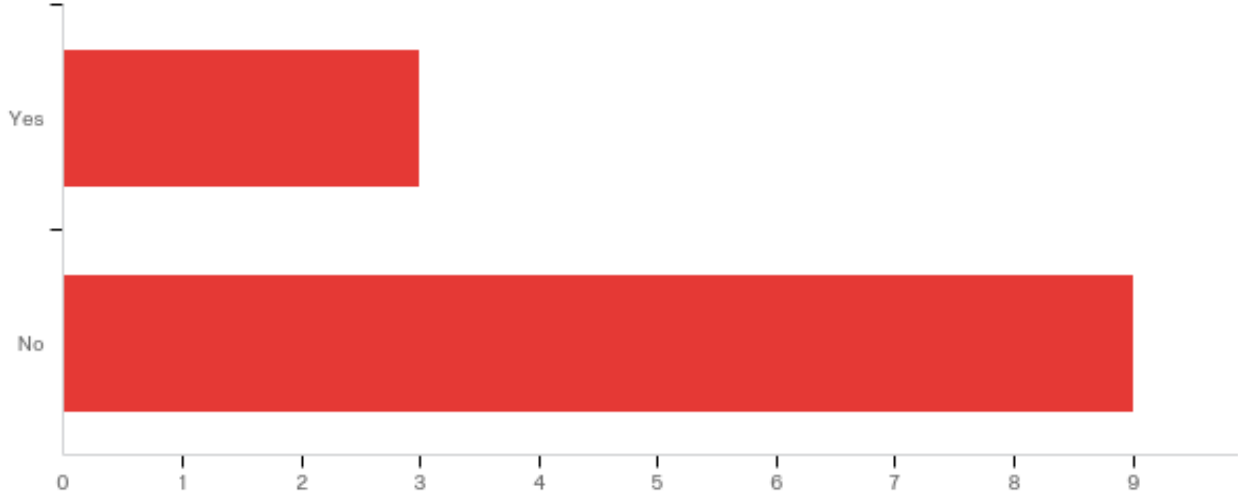
| # | Answer | %      | Count |
|---|--------|--------|-------|
| 2 | Yes    | 8.33%  | 1     |
| 3 | No     | 91.67% | 11    |
|   | Total  | 100%   | 12    |

**Q258 - Supervisor conducted a case consultation prior to approving the case plan.**



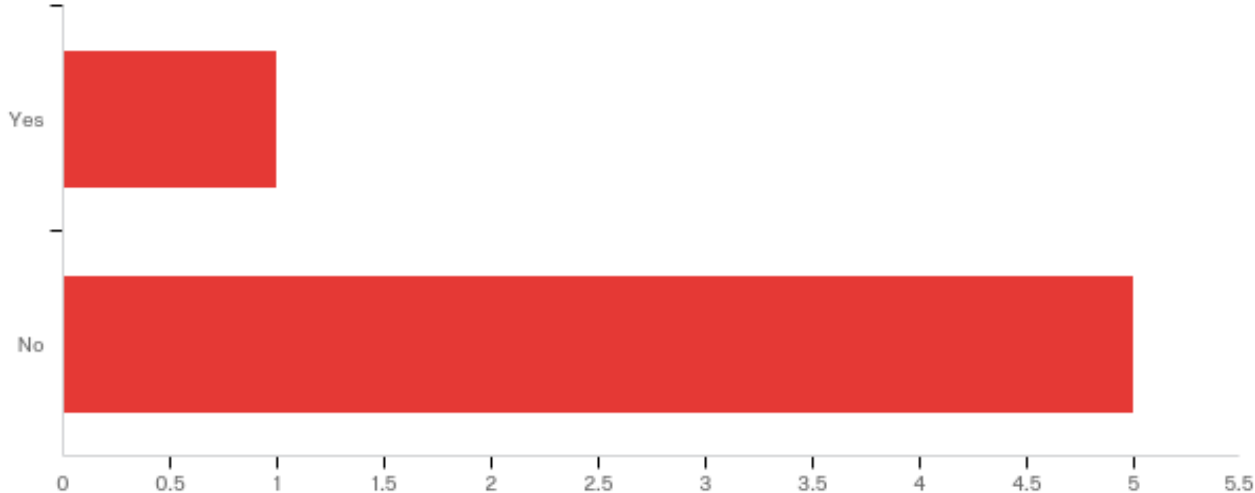
| # | Answer | %       | Count |
|---|--------|---------|-------|
| 1 | Yes    | 0.00%   | 0     |
| 2 | No     | 100.00% | 12    |
|   | Total  | 100%    | 12    |

**Q230 - The current safety plan is being actively managed by the CM through contact, monitoring, and active case management to ensure the sufficiency of the safety plan? This includes assessment of the parents home for assessment of conditions for return, discussion with parents regarding conditions for return and inclusion of information in progress evaluations.**



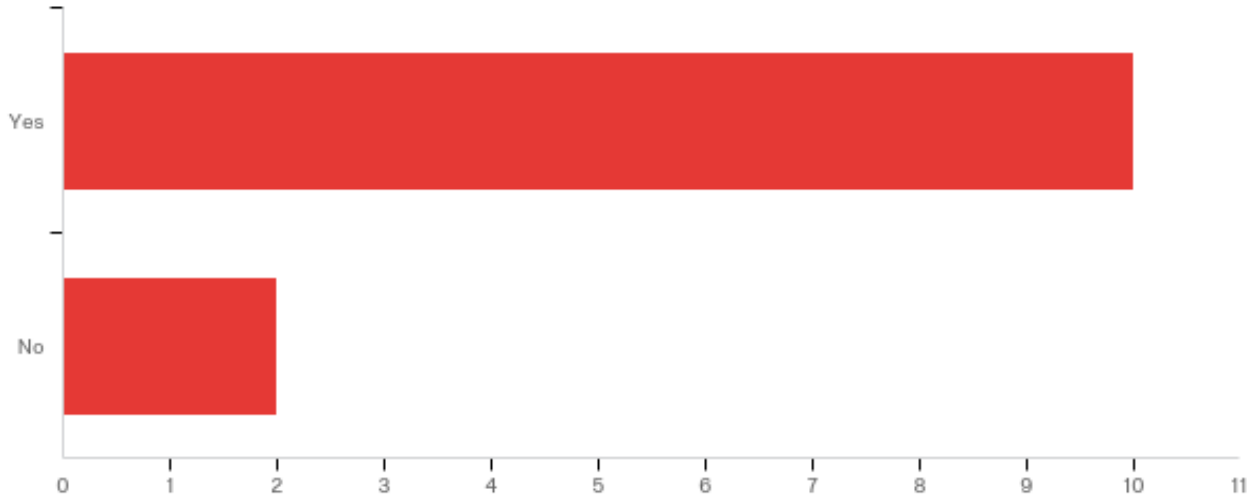
| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 25.00% | 3     |
| 2 | No     | 75.00% | 9     |
|   | Total  | 100%   | 12    |

**Q232 - Conditions for return were clearly identified and supported by the safety planning analysis?**



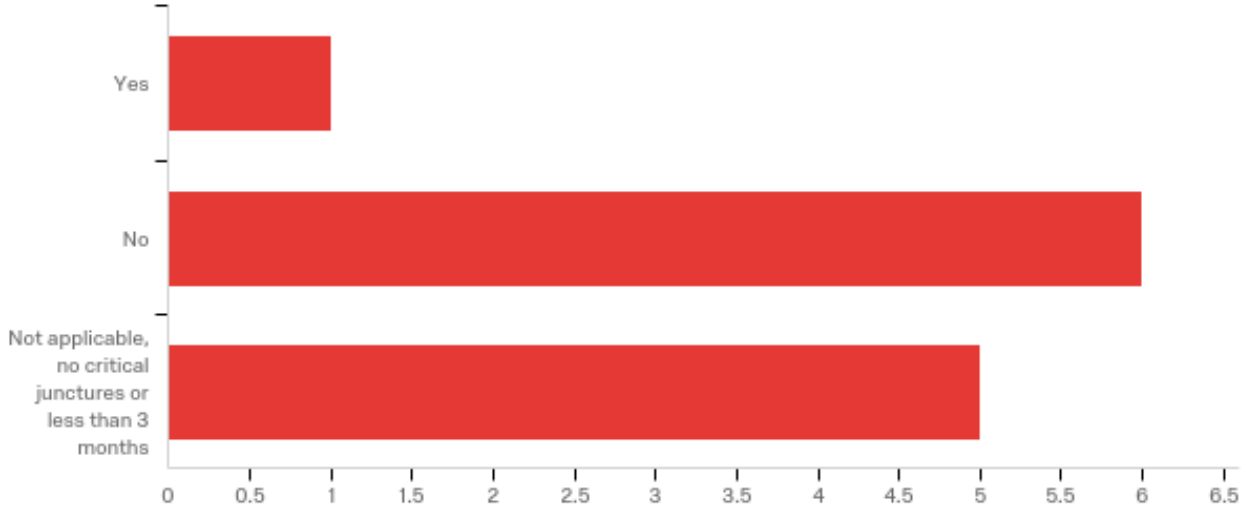
| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 16.67% | 1     |
| 2 | No     | 83.33% | 5     |
|   | Total  | 100%   | 6     |

**Q234 - Changes to the safety plan were made when indicated? (Answer yes if no changes to the safety plan were indicated)**



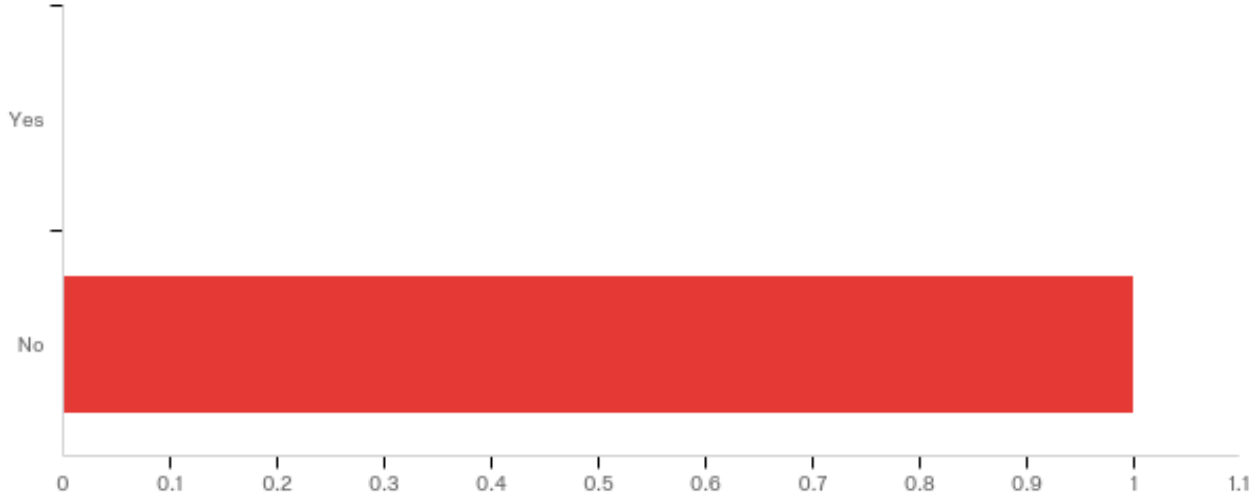
| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 83.33% | 10    |
| 2 | No     | 16.67% | 2     |
|   | Total  | 100%   | 12    |

**Q259 - Did the CM complete a Progress Update at a minimum every three months or at critical junctures?**



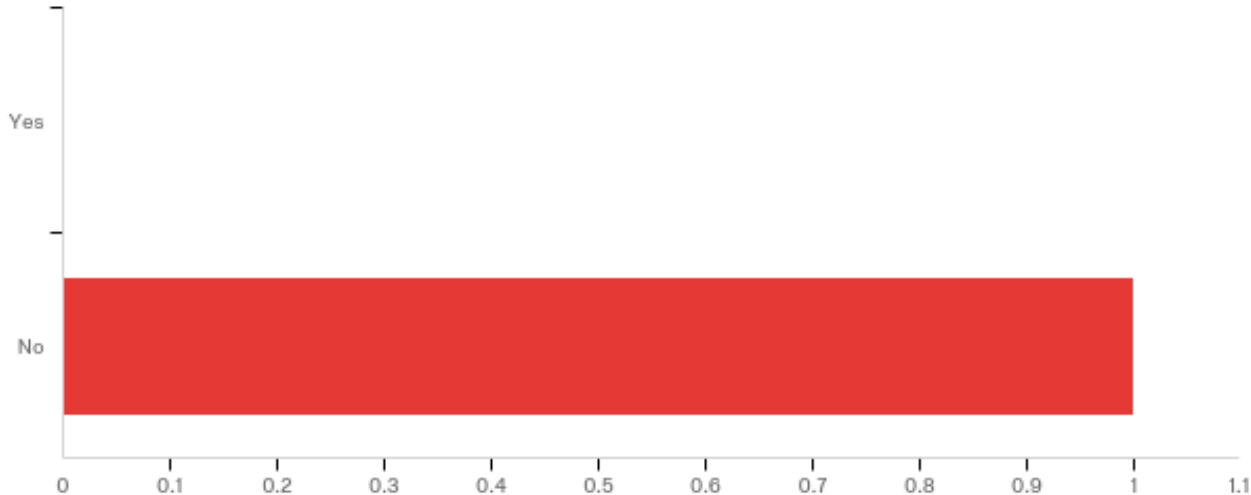
| # | Answer  | %      | Count |
|---|---|--------|-------|
| 1 | Yes   | 8.33%  | 1     |
| 2 | No  | 50.00% | 6     |
| 3 | Not applicable, no critical junctures or less than 3 months | 41.67% | 5     |
|   | Total   | 100%   | 12    |

**Q263 - Does the information documented in the Family Assessment Areas of the Progress Update reflect current information related to Maltreatment, Adult Functioning, Child Functioning, and Parenting? (Answer based upon first Progress Update)**



| # | Answer | %       | Count |
|---|--------|---------|-------|
| 1 | Yes    | 0.00%   | 0     |
| 2 | No     | 100.00% | 1     |
|   | Total  | 100%    | 1     |

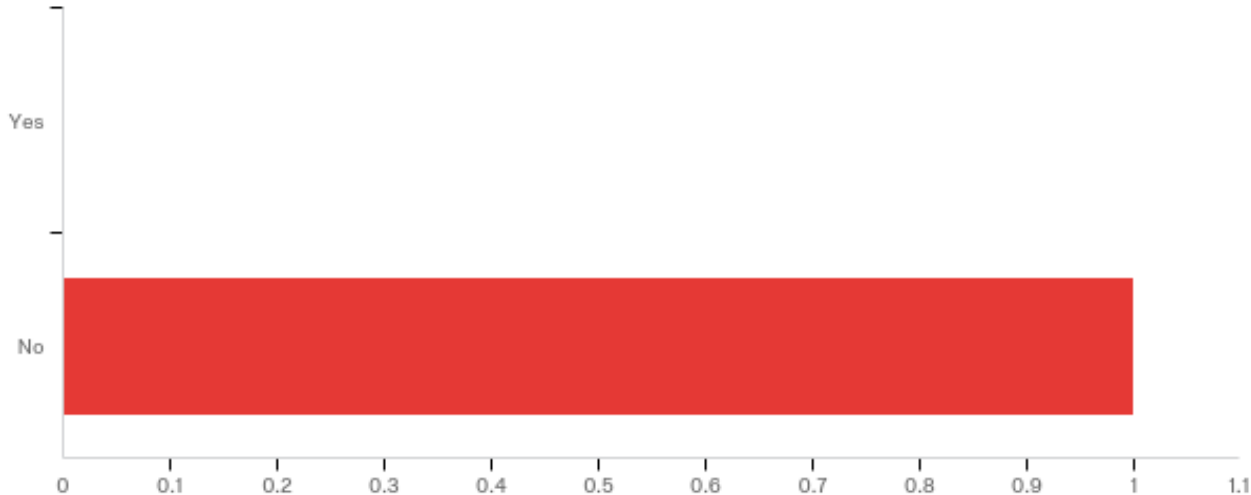
**Q265 - Do the Reason(s) for Ongoing Involvement reflect a current identification of impending danger threats and a current danger statement?**



| # | Answer | %       | Count |
|---|--------|---------|-------|
| 1 | Yes    | 0.00%   | 0     |
| 2 | No     | 100.00% | 1     |
|   | Total  | 100%    | 1     |

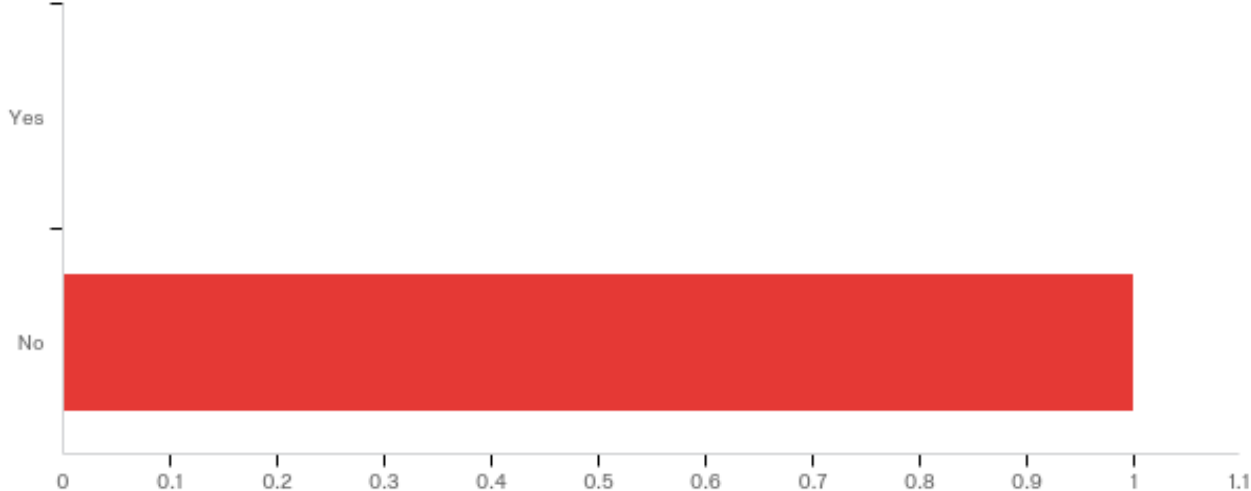


**Q267 - Does the scaling of child needs reflect a current assessment of child strengths and needs supported by case documentation?**



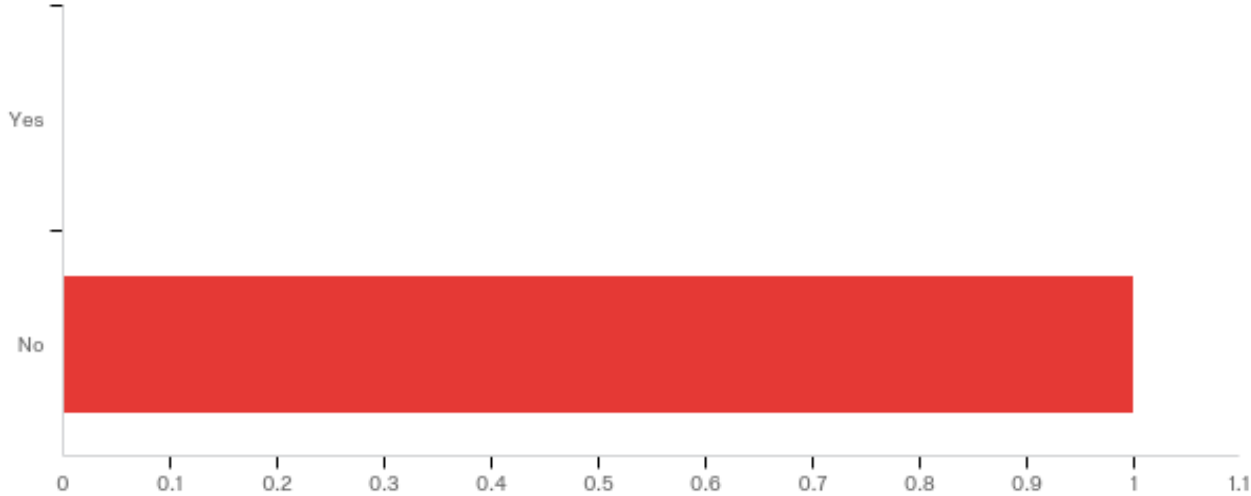
| # | Answer | %       | Count |
|---|--------|---------|-------|
| 1 | Yes    | 0.00%   | 0     |
| 2 | No     | 100.00% | 1     |
|   | Total  | 100%    | 1     |

**Q269 - Does the scaling of protective capacities reflect a current assessment of caregiver protective capacities supported by case documentation?**



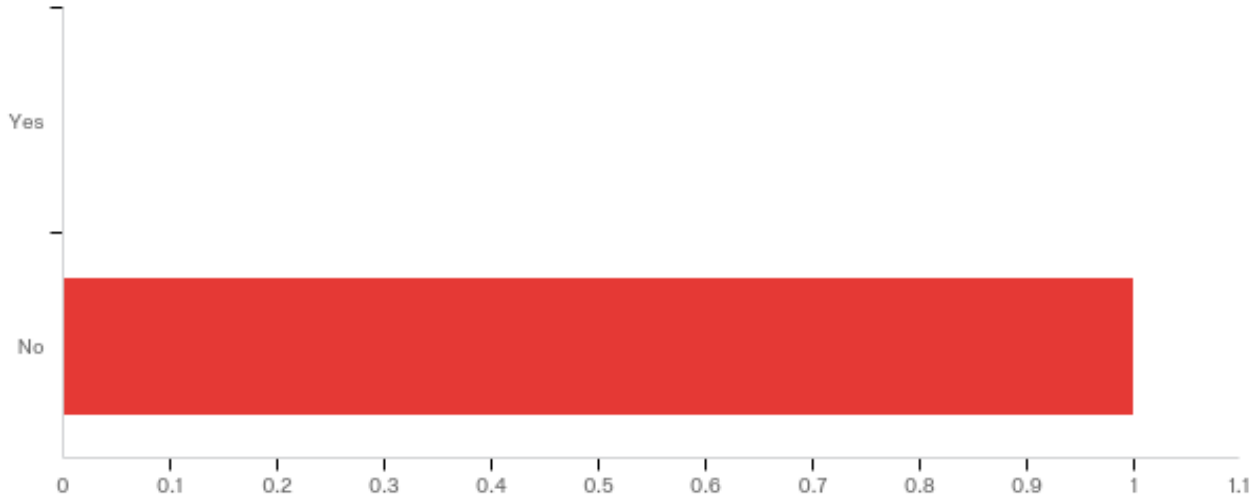
| # | Answer | %       | Count |
|---|--------|---------|-------|
| 1 | Yes    | 0.00%   | 0     |
| 2 | No     | 100.00% | 1     |
|   | Total  | 100%    | 1     |

**Q271 - Does the safety summary and planning reflect the child's safety status as supported by identification of impending danger and status of caregiver protective capacities?**



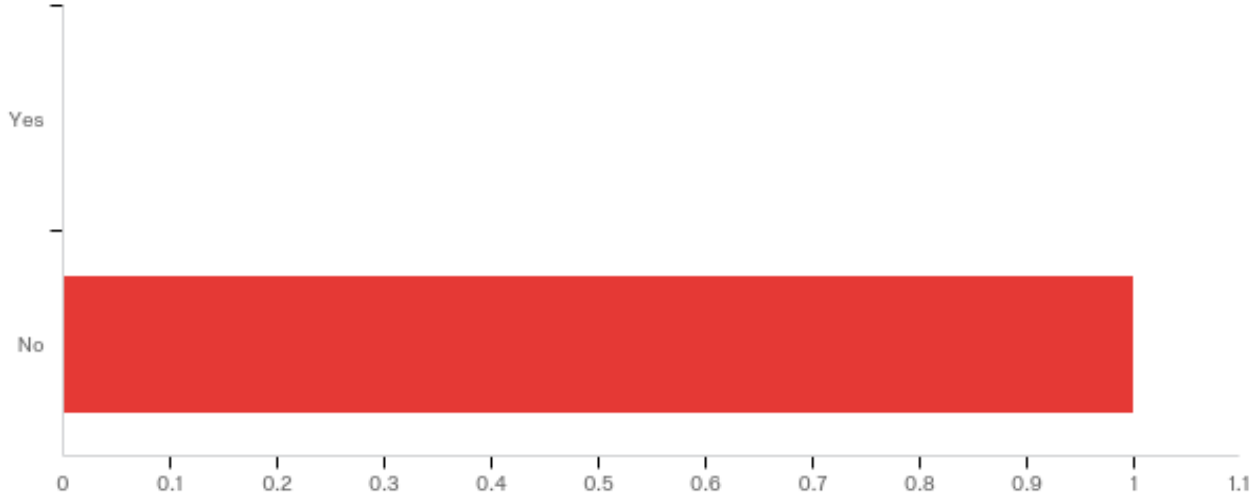
| # | Answer | %       | Count |
|---|--------|---------|-------|
| 1 | Yes    | 0.00%   | 0     |
| 2 | No     | 100.00% | 1     |
|   | Total  | 100%    | 1     |

**Q273 - Does the Outcomes Evaluation section reflect Outcomes which are SMART and consistent with other elements of the Progress Update?**



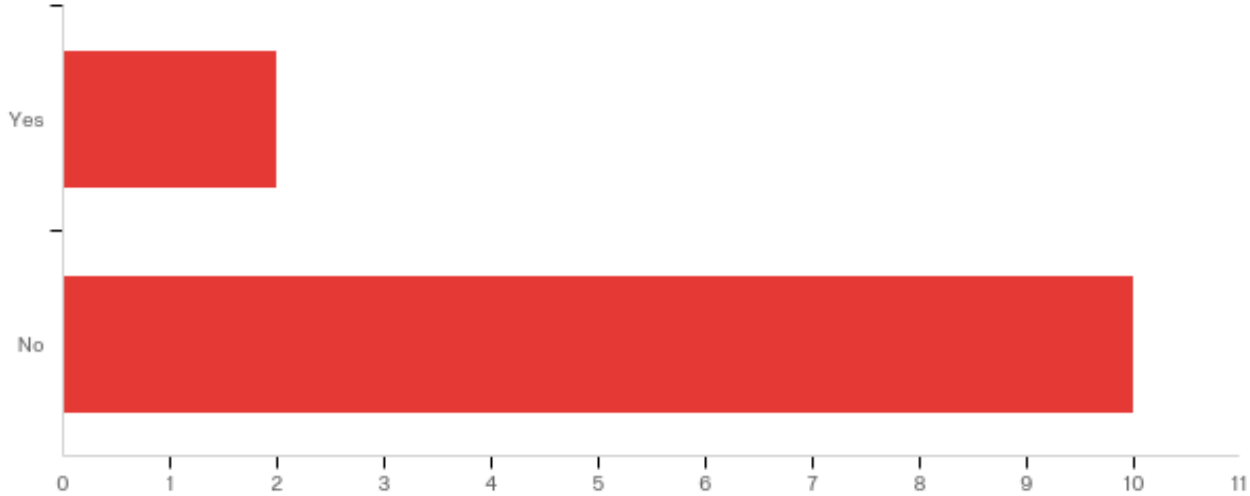
| # | Answer | %       | Count |
|---|--------|---------|-------|
| 1 | Yes    | 0.00%   | 0     |
| 2 | No     | 100.00% | 1     |
|   | Total  | 100%    | 1     |

**Q275 - Is the decision related to next steps supported by the Progress Update and overall case documentation? (No changes needed changes in case plan needed or case closure recommended)**



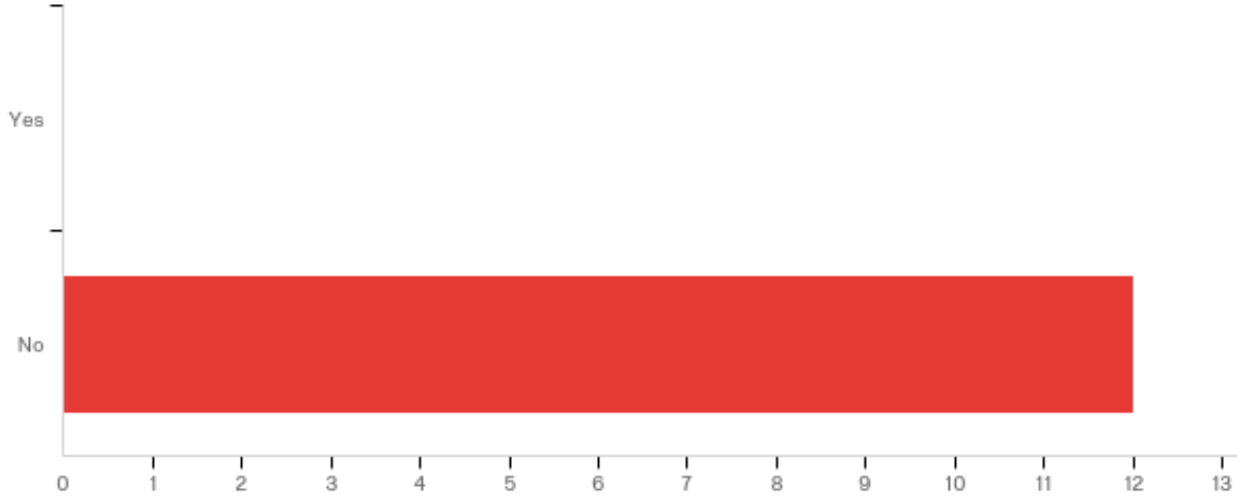
| # | Answer | %       | Count |
|---|--------|---------|-------|
| 1 | Yes    | 0.00%   | 0     |
| 2 | No     | 100.00% | 1     |
|   | Total  | 100%    | 1     |

**Q277 - Is there evidence the case management supervisor is regularly consulting with the case manager, recommending actions when concerns are identified, and ensuring recommended actions followed up on urgently?**



| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 16.67% | 2     |
| 2 | No     | 83.33% | 10    |
|   | Total  | 100%   | 12    |

**Q281 - Was a request for action completed on this case? This is for cases where there was a request for action by the reviewers due to concerns for immediate safety of the children on the case.**



| # | Answer | %       | Count |
|---|--------|---------|-------|
| 1 | Yes    | 0.00%   | 0     |
| 2 | No     | 100.00% | 12    |
|   | Total  | 100%    | 12    |