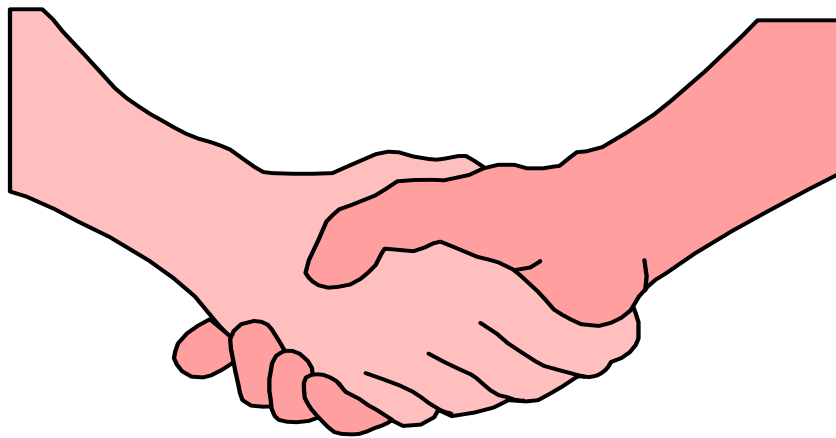


**State of Connecticut**

**Department Mental Health and Addiction  
Services**

**General Assistance Behavioral Health  
Program**



**Recovery Resource Guide**

**Do you need help for problems with  
drug or alcohol dependence or mental  
illness?**

**If so, help is available.**

**Contact your Community Liaison  
Toll-Free at  
1-866-213-4759**

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## INTRODUCTION

This guide will inform you about the programs and services available from the Connecticut Department of Mental Health and Addiction Services General Assistance Behavioral Health Program (DMHAS-GA BHP).

This information can help you find behavioral health services and people that are available to assist you with your recovery.

## WHAT IS THE DMHAS GENERAL ASSISTANCE BEHAVIORAL HEALTH PROGRAM?

The DMHAS-GA BHP provides assistance and treatment for drug and alcohol and mental health problems for people who receive medical benefits from State-Administered General Assistance (SAGA). The DMHAS-GA BHP also offers basic needs supports and case management services to help people maintain their treatment and recovery.

The DMHAS-GA BHP is a recovery-oriented system of care provided by the partnership of state and private agencies, and consumer-run advocacy organizations. The Connecticut Department of Mental Health and Addiction Services (DMHAS) funds and oversees the operations of the GA BHP. DMHAS uses an Administrative Services Organization (ASO) to coordinate the provision of GA BHP services.

If you have questions about your SAGA **medical** benefits, *other than mental health or substance abuse benefits*, you can contact the Department of Social Services' ASO that is responsible for managing your SAGA medical plan by calling toll-free at 1-(866) 361-SAGA (7242). Representatives are available 24 hours a day to assist you with urgent **medical** care needs and are available 8:00 am to 6:00 pm Monday-Friday to answer all other questions. You do not need a referral from your SAGA medical plan primary care provider (PCP) to access mental health or substance abuse treatment under the DMHAS-GA BHP.

## **WHAT TYPES OF TREATMENT PROGRAMS ARE AVAILABLE?**

There are many types of programs available in Connecticut to assist you with mental health and substance abuse problems. These types of programs are described below:

**Alcohol and Drug Detoxification** – Detox services include 24-hour inpatient programs and various outpatient programs. Inpatient programs are located in hospitals and community-based settings. It is also possible to go to an inpatient hospital for an observation period of up to 23 hours while appropriate treatment decisions are made. Outpatient detox options include Ambulatory Detox and Methadone Detox.

**Inpatient Psychiatric Hospitalization** – 24-hour inpatient programs for people with acute mental health needs. It is also possible to go to an inpatient hospital for an observation and evaluation period of up to 23 hours while appropriate treatment decisions are made.

**Residential Substance Abuse Programs** – Various 24-hour residential substance abuse programs range from short-term to long-term programs. Intensive Residential Treatment offers short-term programs, frequently for individuals leaving inpatient detox. Long-Term Care offers a supportive environment in which to work on your goals towards recovery. All SAGA residential programs work with individuals experiencing substance abuse problems. If individuals also have mental health issues, the DMHAS GA BHP ASO will assist the provider or individual in locating a SAGA residential SA program able to coordinate the resident's psychiatric and substance abuse needs.

**Intensive Crisis Stabilization – Mental Health** – This program provides intensive treatment for individuals with mental health needs, which may become rapidly worse and require immediate help.

**Day/Evening Programs** – Partial Hospital and Day/Evening Treatment programs provide treatment services for people with substance dependence and mental health problems. Services are provided at least 4 hours a day, up to 5 days a week (Monday through Friday) in a supportive setting.

**Intensive Outpatient Programs** – IOP provides treatment services that are similar to Partial Hospital and Day/Evening programs, but with less frequency (at least 3 hours a day, at least 3 days a week, Monday – Friday). Intensive Outpatient Programs are available for people with substance dependence and for people with mental health needs.

**Outpatient Services** – Outpatient services include many types of evaluation and counseling services including individual, family, and group counseling and medication management. Methadone Maintenance offers methadone treatment and counseling for individuals in recovery from opiate addiction.

**Recovery Houses** – Recovery Houses provide a temporary, safe, sober environment of 24-hour residential care for people who are waiting for treatment beds at other programs, or actively treating in an ambulatory care setting and need supportive housing, or waiting a more stable housing arrangement such as Section 8. This facility provides supports that foster recovery and hope as you move to your next treatment program or into independent functioning.

### **WHERE ARE THESE PROGRAMS AND HOW CAN I FIND ONE?**

There are many programs throughout Connecticut that treat people on the GA BHP and can assist you in meeting your recovery goals. You may access programs throughout the state and are not limited to your particular city or town.

If you want to be admitted to a specific program, call the program and ask what you need to do. Active participation in your recovery begins here. The program will tell you about the policy on admissions and how to apply. It is important that you understand what they tell you. If you have questions, be sure to ask so that you can make informed decisions about your recovery.

If the program is able to meet your treatment goals, the provider will work with the Administrative Services Organization (ASO) to obtain authorization for the appropriate type of treatment for you. A decision will be made very quickly, within the same business day or sooner for urgent care. If you do not qualify for that level of care, you, the provider, and the ASO will work together to identify the most appropriate treatment option. You will never be denied treatment in an emergency.

Contact the Community Liaison at 1-866-213-4759 for information about treatment providers. In addition, this guide includes listings of Local Mental Health Authorities, Recovery Specialists, and Crisis Centers who provide services to individuals with GA BHP benefits.

### **WHAT IF I HAVE AN EMERGENCY?**

**If you feel that you have a life or death emergency that may result in harm to yourself or someone else, call 911 or go to the nearest emergency room.** The emergency room staff can help you with your immediate needs and arrange for treatment at a mental health or substance abuse facility.

**If you feel that you need help as soon as possible, because something bad may happen if you do not get help, call or go to the nearest Crisis Center immediately.** You can also call the Crisis Center if you are very upset and need some type of help. See Appendix B for a list of Crisis Centers and how to reach them.

If you are not sure if you have an emergency, call the Crisis Center and they will help you decide what kind of help to get and tell you how to get it. Crisis Centers and Emergency Rooms can provide help 24 hours a day.

### **WHAT IF I AM OUT-OF-STATE AND NEED HELP?**

Go to the nearest Emergency Room if you have an out-of-state medical emergency. You should not be denied help in an emergency. Be sure to always carry your SAGA medical card with you when you travel. Show your card to hospital staff and they can call the ASO to make arrangements for your care when you are out-of-state.

### **WHAT IF I AM ON PAROLE or PROBATION?**

Some individuals who are involved in the judicial system are court-ordered to use GA BHP mental health and alcohol or drug treatment to help with their recovery and/or as part of their sentence. The conditions of your individual sentence may impact on the selection of providers. Your parole or probation officer can also impose restrictions. If you do not complete all of the conditions of parole or probation, or violate facility rules, it can be revoked. It is important to know the conditions of your parole or probation as you plan your ongoing treatment and recovery.

## LABORATORY SERVICES

SAGA benefits include lab tests that are required by mental health or substance abuse treatment providers.

## PHARMACY BENEFITS/ MEDICATION

The SAGA Program will pay for medications that are prescribed to you as part of your mental health or substance abuse treatment. If you are on medication at the time of admission, make sure you tell the facility. Some programs will want you to refill your prescription before admission or have an appointment for a medical and psychiatric follow-up. You should not keep medication on your person once you enter the program. Any medicine should be turned over to the staff in charge. Do not take medication from anyone other than the treatment staff.

## TRANSPORTATION

The GA BHP has a limited capacity to help eligible individuals with their transportation needs. Transportation to treatment and for vocational activities may be available to you from the options listed below. If you are not sure which option to choose, you can call the Community Liaison Line at 1-866-213-4759 for help.

- (1) Your Treatment Program – Ask your clinician if your treatment program offers client transportation.
- (2) Recovery Specialists – If you are working with a Recovery Specialist, he/she may be able to identify a transportation resource in the community for your recovery purposes.
- (3) Basic Needs Program – You may be eligible for transportation from one treatment program to another through the Basic Needs Program. The BNP also has transportation funding available for persons seeking vocational supports or employment. Your clinician will work with you to complete the necessary forms that must be submitted at least 24 hours before the day of transport. For more information, call the BNP Line at 1-800-658-4472.
- (4) Columbus House, Inc. Road to Recovery Program – If you are unsuccessful accessing transportation using options 1-3 above, work with your clinician to contact Road to Recovery transportation services at 203-401-2087 ext. 135. Road to Recovery may be able to help if you provide at least 24 hours advance notice.

## GENERAL ASSISTANCE INTENSIVE RECOVERY SUPPORTS PROGRAM

If you have experienced great difficulty maintaining your recovery and meeting your treatment goals, the statewide General Assistance Intensive Recovery Supports Program is available to help you. Persons with numerous admissions for alcohol/drug detox and/ or psychiatric hospitalizations have the option to work with a Recovery Specialist. Your Recovery Specialist will work with you to remove obstacles that interfere with your quality of life and return to health. In addition, your Recovery Specialist can help you apply for other state and federal entitlement programs that you may qualify for. You can contact Recovery Supports staff at the following locations:

<b>Region 1</b>	<b>GAICM Office</b>	<b>Region 4</b>	<b>GAICM Office</b>
Address:	97 Middle St. Bridgeport CT 06610	Address:	3580 Main Street Hartford, CT 06120
Contact:	Regional Coordinator	Contact:	Regional Coordinator
Phone:	(203) 579-7387	Phone:	(860) 723-1168
Fax:	(203) 551-7016	Fax:	(860) 566-2536
<b>Region 2</b>	<b>GAICM Office</b>	<b>Region 5</b>	<b>GAICM Office</b>
Address:	213 Court Street, 10 <sup>th</sup> Floor Middletown CT 06457	Address:	249 Thomaston Av Waterbury CT 06702
Contact:	Regional Coordinator	Contact:	Regional Coordinator
Phone:	(860) 704-6199	Phone:	(203) 597-4124
Fax:	(860) 704-6145	Fax:	(203) 597-4180
<b>Region 3</b>	<b>GAICM Office</b>		
Address:	401 W. Thames St, Building 301, Yellow Wing Norwich CT 06360		
Contact:	Regional Coordinator		
Phone:	(860) 859-4546		
Fax:	(860) 859-4666		

## **BASIC NEEDS PROGRAM**

The Basic Needs Program (BNP) can provide assistance for housing, food, personal care items, and other supports that assist individuals who have mental health and/or substance abuse issues transition back into their communities. You may qualify if you are not receiving cash benefits from the SAGA program and you are currently receiving treatment at or attempting to enter a mental health or substance abuse facility. This program provides vouchers (similar to coupons) that you can use to purchase items at participating stores. You will be required to provide photo identification and your signature on the voucher at the time of purchase.

You can obtain a **Basic Needs Application Form** from any GA Recovery Specialist office or from your treatment provider. Simply complete the application and fax it to the ASO at 1-866-249-8766. Your treatment provider can assist with this process. Your request will be either urgent or standard. Urgent requests are for those items that you need within one day. In those instances, a decision will be made and communicated to you within one business day. In standard non-urgent cases, a decision will usually be made and communicated to you within five business days.

You may request a reconsideration if your Basic Needs application is denied. Simply ask your treatment provider or your Recovery Specialist for a BNP Reconsideration Form. You can enlist the help of anyone you choose to fill out the form. You have 14 calendar days after the BNP denial was issued to submit the Reconsideration Form to DMHAS. Remember to attach any other information that is important. DMHAS will render a reconsideration decision within 7 calendar days after receiving your request.

You can ask questions about the Basic Needs Program by calling toll-free 1-800-658-4472.

## **WILL TREATMENT COST ME ANY MONEY?**

No. All medical treatment under the GA BHP is paid for entirely by DMHAS. You will have no co-payment and should never receive a bill or have to submit a claim.

## **COMPLAINTS, GRIEVANCES & APPEALS**

If you have a complaint about your treatment or about the GA BHP, or if you disagree with a decision that is made about your treatment, first discuss the issue with your treatment provider. If you are not satisfied, contact the Community Liaison who will help you to resolve the problem. If necessary, the Community Liaison will guide you through the formal DMHAS grievance process.

## **WHAT CAN I EXPECT FROM TREATMENT?**

You can achieve success in recovery by staying motivated and committed to all aspects of treatment. Fear of the unknown is a very real issue for anyone willing to enter treatment and pursue recovery. You have the power to make changes to enhance the quality of your life. Your treatment program will help you to identify internal resources that will make change possible.

Studies have shown that treatment can work if individuals are ready, willing and able to advocate for changes in their lives. How much you become involved in your treatment decisions, participate in your treatment, and follow-up with recommendations is up to you. The more involved and committed you become, the more successful you will be in your recovery.

*“RECOVERY is a process of restoring or developing a positive and meaningful sense of identity apart from one’s condition, and then rebuilding one’s life despite, or within the limitations imposed by that condition.”*

*Commissioner Thomas A. Kirk, Jr., Ph.D.  
Department of Mental Health & Addiction Services*

## **ADVOCACY and SELF-ADVOCACY**

People who are receiving mental health or substance abuse treatment are encouraged to be involved in their recovery planning. By taking the responsibility to advocate for your own needs and recovery goals, you, your advocate, a friend or family member can help to shape the direction of your recovery treatment. There are organizations that can help you to advocate for your needs. You can locate them by calling the following numbers:

*Advocacy for Mental Health:*

***Advocacy Unlimited (AU)***

300 Russell Road  
Wethersfield, CT 06109  
Phone: 1-(860) 667-0460  
www.mindlink.org

*Advocacy for Substance Abuse:*

***Connecticut Community for Addiction Recovery (CCAR)***

530 Silas Deane Highway  
Wethersfield, CT 06109  
Phone: 1-(800) 708-9145  
www.ccar-recovery.org

## **COMMUNITY LIAISON**

A Community Liaison is available to assist you with issues related to the GA BHP. You may call your GA BHP Community Liaison, at no cost, at 1-(866) 213-4759.

## **WHEN I COMPLETE MY CARE, THEN WHAT?**

Throughout your treatment, you and your counselor will talk about the course of your recovery plan. This will probably include referrals to other levels of care that can help you to continue your recovery, perhaps residential care, day programs, or outpatient counseling. You should be involved in the decisions about what type of continuing treatment you should have. Often, by continuing some form of ongoing treatment, you can maintain your recovery and succeed in meeting your personal goals. It is also important to arrange for the necessary community support systems to maintain your recovery, such as housing, food, employment, and education. A variety of resources are available to help (Please refer to the following list of examples).

*You are encouraged to use the programs provided in this resource guide. These programs can provide direct help to you and guide you to additional resources in your community, such as programs that provide job training and help you to find employment at little or no cost to you.*

**INFOLINE 2-1-1** is a directory resource available free of charge that can refer you to a variety of community health and human services located throughout Connecticut. Confidential information and referral is provided by trained specialists 24 hours a day for areas such as crisis intervention, AIDS/HIV support and respite care, shelters and housing assistance programs, disability services, gambling counseling, and childcare providers. **Dial 2-1-1** from anywhere in Connecticut or [www.infoline.org](http://www.infoline.org).

Free or reduced cost legal help is available by calling the local **Legal Services** office at 1-(800) 453-3320 for information, or contact the **Connecticut Legal Rights Project** toll-free at 1-(877) 402-2299.

**Peer Supports** are available to you in your community provided by funding from DMHAS. You can call **Warm Lines** that are staffed by people with psychiatric disabilities who offer phone support to their peers. These lines are not crisis lines and the hours of operation vary by facility. You can also visit **Social Clubs** in your area where you can meet with other individuals in recovery, and access educational / vocational resources. You can find out more information from your clinician or counselor, or by calling the DMHAS Community Education Division Referral and Information Line at 1-(800) 446-7348 or TTY: (888) 621-3551, or visit the DMHAS website at [www.DMHAS.state.ct.us](http://www.DMHAS.state.ct.us).

**Peer Hotlines:** Alcoholics Anonymous (AA): 1-(800) 203-1234  
Narcotics Anonymous (NA): 1-(800) 627-3543  
Gamblers Anonymous: 1-(800) 346-6238

## **CONFIDENTIALITY**

All of your personal and medical information will be kept strictly confidential in accordance with federal and state laws and regulations. Sometimes there is a need to share medical information with a provider or GA Recovery Specialist office in order to best plan and coordinate your care. If so, you will be asked to sign a release of information. Information may not be shared unless you sign the release. The release must include the reason for the information, the specific person or facility to which the information will be given, a date when the release expires, and a place for your signature. The only circumstances when information may be released without your permission are those involving an immediate threat of danger to either yourself or someone else.

## APPENDIX A: LOCAL MENTAL HEALTH AUTHORITIES

Local Mental Health Authorities (LMHA's) are located throughout Connecticut. They have the authority and responsibility to deliver and manage a variety of DMHAS-funded community mental health services including case management, outpatient, residential, social rehabilitation, vocational, and Assertive Community Treatment programs.

### REGION 1 (Southwest)

Southwest CT Mental Health System  
97 Middle Street  
Bridgeport, CT 06610  
PH: (203) 579-7300

F.S. DuBois Center  
780 Summer Street  
Stamford, CT 06905  
PH: (203) 388-1600

Greater Bridgeport Mental Health Center  
1635 Central Avenue  
Bridgeport, CT 06610  
(203) 551-7400

### REGION 2 (South Central)

Birmingham Group Health Services  
435 East Main Street  
Ansonia, CT 06401  
PH: (203) 736-2601

Harbor Health Services  
14 Sycamore Way  
Branford, CT 06405-6012  
PH: (203) 483-2630

Bridges---A Community Support System  
949 Bridgeport Avenue  
Milford, CT 06460  
PH: (203) 878-6365

Rushford Behavioral Health System  
384 Pratt Street  
Meriden, CT 06450  
PH: (203) 235-1792

Connecticut Mental Health Center  
34 Park Street  
New Haven, CT 06790  
PH: (203) 974-7300

River Valley Services  
Leak Hall, Silver Street (CVH)  
Middletown, CT 06457  
Phone: (860) 262-5200

### REGION 3 (Southeastern)

Southeastern Mental Health Authority  
401 West Thames Street, Bldg. 301  
Norwich, CT 06360  
PH:(860) 859-4534

United Services  
1007 North Main Street  
Dayville, CT 06241  
PH: (860) 774-2020

## APPENDIX A: LOCAL MENTAL HEALTH AUTHORITIES (continued)

### REGION 4 (North Central)

Genesis Center, Inc.  
587 East Middle Turnpike  
Manchester, CT 06040  
PH: (860) 646-3888

Inter-Community Mental Health Group  
281 Main Street  
East Hartford, CT 06118  
PH: (860) 569-5900

Capitol Region Mental Health  
Center  
500 Vine Street  
Hartford, CT 06112  
PH: (860) 297-0800

Community Mental Health Affiliates  
55 Winthrop Street  
New Britain, CT 06052  
PH: (860) 826-1268

North Central Counseling Services  
47 Palomba Drive  
Enfield, CT 06082  
PH: (860) 253-5020

### REGION 5 (Northwestern)

Western CT Mental Health Network  
55 West Main Street, Suite 410  
Waterbury, CT 06702  
PH: (203) 805-6400

Greater Waterbury  
Mental Health Authority  
115 South Main Street  
Waterbury, CT 06706  
PH: (203) 805-5300

Greater Danbury Mental Health  
Authority  
64 West Street  
Danbury, CT 06810  
PH: (203) 778-1640

Northwest Mental Health Authority  
249 Winsted Road, 3rd Floor  
Torrington, CT 06790  
PH: (860) 496-3700

## Appendix B: CRISIS SERVICES

<b>Region 1 (Southwest)</b>	
<b>Franklin S. DuBois Center</b> 780 Summer Street Stamford, CT 06905 PH: (203) 358-8500	<b>Greater Bridgeport Community Mental Health Center</b> 1635 Central Avenue Bridgeport, CT 06610 PH: (203) 551-7507
<b>Region 2 (South Central)</b>	
<b>Bridges:</b> <b>A Community Support System Inc.</b> 949 Bridgeport Avenue Milford, CT 06460 PH: (203) 878-6365 <b>Connecticut Mental Health Center</b> 34 Park Street New Haven, CT 06508 PH: (203) 974-7735 or 7713 / 7714 (9a-7p) (203) 974 7300 (7p- 9a) <b>Harbor Health Services</b> 14 Sycamore Way Branford, CT 06405 (203) 483-2630	<b>River Valley Services</b> Silver Street, Leak Hall (CVH) Middletown, CT 06457 PH: (860) 344-2100 or (860) 262- 5200  <b>Valley Mental Health Center</b> 435 East Main Street Ansonia, CT 06401 PH: (203) 736-2601 Ext. 370
<b>Region 3 (East)</b>	
<b>Southeastern Mental Health Authority</b> 401 West Thames Street, Bldg. 301 Norwich, CT 06360 PH: (860) 886-9302	<b>United Services</b> 1007 North Street Dayville, CT 06241 (860) 774- 2020 (860) 456-2261 – Willimantic Area
<b>Region 4 (North Central)</b>	
<b>Capitol Region Mental Health Center</b> 500 Vine Street Hartford, CT 06112 (860) 297-0999 <b>Genesis Center</b> 330 Broad Street Manchester, CT 06040 PH: (860) 683-8068 or 1-877-884-3571	<b>North Central Counseling</b> 47 Palomba Drive Enfield, CT 06082 (860) 683-8068 or 1-877-884-3571 <b>Wheeler Clinic</b> 91 North West Drive Plainville, CT 06062 PH: (860) 747-8719
<b>Inter-Community Mental Health Group</b> 281 Main Street East Hartford, CT 06118-1883 PH: (860) 895-3100 or 1-877-884-3571	
<b>Region 5 (Northwest)</b>	
<b>Danbury Hospital</b> 24 Hospital Avenue Danbury, CT 06706 PH: 1-(888)-447-3339	<b>Waterbury Hospital</b> 106 D West Main St. Waterbury, CT 06706 PH: (203) 573-6500

## **APPENDIX C: List of Abbreviations**

AA	Alcohol Anonymous
AU	Advocacy Unlimited
ASO	Administrative Services Organization
BNP	Basic Needs Program
BRS	Bureau of Rehabilitation Services
CASAA	Connecticut Association of Substance Abuse Agencies
CCAR	Connecticut Community for Addiction Recovery
CI	Crisis Intervention
CLRP	Connecticut Legal Rights Project
CSSD	Court Support Services Division
CVH	Connecticut Valley Hospital
DCF	Department of Children and Families
DMHAS	Department of Mental Health and Addiction Services
DOC	Department of Correction
DH	Department of Housing
DSM IV	Diagnostic and Statistical Manual
DSS	Department of Social Services
GA BHP	General Assistance Behavioral Health Program
GA ICM	General Assistance Intensive Case Management Program
HOT	Homeless Outreach Team
InfoLine	211 information line
JTPA	Job Training Partnership Act
LMHA	Local Mental Health Authority
LOC	Levels of Care
LOS	Length of Stay
MCT	Mobile Crisis Team
NA	Narcotic Anonymous
NAMI	National Alliance for the Mentally Ill
NIMH	National Institute of Mental Health
OBH	Office of Behavioral Health [DMHAS]
PSRB	Psychiatric Security Review Board
SAGA	State Administered General Assistance

**NOTES:**