



Early Childhood Provider Updates

October 5, 2023

Agenda

- I. Welcome
- II. Child Care Assistance Program (CCAP) Updates
- III. Licensing Updates
- IV. Child Care Criminal Background Check (CCCBC) Updates
- V. Teaching and Learning Updates
- VI. Guest Speaker: Taffy Morrison, Navigators for a Healthy Louisiana
- VII. Upcoming Events

Welcome!





Child Care Assistance Program (CCAP) Reminders & Updates

CCAP Reminders & Updates

CCAP Bonus Grant Payment

A CCAP Bonus Grant in the amount of \$22,528 has been distributed to CCAP-certified providers.

In order to avoid sending any ARPA funds back to the Office of Child Care, the remaining funds had to be distributed quickly, due to the funding's liquidation date.

Due to the time constraints of processing manual payments and the complexity of previous calculations, the CCAP Bonus Grant money was divided equally between CCAP providers with direct deposit information that received the ARPA Round 4 grant. These funds should have been received by Thursday, September 28, 2023.

For clarity on the timeframe and allowable uses of ARPA funds, please see the [memo](#) distributed on January 11, 2022.

CCAP Reminders & Updates

Waitlist Verification Forms

The Department has begun mailing Waitlist Verification Forms to families determined eligible for the Child Care Assistance Program.

- Families certified to the Waitlist from October 1, 2022 - February 28, 2023, have been mailed a Waitlist Verification Form.
- Families should review the form and note changes, if any, since submitting their original application. Changes may include income, provider choice, or Education and Training (E&T) hours. Check “Yes” if all information remains the same, and return the form to the Department as quickly as possible.
- If there have been changes, the family should submit a [CCAP 10 Report of Changes form](#) with the updates noted and return that form along with the Waitlist Verification Form.
- Families can return the form via email to LDECCAP@la.gov or fax to 225-376-6060.

CCAP Reminders & Updates

Awaiting Verification Letter (CCAP 14)

When all required documentation does not accompany a CCAP application, families receive a CCAP 14 notice by mail, which lists additional documentation required for eligibility certification and the date the documentation should be submitted.

- Please help ensure that when clients receive a request for documentation (CCAP 14) in the mail, they adhere to the due dates on the form and return requested documents timely.
- Clients are given 10 days to return information. Please help to ensure that cases are processed quickly by returning the information immediately.
- All information can be emailed to LDECCAP@la.gov or faxed to 225-376-6060.
- When documents are returned immediately, the CCAP team is able to better meet case processing deadlines.

CCAP Reminders & Updates

Provider Help Desk Tickets

The Department is working to increase efficiencies in responding to provider queries more promptly.

- LDOE team members are calling providers to verify status on all open tickets.
- Please do not add additional cases to a previously cleared or closed ticket.
- Please do not send duplicate tickets, and please allow 30 days for ticket resolution.
- Semi-Automated Invoices and attendance logs should only be emailed to LDECCAP@la.gov or faxed to 225-376-6056. If submitting a ticket to inquire about the status of a Semi-Automated Invoice (SAI) payment, please do not attach the SAI or attendance logs within the ticket.
- If the ticket is for dropped authorizations (or missing children), please indicate this in the subject line.

Licensing Reminders & Updates



Licensing Reminders & Updates

Top Deficiencies Cited During Annual Inspection

The new Licensing data system is able to capture trends among deficiencies.

Below are the top 5 cited deficiencies on annual inspections conducted between July - September 2023 for early learning centers:

Regulation	PFA	CPR	CCCBC	Orientation Training	Tornado Drills
# of deficiencies cited	65	63	49	49	45

Licensing Reminders & Updates

Parental Access Policy

Providers must allow parents in the building for full access to their children.

Each center must

- establish in writing
- prominently post or show parent's signature of receipt and
- implement the following policy, that allows parents to visit the center anytime during its regular hours of operation when children are present.

For questions, please contact a [licensing consultant](#).

Licensing Reminders & Updates

Minimum Child-to-Staff Ratios

Providers must ensure minimum child to staff ratios are met at all times.

The minimum child to staff ratio for all license types is as follows:

Ages of Children	Ratio
Infants under 1 year	5:1
1 year	7:1
2 years	10:1
3 years	13:1
4 years	15:1
5 years	19:1
6 years and up	23:1

Licensing Reminders & Updates

Minimum Child-to-Staff Ratios

Providers must ensure minimum child to staff ratios are met at all times.

Mixed Age Groups:

- An average of the child to staff ratios may be applied to mixed age groups of children ages two, three, four and five.
 - For example, if there are 19 children in a class (5 two year olds, 4 three year olds, and 10 four year olds) –2 staff would be needed to meet ratio.
 - Take the maximum ratio of children for each age group involved (which would be 10 for the 2 year olds, 13 for the three year olds and 15 for the four year olds)–add those (10 + 13 + 15) and get a total (which is 38 in this example)
 - Divide that total (38) by the number of different age groups (two year olds, three year olds, and four year olds, which is 3 groups). $38/3$ will tell you then number of children 1 staff could service, which is 12 in this example.
- Note: Child to staff ratios for children under age two are excluded from averaging.
 - When a mixed age group includes children younger than age two, the age of the youngest child determines the child to staff ratio for the group.

Licensing Reminders & Updates

Minimum Child-to-Staff Ratios

Providers must ensure minimum child to staff ratios are met at all times.

Rest Time:

- Sufficient staffing needed to satisfy child to staff ratios shall be present on the premises during rest time and available to assist as needed.
- Children ages one and older may be grouped together at rest time with one staff member in each room supervising the resting children.

Licensing Reminders & Updates

Change Request Timeframes

Providers shall submit change requests in EdLink and adhere to the following timeframes.

To ensure change requests are completed in time for services to be provided to children, the following timeframes should be followed. There will be additional delays if all required documentation is not submitted in EdLink along with the initial change request.

- Change Report for Capacity Increase — up to 30 days
- Change Report for Age Range — up to 30 days
- Change Report for adding Transportation — up to 30 days
- Change Report for adding a Director/Designee — up to 30 days

For questions, please contact a [licensing consultant](#).



Child Care Criminal Background Check (CCCBC) Reminders & Updates

CCCBC Reminders & Updates

Application Process

As a reminder, Child Care Criminal Background Check applications must be submitted in the CCCBC System before fingerprints are submitted.

To prevent delays in the processing of Child Care Criminal Background applications, please follow the steps below, in the following order:

1. Create a new hire or renewal application in the [CCCBC System](#).
2. Verify applicant's email address and date of birth are entered correctly.
3. Upload a current [initial consent and disclosure form](#) and valid driver's license in the CCCBC System.
4. The applicant will then receive an email containing a link from IDEMIA to pre-enroll and schedule a fingerprinting appointment.

The provider and applicant can view status updates in the CCCBC System. CCCBCs cannot be processed until 1) applications are submitted into the CCCBC System and 2) fingerprints are submitted (in that order).

Please note, CCCBC renewal applications are not completed in EdLink.



CCCBC Reminders & Updates

Application Corrections Requested

Applications returned for corrections allow and require CCCBC System users to update applications with correct information.

- The Department will return any CCCBC application that is in need of application revisions. Common correction requests are for
 - missing consent and disclosure form and driver's license
 - revision of an uploaded consent and disclosure form
 - alias names that have not been listed on the CCCBC application.
- Providers can view the reason for a returned application by viewing the "Notifications Log" in the CCCBC System and the email received notifying a correction is needed.
- Once the correction is complete, providers should resubmit the application by selecting the "next" button located at the bottom of the screen in the CCCBC System until given the option to "submit application."
- Applications successfully returned from corrections status will update to "in progress."
- "In progress" status informs the CCCBC team the requested information has been added and the application is ready for review.

CCCBC Reminders & Updates

Fingerprinting Payments

A “No Charge Authorization Code” (NCAC) is a form of payment method for IDEMIA. NCACs are also referred to as “coupon codes” or “12 digit authorization codes.”

- Fingerprinting fees are paid at the time of service.
- NCACs, or business checks or money orders [*per individual fingerprinting applicant* and made payable to IDEMIA in the amount of \$55.75 (or \$60.75 at Sheriff’s Office locations)], are acceptable payment options.
- Providers interested in creating a No Charge Authorization Code account should visit the [Louisiana Believes Criminal Background Check webpage](#) to complete an [Authorization Form](#).
- Completed Authorization forms should be faxed to 952-945-3326 or emailed to LAUEPACCOUNTS@US.IDEMIA.COM.

CCCBC Reminders & Updates

Scheduling a Fingerprinting Appointment

Once a CCCBC application is created, the applicant will receive an email containing a link from IDEMIA to pre-enroll and schedule a fingerprinting appointment.

To prevent issues scheduling fingerprinting appointments, please follow the steps below:

- Verify applicant's email address is correct and matches the email used for the CCCBC application.
- Instruct applicant to view their Inbox and their Junk Mail folders for emails from no-reply@uemail.identogo.com.
 - In the event an applicant does not have access to the email containing the link from IDEMIA to schedule an appointment, visit <https://uenroll.identogo.com/workflows/27N4H8> using [LDOE Early Learning Centers Service Code-27N4H8](#).
 - Instruct the applicant to pre-enroll using their information exactly as it appears on the CCCBC application.

Contact the CCCBC team with any questions or for assistance by emailing LDECCBCprocessing@la.gov. For IDEMIA finance and NCAC questions contact 877-512-6962; for UEID and scheduling assistance contact 844-539-5543.

Teaching and Learning Reminders & Updates



Teaching and Learning Reminders & Updates

School Readiness Tax Credits

The Department will send School Readiness Tax Credit (SRTC) forms for sites and parents in the coming months.

The Department will send email notifications of site star rating and levels to eligible directors by late October 2023.

The Department will mail Parent School Readiness Tax Credit forms to Type III centers and Family Child Care Sites with Academic Approval by December 2023.

- Once tax forms are received, directors should complete the child care portion and distribute the forms to all eligible parents.

Questions about School Readiness Tax Credits can be directed to demita.walker@la.gov.

Teaching and Learning Reminders & Updates

School Readiness Tax Credits

Louisiana Pathways will send School Readiness Tax Credit (SRTC) forms for directors and teachers in the coming months.

Director and staff member School Readiness Tax Credit forms will be mailed from Louisiana Pathways in January 2024.

For re-leveling on the Louisiana Pathways Career ladders, new credentials and certifications should be submitted via email to cowanj@nsula.edu or via mail to Louisiana Pathways before December 31, 2023, at the address below:

Louisiana Pathways
Attention: Career Development
1800 Warrington Place
Shreveport, LA 71101-4425

Teaching and Learning Reminders & Updates

School Readiness Tax Credits

Early Childhood educators must have a valid Early Childhood Ancillary Certificate by December 31, 2023, to qualify for certain levels of SRTCs.

- Directors and teachers with an expiring Early Childhood Ancillary Certificate must submit a renewal application at least four to six weeks before expiration, via the [LDOE Educator Certification Portal](#).
- Complete initial or renewal applications must be submitted no later than December 1, 2023, to guarantee processing by the processing deadline of December 31, 2023.
- Incomplete applications or those submitted after December 1 may not be processed by the certification team before the deadline and thus may not qualify for re-leveling and a potential increase in SRTCs for tax year 2023.

Submit certification questions at <https://ldoe.force.com/s/ask-certification>.

For more information about School Readiness Tax Credits, contact demita.walker@la.gov.

Teaching and Learning Reminders & Updates

October 1 Child Count

Per Bulletin 140, CNLAs and publicly-funded sites are required to count publicly-funded children served at each of those sites as of October 1 and submit to the LDOE by October 31.

Community Network Lead Agencies (CNLAs) will work with each publicly-funded early learning site in capturing accurate data as of October 1 (captured this year on October 2, 2023):

- Child count is intended to count *every* publicly-funded child birth through age four in the state.
- Child count is intended to be an *unduplicated* count of every publicly-funded child birth through age four at each publicly-funded site. Only count children under one funding source.
- Sites should count the age of the child as of September 30, 2023, not based on the age configuration of the classroom.

Teaching and Learning Reminders & Updates

October 1 Child Count

Per Bulletin 140, CNLAs and publicly-funded sites are required to count publicly-funded children served at each of those sites as of October 1 and submit to the LDOE by October 31.

- Full-time children enrolled during the “regular” learning day are included in child count. Part-time children are not included in child count.
- Full-time children attending a Family Child Care (FCC) should be included in child count if the provider is participating in accountability and maintains a certificate of Academic Approval.
- To assist in verifying child data, it is recommended that sites maintain a copy of classroom rosters based on October 1 enrollment.

For questions or support with Child Count, please email alicia.franklin@la.gov.

Early Childhood Teacher and Leader of the Year Applications

Applications for the next Early Childhood Teacher and Leader of the Year Awards will open on October 11 on the [Louisiana Believes Awards Page](#).

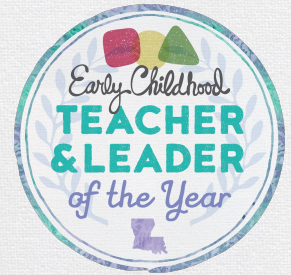
The LDOE recognizes the incredible impact of early childhood educators, and the Early Childhood Teacher and Leader of the Year Award is a key component of recognizing the incredible work of these professionals.

Teacher and directors are encouraged to apply for the Early Childhood Teacher or Leader of the Year Award! Even if not nominated, any interested candidate is invited to submit an application.

Applications are due January 11, 2024, and will be submitted via Jotform.

In the application, applicants will be expected to share a video, complete essay questions, and share personal information about their work history.

Questions should be directed to earlychildhood@la.gov.



GOLD® Updates

TS GOLD® Checkpoint Completion

The Department has set program expectations of completion for each checkpoint. Networks should monitor completion rates at both site and classroom levels.

- Sites should ensure that all required information for classrooms containing children from birth to five years is entered in the GOLD® online system.
- Additionally, all child assessment results for publicly-funded infants, toddlers, and pre-K children must be entered and checkpoints finalized by October 31.
- As a reminder, checkpoint completion dates and percentiles are as follows:

Fall 2023 (October 31)	Winter 2024 (February 28)	Spring 2024 (May 31)
80% - 100%	85% - 100%	90% - 100%

Teaching and Learning Reminders & Updates

Brief Participant Survey on Workforce

The LDOE is studying the Early Childhood Workforce to better understand how to support the workforce more effectively.

The Department intends to look at the impacts of increased compensation on

- teacher recruitment, quality, retention, and satisfaction;
- Early Care and Education (ECE) quality; and
- child enrollment and retention.

To assist in this research, the Department asks that providers participating in today's webinar take a brief 3-question survey over the next 5 minutes: the survey will appear on your Zoom screen.



**Guest Speaker:
Taffy Morrison,
Navigators for a Healthy Louisiana**

Louisiana Department of Education
Division of Early Childhood Care and
Education &
Navigators for a Healthy Louisiana
Partnership:

Affordable Health Insurance Options for
ECE Providers

Navigators for a Healthy Louisiana



Navigators for a Healthy Louisiana

LDOE Early Childhood & Navigators for a Healthy Louisiana Partnership:

In partnership with the Louisiana Department of Education Early Childhood Education, Navigators for a Healthy Louisiana is educating Type III and FCC Early Childhood Educators and staff on affordable health insurance options to meet their individual needs and those of their family members.

The logo consists of a dark blue rectangular background. The word "Navigators" is written in a white, sans-serif font, with a small white icon of a person with arms raised inside the letter 'o'. Below "Navigators", the words "FOR A HEALTHY LOUISIANA" are written in a smaller, green, sans-serif font.

Navigators
FOR A HEALTHY LOUISIANA

Navigators for a Healthy Louisiana

Navigators for a Healthy Louisiana is a free federally funded non-profit program supported by a grant from the U.S. Department of Health and Human Services Center for Medicare and Medicaid Services under the Affordable Care Act to assist Louisiana residents across the state in all parishes with access to low-cost or no cost health insurance options depending on their eligibility.

We provide:

- One-on-one assistance with applying, updating info and educating about health insurance options for Marketplace, Medicaid and LaCHIP
- How to utilize health coverage services & locate providers
- How to access preventable health services
- Onsite enrollment opportunities at centers
- Flexible meeting times-before, during or after hours (with director approval)



What Resources Are Available?

Navigator assistance is available for educators and staff who:

- Do not currently have health insurance
- Are not offered health insurance coverage through their center or employer
- Can't afford their center's or employer's health insurance coverage
- Not offered insurance through their spouse's employer or can't afford it
- Are no longer covered under their parent's health insurance plan
- Have lost their Medicaid coverage or other health insurance coverage

What Affordable Health Insurance Options Are Available for Educators and Staff?

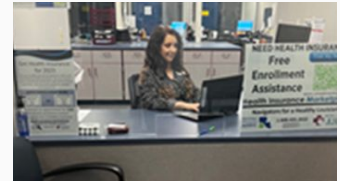


Marketplace Health Insurance Plans

Healthcare.gov - Affordable Care Act

- U.S citizen or persons legally in U.S.
- Not enrolled in Medicaid
- Not offered an affordable employer health insurance plan
- Not incarcerated

**Health Insurance
Marketplace**



Medicaid-Healthy Louisiana Plans

- Low-income parent of children under age 19
- Child under age 19
- Pregnant
- Louisiana citizen/resident aged 19 to 64 years old with a household income less than 138% of the federal poverty level



Medicaid & LaCHIP

- Every year, the income levels are adjusted for inflation
- Medicaid income levels increased in March 2023
- LaCHIP income levels are slightly higher



Louisiana's Medicaid is available to adults and children that income is up to 138% of Federal Poverty Level.

Federal Poverty Guidelines for 2023 Medicaid Coverage

Household Size	Weekly	Monthly	Yearly
1	\$387	\$1,677	\$20,124
2	\$523	\$2,268	\$27,216
3	\$660	\$2,859	\$34,308
4	\$796	\$3,450	\$41,400
5	\$933	\$4,042	\$48,504
6	\$1,069	\$4,633	\$55,596
7	\$1,206	\$5,224	\$62,688
8	\$1,342	\$5,815	\$69,780

Medicaid Unwind

Unwinding the Medicaid Continuous Coverage Protection

- In response to the Covid-19 pandemic, in March 2020, Congress passed relief legislation that gave increased Medicaid federal funding to states. States were not allowed to terminate any member during the pandemic.
- As of May 2023, total Medicaid enrollment is at 2,055,359. 44% of Louisiana's population.
- In December, Congress established the date of April 1, 2023, for resuming Medicaid renewals and terminations. Louisiana Medicaid restarted their renewal process in mid-April.
- Predicted that up to 380,000 Louisiana residents under the age of 64 could lose Medicaid coverage.

What Does This Look Like in Louisiana?

- In April, the state began a 12-14 months process to redetermine all members eligibility.
- Batches of 140,000-160,000 members will be processed for redetermination each month.
- Not everyone will receive a letter right away or at the same time.
- About half of the members will be automatically renewed based on the state's wages and income data, but the other half will have to submit documentation to prove continued eligible.
- Renewal letters requesting documentation are mailed to those who need to prove they still qualify.
- Louisiana began terminating ineligible members July 1, 2023.
- Process will continue until July 2024.

How Is Unwinding Affecting Educators & Families Who Have Health Coverage Through Medicaid?

For July (*last day of coverage July 31, 2023*)

- 142,894 - total renewals initiated
- 75,596 – automatically renewed
- 71,654 – mailed a renewal packet
 - 15,343 – completed the packet and renewed
 - 11,905 – completed the packet and determined ineligible
 - **44,406*** – member accounts closed due to failure to respond
- 90,939 - total renewed and retained in Medicaid or LaCHIP
- **56,311** - total Medicaid accounts terminated

* 40,000 children lost Medicaid Coverage in June and July

What Resources Are Available?

Navigator assistance is available for educators and staff who:

- Do not currently have health insurance and are not income eligible for Medicaid
- Are not offered health insurance coverage through their center or employer
- Can't afford their center's or employer's health insurance coverage
- Not offered insurance through their spouse's employer or can't afford it
- Are no longer covered under their parent's health insurance plan
- Have lost their Medicaid coverage or other health insurance coverage

Educators Eligible for Marketplace Plans

- Many educators and families are eligible for a low or no cost health insurance plan through the Marketplace.
- If educator is no longer eligible for Medicaid, they can apply for coverage through the Marketplace by calling a Navigator.

Health Insurance Marketplace

Federal Health Insurance Marketplace offers affordable private health insurance plans for U.S. citizens and persons legally in U.S.

Marketplace Health Plans offer:

- ✓ Comprehensive health insurance coverage and benefits
- ✓ Tax credits to help pay for monthly premiums
- ✓ Reductions in co-payments and deductibles
- ✓ Plan options with \$0 premiums if income is at or below 150% of the FPL (about \$21,870 for individual)*
- ✓ Federally subsidized paid premiums

* 4 out of 5 enrollees find a plan that cost less than \$10 a month

Navigators can assist educators to see what they qualify for.

Marketplace Health Insurance Plan Enrollment Periods



When can I enroll in Marketplace health coverage?

- **Special Enrollment Period (SEP)**
 - Life changes or events qualification*
 - Losing health coverage
 - No longer eligible for Medicaid
 - Moving
 - Getting married
 - Having a baby or adopting a child
 - Certain low-income level**
- **Open Enrollment Period** - November 1st - January 15th
- Medicaid and LaCHIP can be applied for any time of the year.

***Note:** Must apply within 60 days of change or event.

**Navigators can assist educators to see if they qualify.

Connecting with Navigators for a Healthy Louisiana

Schedule an educational presentation for center staff and educators by:

- Choosing filling out the online form and checking you are a director or
- Contacting Taffy Morrison directly taffy.morrison@swlahec.com or 985-960-0098

Educators can directly be connected to a local parish Navigator for free one-on-one assistance with checking eligibility, applying for a Marketplace, Medicaid or LaCHIP Insurance Plan, or for updating existing accounts by choosing an option below. **Takes less than 2 minutes.**

- Scan the **QR code** located below & on all our material to fill out the online form
□ Name, Parish, Contact Number, Email Address, Center Name, Referral Source, Comments
- Go to www.GetCoveredLA.org and fill out the Early Childhood online form
- Call 1-800-435-2432



Navigators for a Healthy Louisiana

Contact Information

Taffy Morrison
LDOE Navigator Partnership Liaison
Navigators for a Healthy Louisiana
Statewide Community Outreach Manager
taffy.morrison@swlahec.com
(985) 960-0098



Upcoming Events



Upcoming Events

CCAP Payments Webinar

The Department will be hosting a series of webinars throughout October to provide training on CCAP payment resources.

These [sessions](#) will provide an overview of the methods used to pay CCAP-eligible child care providers.

Topics discussed will include

- How copayments are calculated
- Payments based on enrollment
- Semi-Automated Invoices
- Reporting payment discrepancies
- How registration fees are paid

Webinar Dates & Time

[October 10, 2023](#) at 10:00-11:00 a.m.

[October 17, 2023](#) at 10:00-11:00 a.m.

[October 24, 2023](#) at 10:00-11:00 a.m.

Upcoming Events

Monthly Provider Webinar

The Department will be hosting monthly webinars for early childhood providers. These webinars will include important reminders and updates for all provider types.

Providers can access the next provider webinar using the information below:

- **Webinar Date/Time:** Thursday, November 2, 2023 at 1 p.m.
- **Webinar Link:** <https://ldoe.zoom.us/j/93597745872>
- **Phone Number:** 1-312-626-6799
- **Meeting ID:** 935 9774 5872

Upcoming Events

New Director Webinar

Every month the LDOE team conducts a webinar for new directors that focuses on a topic related to early childhood operations or quality while also helping to expand directors' network of peers.

The October New Director Webinar topic is “Understanding the Child Care Criminal Background Check System”:

- **Webinar Date/Time:** October 27, 2023, at 12:00 p.m.
- **Webinar Link:** <https://ldoe.zoom.us/j/92700204655?>
- **Phone Number:** 1-407-381-2552
- **Meeting ID:** 927 0020 4655

Contact tella.henderson@la.gov with any questions.

COMING SOON: 2023 PARENT POLL

Survey window opens October 18th!

- The LDOE is again partnering with the Louisiana Policy Institute for Children to administer the 2023 Parent Poll.
- The survey will be available in English, Spanish, and Vietnamese.
- Resources that will be shared with you include the following:
 - Letter to send home to families
 - Flyers
 - Toolkit for sharing on social media
- **Please plan to share information about the 2023 Parent Poll with families and your community!**

Contact Info

Child Care Licensing

- Call 225-342-9905
- Email ldelicensing@la.gov or email licensing consultants directly

Child Care Assistance Program

- Call 225-250-7635 or 225-252-9543
- Email ldeccap@la.gov or enter a [ticket](#) at the Provider Help Desk
- TOTS Assistance: Jackie.Droddy2@la.gov

Child Care Provider Certification

- Email providercertification@la.gov

Child Care Criminal Background Checks

- Call 225-342-2716 or 225-342-5311 or email LDEchildcareCBC@la.gov

COVID-19 Supports

- LDOE COVID-19 [landing page](#) and [library](#)
- COVID-19 [FAQ](#) for early childhood
- [Office of Public Health Guidelines for Child Care](#)
- Questions regarding COVID-19, contact LDOECOVID19Support@la.gov

General Early Childhood Support

- Email earlychildhood@la.gov

