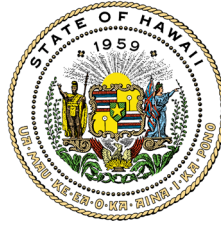


DAVID Y. IGE  
GOVERNOR OF HAWAII

ELIZABETH A. CHAR, M.D.  
DIRECTOR OF HEALTH



CAROLINE CADIRAO  
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STATE OF HAWAII  
EXECUTIVE OFFICE ON AGING  
NO. 1 CAPITOL DISTRICT  
250 SOUTH HOTEL STREET, SUITE 406  
HONOLULU, HAWAII 96813-2831

**Testimony in SUPPORT of SB 838, SD1, HD1  
Relating to Services for Kupuna**

COMMITTEE ON CONSUMER PROTECTION & COMMERCE  
REPRESENTATIVE AARON LING JOHANSON, CHAIR  
REPRESENTATIVE LISA KITAGAWA, VICE CHAIR

Testimony of Caroline Cadirao  
Director, Executive Office on Aging  
Attached Agency to the Department of Health

Hearing Date: March 24, 2021  
2:00 p.m.

Room Number: 329  
Via Videoconference

1 **EOA's Position:** The Executive Office on Aging (EOA), an attached agency of the Department  
2 of Health (DOH), is in strong support of Senate Bill 838, SD1, HD1 Relating to Services for  
3 Kupuna and request necessary **technical amendments** to align with our federal law and  
4 reporting requirements. This measure: 1) relaxes the work eligibility requirement during a state  
5 declared state of emergency; 2) adds Kupuna Caregiver-Directed services as an option in the  
6 Kupuna Caregivers program; 3) adds a financial management service provider who is  
7 responsible for financial payments on behalf of participants enrolled in the Kupuna Caregiver-  
8 Directed program; 4) requires the executive office on aging to submit an annual report of the  
9 kupuna caregivers program to the legislature and 5) requires that the coach shall be a mandated  
10 reporter who has received adult protective services training.

11 **Fiscal Implications:** The EOA is not requesting additional funds to implement and administer  
12 the Kupuna Caregiver-Directed program.

1 **Purpose and Justification:** This bill will provide an additional option for caregivers to support  
 2 their loved ones. For example, qualified caregivers are currently limited to only using service  
 3 providers that are contracted by the AAAs. This measure adds Kupuna Caregiver-directed  
 4 services allowing participants to direct their own services and address their needs with a monthly  
 5 budgeted dollar amount instead of receiving services through a contracted provider.

6 The EOA proposes necessary technical amendments to 1) the proper naming of “Homemaker”  
 7 and “Chore” services and, 2) the correct definition of the Person-Centered Support Plan or  
 8 Support Plan.

9 1) For consistency with the services as delineated in the Older Americans Act, we respectfully  
 10 request the following amendments to “Homemaker” and “Chore”:

11 a. **“Homemaker”**

- 12 ○ amend Page 3, line 3-8: By amending the definition of "**homemaker services**" to  
 13 read: "[~~Homemaker services~~] ~~Homemaking~~ "**Homemaker**" means services  
 14 that provide assistance with preparing meals, shopping for personal items,  
 15 managing money, using the telephone, or performing light housework."
- 16 ○ amend page 3, line 16: (5) [~~Homemaker services~~] ~~Homemaking~~: "**Homemaker**",
- 17 ○ amend page 5, line 4-5: (1) In-home respite (personal care, [~~homemaker~~  
 18 ~~services~~], ~~homemaking~~ **homemaker**, and other in-home respite); and
- 19 ○ amend page 8, line 2: (6) [~~Homemaker services~~] ~~Homemaking~~: **Homemaker**

20 b. **“Chore”**

- 21 ○ On page 3, line 15 and page 7 line 21, we respectfully request to change  
 22 "~~chore[s]~~" to "**Chore**".
- 23 ○ On page 7, line 21, change "Chore[s]" to "Chore"

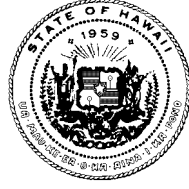
24 2) The EOA also requests to amend the definition of Person-Centered Support Plan or Support  
 25 Plan on page 4, line 4-13: "Person-centered support plan" or "support plan" means a plan

1 developed ~~[by a]~~ **with the** care recipient ~~[with the assistance of a coach]~~ and the recipient's  
2 qualified caregiver that [allows] identifies the needs **and desired outcomes** of the care  
3 recipient [to establish the goals, skills, and knowledge necessary to work toward the desired  
4 outcomes and lays out practical steps toward the achievement of the goals; provided that  
5 family members and friends may provide assistance in developing a care recipient's plan if  
6 the care recipient chooses to include them.] and allows the caregiver to remain in the  
7 workforce.”

8 On page 7, line 11-12, the measure requires the “coach shall be a mandatory reporter who has  
9 received adult protective services training. "According to HRS Chapter 346, Part X, all  
10 personnel working in social services are considered mandated reporters." Therefore, the  
11 coaches at the social services agencies are mandated reporters. Current language states the  
12 Contractor shall “Provide verbal notification to EOA within twenty-four (24) hours or one  
13 (1) working day of any suspected or alleged abuse, neglect, or exploitation involving a  
14 participant and for which a report was made in accordance with HRS Chapter 346, part X”.  
15 Additionally, the Department of Human Services has produced “Guidelines for Mandated  
16 Reporters, Vulnerable Adult Abuse and Neglect”, which provides detailed information on the  
17 requirements of being a mandated reporter; thus, negating the need for training to coaches by  
18 adult protective services.

19 Thank you for this opportunity to testify.

DAVID Y. IGE  
GOVERNOR



CATHY BETTS  
DIRECTOR

JOSEPH CAMPOS II  
DEPUTY DIRECTOR

STATE OF HAWAII  
**DEPARTMENT OF HUMAN SERVICES**

P. O. Box 339  
Honolulu, Hawaii 96809-0339

March 23, 2021

TO: The Honorable Representative Aaron Ling Johanson, Chair  
Senate Committee on Consumer Protection & Commerce

FROM: Cathy Betts, Director

SUBJECT: **SB 838 SD1 HD1 – RELATING TO SERVICES FOR KUPUNA**

Hearing: March 24, 2021, 2:00 p.m.  
Via Videoconference, State Capitol

**DEPARTMENT'S POSITION:** The Department of Human Services (DHS) supports this measure. DHS defers to the Executive Office on Aging.

The Senate Committee on Human Services amended the measure by:

- (1) Deleting language that would have given the Executive Office on Aging the authority to eliminate the work hour requirement for a "qualified caregiver", as requested by the Office;
- (2) Inserting an effective date of May 1, 2029, to encourage further discussion; and
- (3) Making technical, nonsubstantive amendments for the purposes of clarity and consistency.

The Senate Committee on Commerce and Consumer Protection passed the measure unamended.

The House Committee on Health, Human Services & Homelessness amended the measure by:

- (1) Clarifying that service providers and coaches are mandatory reporters who have received Adult Protective Services training;
- (2) Requiring, rather than permitting, the Director of the Executive Office on Aging to adopt administrative rules for the purposes of regulating the Kupuna Caregivers Program;

- (3) Requiring the Executive Office on Aging to submit an annual report to the Legislature on the status of the Kupuna Caregivers Program;
- (4) Amending the preamble for conciseness and to update its amended purpose;
- (5) Changing the effective date to July 1, 2060, to encourage further discussion; and
- (6) Making technical, nonsubstantive amendments for the purposes of clarity, consistency, and style.

**PURPOSE:** The purpose of this bill allows the executive office of aging to relax the thirty-hour employment requirement for qualified caregivers under the kupuna caregivers program during a governor-declared state of emergency. Allows the Kupuna Caregivers Program to be delivered through either traditional service delivery or kupuna caregiver directed services. Clarifies that coaches and service providers shall be mandatory reporters who have received adult protective services training. Expands the duties of a coach to include assisting the care recipient and caregiver with the enrollment process. Allows funds under the Kupuna Caregivers Program to be issued to the care recipient's financial management service provider. Requires the director of the Executive Office on Aging to submit an annual report to the legislature and adopt administrative rules. Effective 7/1/2060. (HD1)

By doing so, this should help prevent situations where vulnerable adults are at risk of being financially exploited. The services provided to caregivers and vulnerable adults through the Kupuna Caregivers Program are invaluable in helping to ensure their safety and health during the current state of emergency.

The Adult Protective and Community Services Branch (APCSB) receives mandated reporter training requests via telephone, email, and in person at various networking events. The number of mandatory reporter trainings provided by APCSB ranges from approximately 12 to 36 trainings statewide per year. The tracking of trainings by agency or group and the names of individuals trained is the responsibility of the requesting agency or group.

In State Fiscal Year 2020, the APCSB investigated 806 reports of alleged abuse of vulnerable adults. Adult Protective Services assists vulnerable adults to stop and prevent further abuse, neglect, or exploitation. The COVID-19 pandemic has imposed additional stressors and increased isolation on vulnerable adults. Additionally, APCSB is noticing a trend in more reports involving possible financial exploitation.

Thank you for the opportunity to provide testimony on this bill.



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aarp.org/hi | [aarphi@aarp.org](mailto:aarphi@aarp.org) | [twitter.com/AARPHawaii](https://twitter.com/AARPHawaii)  
[facebook.com/AARPHawaii](https://facebook.com/AARPHawaii)

**The State Legislature  
House of Representatives  
Committee on Consumer Protection and Commerce  
Wednesday, March 24, 2021  
2:00 p.m.**

TO: The Honorable Aaron Johanson, Chair

RE: S.B. 838, SD1, HD1 Relating to Services for Kūpuna

Aloha Chair Johanson and Members of the Committee:

My name is Keali'i Lopez and I am the State Director for AARP Hawai'i. AARP is a membership organization of people age fifty and over, with nearly 145,000 members in Hawai'i.

AARP Hawai'i supports S.B. 838, SD 1, HD1 which amends Chapter 349, Part II, to allow for qualified caregivers to work less than 30 hours a week or be unemployed during a declared state of emergency, adds the definition of a financial management services providers; and adds traditional services and kūpuna caregiver-directed services to the kūpuna care program. This bill is similar to S.B. 1142 SD2 which we support as well.

The Kūpuna Caregiver program is a vital resource for working caregivers to afford respite care for their older family members so that they continue to work and make a living. The recent economic shutdown has impacted Hawaii's workforce tremendously - forcing many to lose their jobs and/or reduce their work hours. Amending the kūpuna services rules will allow more flexibility to qualify working caregivers for these support services which will enable them to work or search for employment, while affording the care needed for their loved ones. The bill also provides more options of other respite services to serve Hawai'i's kūpuna and their caregivers.

Thank you very much for the opportunity to support S.B. 838, SD1, HD1.

Sincerely,

A handwritten signature in black ink, appearing to read "Keali'i Lopez".

Keali'i Lopez, AARP Hawai'i

**SB-838-HD-1**

Submitted on: 3/22/2021 7:08:26 PM

Testimony for CPC on 3/24/2021 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Mike Golojuch, Sr.	Rainbow Family 808	Support	No

Comments:

Rainbow Family 808 definitely supports SB838. Please pass this bill. Thank you.

Mike Golojuch, Sr. Secretary/Board Member, Rainbow Family 808

**SB-838-HD-1**

Submitted on: 3/23/2021 10:36:36 AM

Testimony for CPC on 3/24/2021 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
GARY SIMON	Hawaii Family Caregiver Coalition	Support	No

Comments:

Dear Chair Johanson, Vice Chair Kitagawa, and Honorable Members of the House Committee on Consumer Protection and Commerce:

I am Gary Simon, President of the Hawaii Family Caregiver Coalition (HFCC).

I am testifying as an individual who has worked in healthcare for over thirty years, and I am offering testimony on behalf of HFCC.

***HFCC strongly supports Senate Bill 838 SD 1 HD 1.***

The Kupuna Caregiver program is a vital resource for working family caregivers who need assistance in affording respite care for their kupuna so that they can continue to work. With the recent and continuing economic shutdown, many caregivers either have their lost jobs or have experienced a reduction in their work hours. To continue their eligibility as working caregivers, this bill provides program flexibility in reducing the minimum employment hours for caregivers to qualify for the program.

The bill also includes more options such the kupuna caregiver directed services to allow the caregiver more choices of care.

We urge you to support the Kupuna Caregivers Program and SB 838 SD 1 HD1.

We thank you for seriously considering the bill.

Very sincerely,

Gary Simon

President

Hawaii Family Caregiver Coalition



Hawaii Alliance for Retired Americans (HARA)  
An Affiliate of Alliance for Retired Americans  
c/o Hawaii Education Association  
1953 Beretania Street, #5C  
Honolulu, HI 96826

**Statement of the Hawaii Alliance For Retired Americans (HARA) on  
S.B. 838, SD1, HD1 -- Relating to Services for Kupuna**

Hearing: Wednesday, March 24, 2021; 2:00 p.m.  
Hawaii State Capitol, Room 329  
(via video conference)

TO: House Committee on Consumer Protection and Commerce  
Representative Aaron Ling Johanson, Chair  
Representative Lisa Kitagawa, Vice Chair

The Hawaii Alliance for Retired Americans (HARA) **supports** S.B. 838, S.D. 1, H.D. 1, which amends the Kupuna Caregivers Program to: (1) allow EOA to relax the employment requirement during a declared state of emergency for qualified caregivers; (2) allow services to be delivered either through traditional service delivery or kupuna caregiver-directed services; (3) clarify that coaches and service providers shall be mandatory reporters who have received adult protective services training; (4) expand the duties of a coach to include assisting the care recipient and caregiver in the enrollment process; (5) allow funds to be issued to the care recipient's financial management service provider; and (6) require the EOA director to submit an annual report to the Legislature and promulgate administrative rules.

*HARA is an organization of senior organizations that represents some 21,000 retirees in Hawaii. HARA's affiliates include retirees of HGEA, HSTA, ILWU, UPW, AFT, IAM, Kokua Council, and the Hawaii Caregivers Coalition.*

**HARA fully supports the Kupuna Caregivers Program**, which has been a godsend for caregivers trying to hold onto their own employment while caring for family members. However, due to very limited funding, only a few caregivers and their care recipients can be assisted.

It is our understanding that the coach and financial service provider are primarily (or only) needed if caregiver-directed services are allowed. Caregiver- and client-directed services are theoretically preferred because they allow for decisions to be made by the caregiver and client about the services needed and who will provide them. However, given limited funding, especially given severe pandemic-related budget constraints, perhaps **now is not the time to consider caregiver-directed services**. Also, if caregiver-directed services are eliminated from S.B. 838, there would be no need for a coach or a financial service provider or even a contract with Acumen. Savings can then be applied to serving more caregivers and care recipients.

We are, however, fully in **support of** requiring the Executive Office on Aging to provide the Legislature with an **annual report** and **promulgate administrative rules** as provided in S.B. 838, SD1, HD1. These rules could include a provision to ensure that **caregivers most in need of support** (i.e., low-wage caregivers without paid leave or job flexibility) **are prioritized for services** with Kupuna Caregiver funding.

In addition, administrative rules could address the need to publicize the program. To reach a diverse and broader audience, the **Kupuna Caregiver and Kupuna Care programs should be widely publicized to encourage more diverse participation**. Publicity could include bus posters and information in multiple languages at ethnic churches and health clinics frequented by QUEST/Medicaid patients. Limited funding may raise the concern that outreach would give false hope to those needing services, but **data collected** on waitlists will help to identify and quantify unmet needs and be **crucial for lawmakers to make good policy and prioritize funding**. Furthermore, information about all government-funded programs should be widely available to the public, especially to those who have a clear need but lack resources to access information on the programs or the programs themselves.

**The Hawaii Alliance for Retired Americans urges passage of S.B. 838, SD 1, HD 1** but hopes the Committee will consider our recommendation to eliminate caregiver-directed services—at least for now. Thank you for the opportunity to share our views on this measure.

# alzheimer's association®

## ALOHA CHAPTER

1670 Makaloa Street, Suite 204-316, Honolulu, Hawaii 96814  
Phone: 808.591.2771 Fax: 808.591.9071 [www.alz.org/hawaii](http://www.alz.org/hawaii)

March 24, 2021

Honorable Representative Aaron Ling Johanson  
Chair, House Committee on Consumer Protection & Commerce  
Hawaii State Capitol, Conference Room 329, 2:00 P.M.  
415 South Beretania Street  
Honolulu, Hawaii 96813

### **RE: SB838 HD 1 RELATING TO SERVICES FOR KUPUNA.**

Dear Chair San Buenaventura and members of the Committee:

The Alzheimer's Association **supports** Senate Bill 838 HD1 and is in strong support of allowing the Executive Office of Aging to relax the 30-hour employment requirement for qualified caregivers under the Kupuna Caregivers Program during a state-declared state of emergency. This change to the Kupuna Caregivers program ensures that caregiving will not be an impediment to getting back to work for those on this program during this pandemic and economic downturn. The Alzheimer's Association is concerned about individuals and families that require support from the Kupuna Caregivers program in order to work fulltime but now, due to no fault of their own, may dip below the 30-hour employment requirement in this economic downturn. They may find themselves caught in a predicament where they cannot accept fulltime work without support but cannot receive support until they are working fulltime.

Family caregivers are the most compassionate and dedicated people in our community. Family caregivers provide 70 percent of the care for frail elderly family members and thus bear the major burden and expense of care. Studies have shown that when family caregivers are forced to leave the workforce to provide care for an aging loved one, they risk their own retirement security. No one should be forced to choose between earning a living to provide for their family or leaving a job to provide long-term care.

The growing number of kupuna in Hawaii increases the need for and pressure on family caregivers. Supporting working family caregivers ethically and economically is the right thing to do. Not only do we have a kuleana to support our kupuna, it also makes financial sense to keep family caregivers working, advancing their careers, and paying taxes, and not seeking more costly support from the state.

Here in Hawaii, an estimated 65,000 caregivers assist the more than 29,000 individuals who live with Alzheimer's disease or a related dementia. The Kupuna Caregiver program is especially important for them, as caregivers of people with dementia are twice as likely to report substantial emotional, financial, and physical difficulties as caregivers of people without dementia.

# alzheimer's association®

## ALOHA CHAPTER

1670 Makaloa Street, Suite 204-316, Honolulu, Hawaii 96814  
Phone: 808.591.2771 Fax: 808.591.9071 [www.alz.org/hawaii](http://www.alz.org/hawaii)

I appreciate the opportunity to testify in support of Senate Bill 838 HD1.

Ian Ross  
Public Policy and Advocacy Manager  
[iaross@alz.org](mailto:iaross@alz.org) | Phone: (808) 591-2771 x1333

**SB-838-HD-1**

Submitted on: 3/23/2021 10:53:33 PM

Testimony for CPC on 3/24/2021 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Sarah Yuan	Policy Advisory Board for Elder Affairs	Support	No

Comments:

The Policy Advisory Board for Elder Affairs (PABEA) has a statutory obligation to advocate on behalf of the senior citizens of Hawaii. While we advise the Executive Office on Aging (EOA), we do not speak on its behalf.

PABEA is in strong support of SB838 SD1 HD1, Relating to Services for Kupuna.

SB 838 addresses work eligibility requirements and service options of the Kupuna Caregivers program. The amendment to work eligibility requirement during a Governor proclaimed state of emergency would allow *working caregivers* whose work hours have been reduced to less than 30, continue to receive needed caregiving support in times of uncertainty, as demonstrated during this pandemic.

The addition of kupuna caregiver-directed services as an option in Kupuna Caregivers program allows program participants to purchase and manage needed services and supports. The limited service-delivery options in a traditional service model during the pandemic have added a sense of urgency to this change. The bill permits EOA to issue a budgeted dollar amount to program participants through a financial management service provider. EOA has years of experience administering the participant-directed program because this is the service model of its Community Living Program and Veteran-Directed Choice Program.

Thank you for this opportunity to testify.

**SB-838-HD-1**

Submitted on: 3/24/2021 7:15:26 AM

Testimony for CPC on 3/24/2021 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Lawrence M.G. Enomoto	Aloha Chapter, Alzheimer's Association	Support	No

Comments:

*Dear Chair Aaron Ling Johanson, Vice Chair Lisa Kitagawa, and members of the Committee:*

*I am writing in support of this bill, which strengthens the Kupuna Caregivers program by empowering the Executive Office of Aging to relax the thirty-hour employment requirement for caregivers during a state-declared state of emergency. This change to the Kupuna Caregivers program ensures that enrolled caregivers will not have to choose between getting back to work and caregiving during this on-going crisis. Passing this bill can give caregivers the support they need and have been approved for under the Kupuna Caregivers program and not be left out of Hawaii's economic recovery.*

*In Hawaii, 51,000 caregivers assist the more than 29,000 individuals who live with Alzheimer's disease or related dementia. The Kupuna Caregiver program is especially important for them as caregivers of people with dementia are twice as likely to report substantial emotional, financial, and physical difficulties as caregivers of people without dementia. Furthermore, between 2010 and 2020 the time spend by the average caregiver for someone with dementia increased by 20%.*

*Family caregivers are the most compassionate and dedicated people in our community. Family caregivers provide seventy-percent of the care for frail elderly family members and thus bear the major burden and expense of care. I humbly ask that you remember those who balance work and caregiving as you move towards balancing the budget and rebuilding our state's economy this legislative session*

*Thank you,*

**SB-838-HD-1**

Submitted on: 3/22/2021 10:43:53 PM

Testimony for CPC on 3/24/2021 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Christy MacPherson	Individual	Support	No

Comments:

I strongly support SB838, SD1 HD1 and those who care for our kupuna.

3/22/2021

1

TO: The Honorable Ryan Yamane, Chair

RE: S.B. 838, SD1 Relating to Services for Kūpuna Aloha Chair Yamane and Members of the Committee:

My name is William McGregor, and I am a private citizen who supports S.B. 838, SD 1 which amends Chapter 349, Part II, to allow for qualified caregivers to work less than 30 hours a week or be unemployed during a declared state of emergency, adds the definition of a financial management services providers; and adds traditional services and kūpuna caregiver-directed services to the kūpuna care program. This bill is similar to S.B. 1142 SD2 which I support as well.

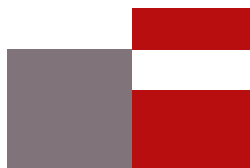
Aloha Chair Yamane and Members of the Committee:

I am reaching out to humbly ask you to stand behind S.B. 838, SD 1. To put it to you in layman's terms, this is an absolute no brainer. We here on the Big Island are already suffering staggering losses within the ranks of our licensed provider. This is easily the quickest and simplest way to provide quality, in home care to a community that is unquestionably in need, while providing just compensation for those providing assistance. Amending the kūpuna services rules will allow more flexibility to qualify working caregivers for these support services which will enable them to work or search for employment, while affording the care needed for their loved ones. The bill also provides more options of other respite services to serve Hawai'i's kūpuna and their caregivers.

S.B. 838, SD 1 offers a positive people's solution to a community issue. With the recent pandemic and economic downturn that we have all have suffered, legislation such as this is sorely need!

Warm regards,

**William C. McGregor**  
**492 Wainaku Street**  
**Hilo, Hawaii**





**SB-838-HD-1**

Submitted on: 3/24/2021 7:22:51 AM

Testimony for CPC on 3/24/2021 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Gordon takaki	Individual	Support	No

Comments:

Dear Chair Aaron Ling Johanson, Vice Chair Lisa Kitagawa, and members of the Committee:

I am writing in support of this bill, which strengthens the Kupuna Caregivers program by empowering the Executive Office of Aging to relax the thirty-hour employment requirement for caregivers during a state-declared state of emergency. This change to the Kupuna Caregivers program ensures that enrolled caregivers will not have to choose between getting back to work and caregiving during this on-going crisis. Passing this bill can give caregivers the support they need and have been approved for under the Kupuna Caregivers program and not be left out of Hawaii's economic recovery.

In Hawaii, 51,000 caregivers assist the more than 29,000 individuals who live with Alzheimer's disease or related dementia. The Kupuna Caregiver program is especially important for them as caregivers of people with dementia are twice as likely to report substantial emotional, financial, and physical difficulties as caregivers of people without dementia. Furthermore, between 2010 and 2020 the time spend by the average caregiver for someone with dementia increased by 20%.

Family caregivers are the most compassionate and dedicated people in our community. Family caregivers provide seventy-percent of the care for frail elderly family members and thus bear the major burden and expense of care. I humbly ask that you remember those who balance work and caregiving as you move towards balancing the budget and rebuilding our state's economy this legislative session

Thank you,