



# 2019

## ANNUAL REPORT



**The Association of Community Employment Programs for the Homeless**  
*Empowering The Homeless • Improving Communities*



ISABELLA

EMPLOYED SINCE 2019

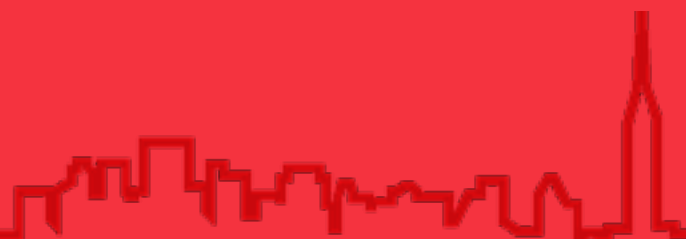
"I've never been happier. When I got hired, it felt like I hit the lottery. Now that I'm working I feel like people respect me more. It's amazing that's all it takes."





**JOHNNY**  
**EMPLOYED SINCE 2018**

"Today, I am part of society. I'm part of my community. I wake up in the morning and go to work. I've run two marathons in the last year and I'll be running my third in November. Most important, my daughter is so proud of me. When I see that, I know I'm doing the right thing."





# CONTENTS

|                               |    |
|-------------------------------|----|
| Executive Message             | 1  |
| Our Mission and Story         | 2  |
| Mona's Story                  | 3  |
| Project Comeback              | 4  |
| Project Stay                  | 5  |
| Supported Employment Program  | 5  |
| Financial Literacy Curriculum | 6  |
| Our Partners                  | 7  |
| Our Team                      | 7  |
| Financials                    | 8  |
| 2019 by the Numbers           | 9  |
| Our Supporters                | 10 |



James Martin and Henry Buhl

Dear Friends,

As homelessness continues to explode, we are working hard to expand ACE to assist vulnerable New Yorkers in reaching their goals of employment and economic self-sufficiency.

ACE has invested heavily in educational programming over the years. In addition to English, math and computer classes, new financial literacy courses have substantially impacted our participants' ability to manage their income, savings and credit. ACE also offers certifications in Food Protection, Customer Service, Retail Training, Janitorial Maintenance, and 3 OSHA certifications. An average of 64% of program participants have secured full-time employment over the last 3 years.

ACE's most dramatic change was switching from an organization that relied solely on donations to one that is also paid for work performed, strengthening the sustainability of our programs. James Martin, ACE's Executive Director, acquired the first sanitation contract in 2010 for \$62,496. In 2019, ACE's total contract work amounted to \$4,842,793. ACE's total organizational growth in the past nine years was 212%.

It would not be possible to offer our programs without the generous grants and donations from our donors. Your continued support is vital to meeting the growth in demand for our services for men and women in need.

Our expanding educational curriculum and the growth of sanitation contracts doesn't happen without 17 years of leadership from our Executive Director James Martin and a dedicated staff capable of implementing the extraordinary results mentioned above.

The other key executives responsible for ACE's successes are:  
Elizabeth McNierney, Director of Program Services (12 years)  
Steven Martin, Director of Contract Services (13 years)  
Sandra R. Sanches, Director of PR and Major Gifts (13 years)  
Travis Tinney, Director of Development (7 years)

The Board of Directors commends the entire staff for propelling ACE to new heights.

On behalf of ACE's Board of Directors:

A handwritten signature in black ink that reads "Henry Buhl".

Henry Buhl, Chairman

Steven Rand

Jorge Iragorri

Katy Rice

Peter Melhado

Richard Robinson

Stephanie Rader

Kenneth Totilo



## OUR MISSION

The Association of Community Employment Programs for the Homeless (ACE) works with homeless men and women throughout New York City, providing job training, work experience and a lifetime support network to help our program participants achieve their goals and establish economic independence.

## OUR STORY

On a summer morning in 1992, as Henry Buhl was leaving his SoHo office on Greene Street a homeless man asked him for \$20. Recalling the saying, “If you give a man a fish, he eats for a day; if you teach a man to fish, he eats for a lifetime,” Henry offered to pay the man for sweeping the sidewalk in front of his building. Henry rallied the local businesses to follow suit and within months word had spread about the new initiative. Men and women experiencing homelessness were eager to join the sweeping crew and start rebuilding their lives. Henry began accepting referrals from homeless shelters and soon founded the SoHo Partnership, the first of several local initiatives. In 2010, these initiatives came together to be known as the Association of Community Employment Programs for the Homeless.

ACE has been serving New York for 27 years and has grown to serve more than 600 people annually. Since 1992, we have helped over 3,000 homeless New Yorkers find full-time jobs, reconnect with their families and achieve economic self-sufficiency.

ACE Graduate Julio N. at a 2019 ACE Graduation Ceremony





# MONA'S STORY

## IN HER OWN WORDS

I grew up in Brooklyn in a very decent family. I had my mom and dad and they did their best. I remember my mom and my auntie teaching me to cook. Then my dad got me an Easy Bake Oven and I would cook food for him. There were a lot of good times as a kid. But there were a lot of sad times too.

In my younger years I relied on my dad a lot, but when I was 19 he died and all that support was gone. I didn't know what to do and I fell in with the wrong people. I ended up hooked on drugs. I thought that the drugs were good, but I didn't know.

Then I had my son and because of him I really didn't want to be that person who was using. Every time there was a moment of clarity I would go to him and try to make it right. But I would end up going back to the drugs.

The last time I was homeless was in 2015. My son is grown now and has four daughters of his own. I was living with them in Florida, but something happened and I left and came back to New York City. The first thing I did when I got here was use. Everything just fell apart and I was on the streets for nine months. It was the worst nine months of my life. I got beat up multiple times. I was so scared that I was going to die out there, but I was too ashamed to reach out to my son.

I got some courage to get help and I got into a treatment program. In treatment, I started to understand my addiction. It gave me the tools to cope and move forward. I was able to realize that I'm not a bad person, I have an addiction. After that, I wanted to get back to work and someone told me to come to ACE. At ACE, I felt like the people really wanted to see me do better.

They gave me all the tools I needed. I got work experience and took classes. When I didn't understand something, they took extra time to help me.

I'm happy to say they helped me get hired and now I'm a cook in a program for young people who struggle with addiction. I've been at my job for 5 months. Work is amazing, you go in and you see all these smiles. The other day my boss came up to me and said, "Mona, I don't know what you're doing, but people love your food." Because of my own hardships, I truly see these young people for who they are and can encourage them. I get to give back and nourish their bodies and their souls.

At home things are really good. I'm saving money, more than I ever have before, and I rent my own room. It's peaceful, I turn that key and I have my own space.

I'm just so grateful that people have been there to help me. My son is just special. He has always been there for me. He tells me that he saw me struggling and trying to overcome. He saw me picking myself up and trying to do the right thing. He loves me unconditionally. He's still in Florida with my granddaughters and we talk all the time. In April I'm taking a vacation to see them. I need to be available for those girls because they are going to need their grandmother.



# PROJECT COMEBACK

**Project Comeback is ACE's workforce development and vocational rehabilitation program.** In Project Comeback, men and women who are experiencing homelessness obtain the educational, interpersonal and technical skills they need to secure and retain full-time, permanent employment. Participants are welcomed to Project Comeback from homeless shelters, substance use treatment centers, and transitional facilities located throughout New York City.

Project Comeback participants maintain a busy schedule that balances two days per week of paid work experience with three days of education and skills training. Our staff provides one-on-one support to meet each participant's needs. Participants graduate Project Comeback upon securing full-time, permanent employment.

## PROJECT COMEBACK OFFERS

**INDUSTRY SPECIFIC CERTIFICATIONS** in OSHA 30-Hour Construction Safety, OSHA 10-Hour General Industry, OSHA Flagger Certification, OSHA Supported Scaffold User, Janitorial Maintenance, Forklift Training, Food Protection Certification and Customer Service.

**SOFT-SKILLS TRAINING** that develops interpersonal skills, enhances job-seeking skills, and prepares participants for the transition to self-sufficiency. Our courses and workshops cover topics such as interviewing techniques, how to maintain employment, transitioning off of public benefits, researching healthcare options, and creating a housing plan.

**ADULT EDUCATION** in literacy, math, and computer training. ACE offers a contextualized learning experience focused on vocational themes and crucial daily living skills.

**WORK EXPERIENCE** that allows participants to enhance their resumes while learning the rules and expectations of the workplace. Work experience opportunities include sanitation, horticultural services, and internships at local businesses.

**JOB PLACEMENT ASSISTANCE** to participants as they work toward securing full-time employment. Participants meet weekly with ACE's job developer to review job leads, set up interviews, and share feedback.



# PROJECT STAY

**Project Stay** is ACE's life-long aftercare program that helps Project Comeback graduates retain employment, increase their earning power, and complete their transition to self-sufficiency.

## PROJECT STAY OFFERS

**MONTHLY MEETINGS** where newly employed graduates receive support from their peers.

**WORKSHOPS** on financial literacy, networking, leadership, business etiquette, conflict resolution, stress management, and work/life balance.

**BI-MONTHLY RECREATIONAL OUTINGS** to bring graduates together in a positive social setting and reward them for their hard work.

**INDIVIDUALIZED SUPPORT** through on-site services and outside referrals, including assistance with accessing housing, healthcare, child-care services, educational opportunities, free tax preparation services, and addiction and mental health services.

**SCHOLARSHIP OPPORTUNITIES** to pursue educational goals and industry-specific certifications.

**FINANCIAL INCENTIVES** for graduates who maintain employment.

**SUPPORTED EMPLOYMENT OPPORTUNITIES** to participants with the most extreme barriers to employment.

# SUPPORTED EMPLOYMENT PROGRAM

For many ACE participants, barriers like extended gaps in employment, histories of homelessness, lack of work experience and training, and substance use disorders stand in the way of full-time employment. Addressing these issues head-on, ACE developed a supported employment program that provides full-time employment through the ACE Contract Services Team. While most Project Comeback participants secure employment with outside employers, this program offers those who face the greatest obstacles with opportunities to build work experience while continuing to engage closely with ACE staff.

With the partnership of the New York City Council, New York State Senate, and several Business Improvement Districts (BIDs), the ACE Contract Services Team was a standout success in 2019. Sixty-five full-time employees, all graduates of Project Comeback, provided vital neighborhood beautification services to over 1,500 city blocks. The goal of this program, however, goes beyond keeping New York City's neighborhoods clean. **ACE invests in the long-term success of our Contract Services Team, offering:**

- 401K matching plan
- Subsidized health insurance
- Project Stay programming
- Access to industry specific certification
- Employment retention support





# FINANCIAL LITERACY CURRICULUM

In July 2018, ACE was awarded a grant by the New York Community Trust to implement a financial literacy program. The grant allowed ACE to retain The Financial Clinic in order to 1) develop a series of three customized financial workshops on the topics of Spending & Savings Plans, Banking, and Credit; 2) train ACE staff on how to facilitate workshops; and 3) train ACE staff on how to provide individualized financial coaching to program participants.

In 2019, ACE implemented the new programming, and the three workshops are now a part of ACE's core curriculum. ACE staff also works with participants individually to check their credit scores, open bank accounts, and work toward individual financial goals. All financial workshops and programming were customized to address the needs and backgrounds of ACE participants, and the content reflects participants' income during the work experience initiative. Participants are learning and reinforcing positive work and financial management habits that are leading to long-term success. In 2019, ACE provided financial coaching to 182 individuals through this new initiative.

We measure participants' success using three key metrics:

- Financial Capability Score
- Savings totals
- Credit score

These data are gathered at four intervals: during intake into Project Comeback, upon graduation from Project Comeback (securing employment), 12 months after graduation, and 24 months after graduation. With these new tools we expect an unprecedented impact on our graduates' ability to reach their goals of economic self-sufficiency.

# OUR PARTNERS

On behalf of over 600 New Yorkers served at ACE this year, we would like to thank all of our incredible community partners. You make it possible for so many men and women to achieve their potential and rejoin the workforce.

## AFFILIATIONS

AVRASA  
Consortium for Worker  
Education (CWE) / Jobs to  
Build On  
New York City Department of  
Homeless Services (DHS)  
New York City Employment and  
Training Coalition (NYCETC)  
New York City Human Resources  
Administration / Department  
of Social Services (HRA-DSS)  
Workforce1

## EDUCATION & TRAINING

Blackhawk Security School  
Ferrari Driving School  
New York City Department of  
Health & Mental Hygiene  
New York Safety & Training  
The Center for Frontline Retail  
WrightCo Environmental  
Solutions

## PROGRAM PARTNERS

Bottomless Closet  
Bronx Defenders  
Building Skills NY  
Career Gear  
Catholic Charities  
City Tech, Dept. of Human  
Services & Education  
Community Service Society  
(CSS)  
Council for Airport  
Opportunities  
CVS  
Dress for Success  
GoodTemps  
HealthCare Choices NY, Inc.  
John Jay College – APPLE Corps.  
Program  
Legal Aid Society  
Literacy Partners  
Nazareth Housing  
New York Cares  
New York Public Library  
Project Renewal  
The Financial Clinic  
The Shrine Church of Saint  
Anthony of Padua  
True Colors

## REFERRAL PARTNERS

ACACIA Network  
Argus Community Services  
BASICS, Inc.  
Bellevue Hospital  
Black Veterans for Social Justice  
CAMBA  
Casa Esperanza  
Center for Appellate Litigation  
EAC Network

Educational Alliance/Pride Site  
Elmcor  
Exodus Transitional Community  
Greenhope Services for Women  
Harlem United  
Help USA  
JCAP  
Lower Eastside Service Center (LESC)  
MAXIMUS  
NAICA  
New Directions  
New York City Relief  
Odyssey House  
Phoenix House  
Project Renewal  
Reality House  
Realization Center  
Samaritan Village  
SCAN NY  
Serendipity  
Services for the Underserved (SUS)  
Treatment Assessment Services for  
Safer Communities (TASC)  
Urban Upbound  
Urban Pathways  
VIP Community Services  
Volunteers of America  
Women in Need

## SANITATION SERVICES

Kibel Companies  
Meatpacking Business Improvement District  
NY State Senator Felder  
NY State Senator Ramos  
NYC Council Member Adams  
NYC Council Member Ampry-Samuel  
NYC Council Member Ayala  
NYC Council Member Chin  
NYC Council Member Constantinides  
NYC Council Member Cornegy  
NYC Council Member Cumbo  
NYC Council Member Dromm  
NYC Council Member Espinal  
NYC Council Member Eugene  
NYC Council Member Gibson  
NYC Council Member Grodenchik  
NYC Council Speaker Johnson  
NYC Council Member Koslowitz  
NYC Council Member Lander  
NYC Council Member Levine  
NYC Council Member Menchaca  
NYC Council Member Moya  
NYC Council Member Perkins  
NYC Council Member Reynoso  
NYC Council Member Richards  
NYC Council Member Rivera  
NYC Council Member Van Bramer  
NYC Council Member Yeager  
SoHo Broadway Initiative  
Supreme New York  
The Horticultural Society of New York  
Tudor City Greens

# OUR TEAM

## STAFF

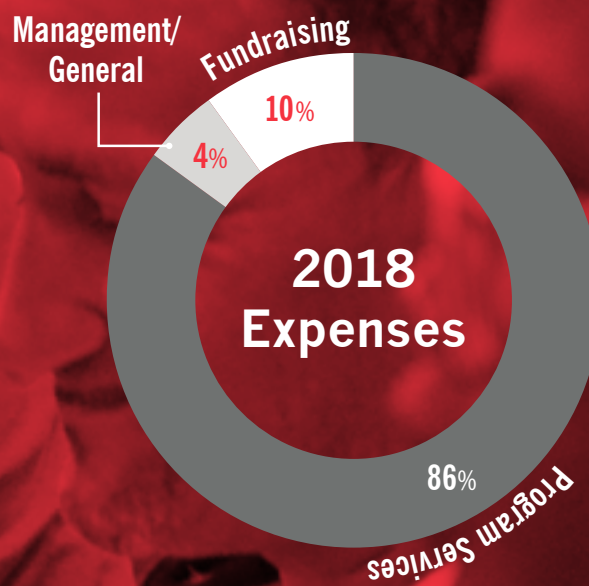
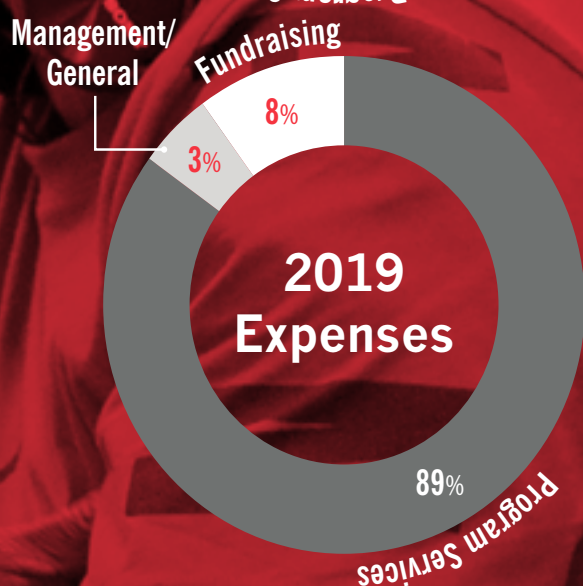
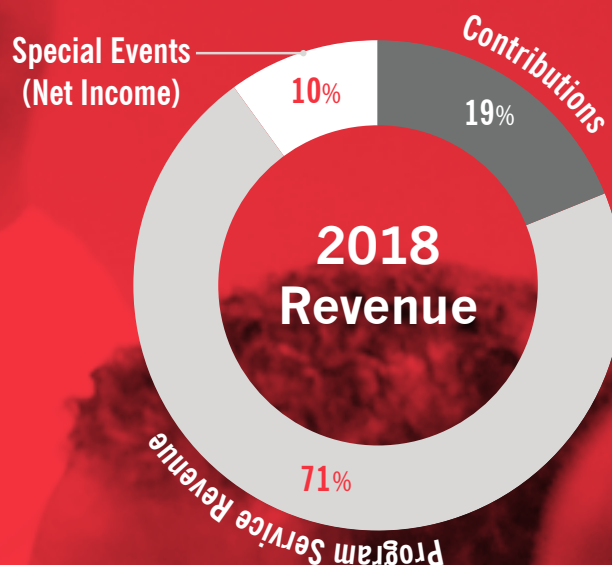
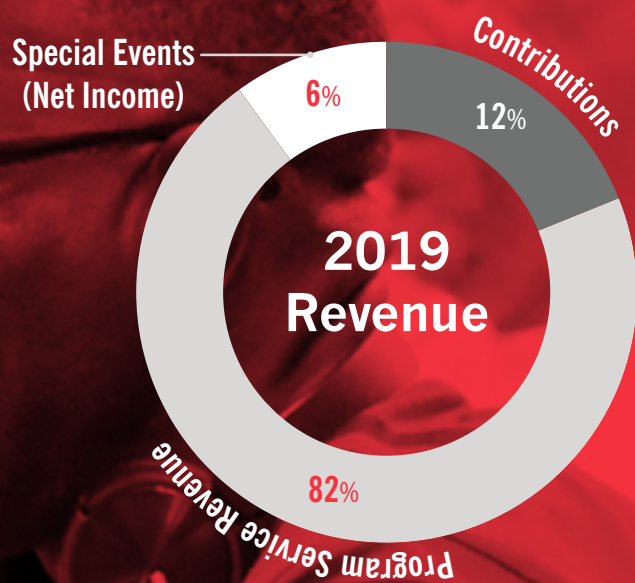
**Henry Buhl** *Chairman*  
**James Martin** *Executive Director*  
**Elizabeth McNierney** *Director of Program Services*  
**Sandra Sanches** *Director of Public Relations and Major Gifts*  
**Steve Martin** *Director of Contract Services*  
**Travis Tinney** *Director of Development*  
**Luis Pinto** *Director of Finance*  
**Rachel Cohen** *Social Worker, LMSW*  
**Emmanuel Fernandez** *Job Developer*  
**Djaratou Aney** *Education Coordinator*  
**Nadine Gorelik** *Teacher/Curriculum Developer*  
**Tan Hayat** *Case Manager*  
**Rosemary Yelton** *Admissions and Behavioral Support Counselor*  
**Michelle Jasper** *Aftercare Coordinator*  
**Tommy Lee** *Crew Supervisor*  
**Paul Manzi** *Field Supervisor*  
**Kremlin Gil** *Field Supervisor*  
**James Bair** *Field Supervisor*  
**Leo Gil** *Quality Control Officer*  
**Elbert Copeland** *Assistant Quality Control Officer*  
**Herbert Hodge** *Assistant Quality Control Officer*  
**Kenneth Reed** *Assistant Quality Control Officer*

## BOARD OF DIRECTORS

**Henry Buhl**, *Chairman, ACE*  
**Jorge Iragorri**, *Managing Director, Morgan Stanley*  
**Stephanie Rader**, *Managing Director, Goldman Sachs*  
**Steven Rand**, *Executive Director, Apexart*  
**Catherine Rice**, *Consultant*  
**Richard Robinson**, *President, Chairman and CEO, Scholastic, Inc.*  
**Peter Melhado** *Partner, Polaris Partners LP*  
**Kenneth Totilo**, *CEO, CPA Group NYC PLLC*



# FINANCIALS



| REVENUE                     | 2019               | 2018               |
|-----------------------------|--------------------|--------------------|
| Contributions               | \$692,525          | \$900,186          |
| Program Service Revenue     | \$4,842,793        | \$3,276,570        |
| Special Events (Net Income) | \$377,288          | \$477,540          |
| Investment Income           | \$4,686            | \$0                |
| <b>TOTAL REVENUE</b>        | <b>\$5,917,292</b> | <b>\$4,654,296</b> |

| EXPENSES              | 2019               | 2018               |
|-----------------------|--------------------|--------------------|
| Program Services      | \$4,766,163        | \$3,887,152        |
| Management/General    | \$178,768          | \$187,326          |
| Fundraising           | \$414,378          | \$440,109          |
| <b>TOTAL EXPENSES</b> | <b>\$5,359,309</b> | <b>\$4,514,587</b> |
| <b>NET INCOME</b>     | <b>\$557,983</b>   | <b>\$139,709</b>   |

To view our 2019 audited financial statement please visit [acenewyork.org](http://acenewyork.org) or send a request to [info@acenewyork.org](mailto:info@acenewyork.org).

# 2019 BY THE NUMBERS

## PROJECT COMEBACK



**102**

Participants secured full-time employment



**122**

Participants earned Industry specific training certifications



**26,000**

Hours of work experience training for participants



**13,000**

Total classroom hours logged



**65%**

Of participants graduated by securing full-time employment



**\$390,000**

Earned by participants through paid work experience training



**2**

Grade levels advanced in math and reading by participants



**182**

Participants took financial literacy workshops

## PROJECT STAY



**78%**

Six-month employment retention rate



**460**

Graduates accessed employment retention support services



**66%**

Of 2018 Graduates found independent housing in 2019



**16**

Education and training scholarships awarded



**82%**

Of employed Graduates have received a wage increase, to date



**100%**

Of Graduates transitioned off of public cash assistance benefits



**15.50**

Average hourly starting wage in 2019



**54%**

Of Graduates received employer sponsored benefits

## KEEPING NYC CLEAN



**19**

City parks, plazas and public gathering spaces cleaned daily



**165,000+**

Total hours ACE team members worked keeping our city clean and beautiful



**12,250,000**

Pounds of trash removed



**1,580**

City blocks received daily sanitation and beautification services



# OUR SUPPORTERS

Our work would not be possible without the generous support of the individuals, businesses, and foundations listed below. These gifts were made between 1/1/2019 and 12/31/2019.

## \$100,000 & UP

Association of Charles Evans Housing Foundation  
Consortium for Worker Education, Inc.

Richard Robinson  
Singular DTV  
William Coleman

## \$10,000-\$14,999

Arturo Sneider  
Brian & Laurie Conroy  
Anonymous  
Eric Pogue  
Estate of Liam Lacey  
Goldman Sachs Gives  
Iroquois Ave Foundation  
Irvin Stern Foundation  
John Moore  
Omidreza Ebrat  
Overlook Foundation  
Donna & Richard Soloway  
Seymour Feldman Foundation  
Steven Rand  
The Hyde and Watson Foundation  
United Referring Company

## \$5,000-\$9,999

560 Associates LLC  
594 Broadway Associates  
Allegis Group Foundaton  
Bon Jovi Productions, Inc.  
Carlos and Annette Johnson  
CFC Donor  
Pledging

Colleen and Lee Roy Hess  
Cynthia Wainwright-Berger  
Eaton Family Foundation  
Evan S. Damast  
James Gardner Family Foundation  
Jerri Mayer  
Jorge Iragorri & Lauren Imperato  
Maximus Foundation  
New York Tree Trust  
People's United Community Foundation  
Sage Zaheer  
The Damman Fund, Inc.  
The Greenwich Hotel  
The Leeds Family Foundation  
Vanessa Barboni Hallik & Jay Hallik  
William H. Donner Foundation

## \$1,000-\$4,999

322 Partners LLC  
ABS Partners  
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Angelin R. Baskaran  
Annaliese Soros  
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Arden Trust Company  
Art Base Inc.  
Asa Levinger

Aurora Visee  
Barbara and Donald Tober Foundation  
C.A.L. Foundation  
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Catalyst Global LLC  
Christopher Leonard  
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Colin Stewart & Julie Kirchner  
Kenneth Totilo  
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Elizabeth McCaughey  
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Elizabeth Thompson  
Eric Chun  
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Francesco and Marina Galesi  
Gregory D. Redmond  
GSH Associates, LLC  
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Svetlana Smith  
The Cygnet Foundation  
The Randall & Barbara Smith Foundation  
Thomas & Jeanne Elmezzri  
Priv Foundation  
Wendy O'Neill

## \$1-\$999

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Adam Stettner  
Alan Rooney  
Alene Chernick  
Alenia Sammy  
Alessandra Emanuel  
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Allison Johnston  
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Chuhyon Corwin  
Claire Henriques  
Claire Montgomery  
Claudia Ganz  
Colleen Carafotes  
Curtis Sliwa  
Cynthia Matthews  
Cynthia Smith  
Dale Michael

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Biederman  
Daniel Hunt  
Dara Sowell  
Darin Arita  
Dave & Nora  
Polonsky  
David and  
Melanie Posner  
David C. Collins  
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David Luce  
David Montone  
David Williams  
David Yontef  
Debra Rosenblatt-  
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Diane Buchman  
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and Sarah  
Collins  
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Elizabeth  
Howard  
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Elizabeth Logan  
Harris  
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Ellen R. Reznick  
Emi Biery  
Emma Fastenberg  
Eric L. Schlagman  
Eric Mattes  
Eric McCorkle  
Facebook  
Fernando the Cat  
Foundation  
Fidelity

Charitable  
Frances Hill  
Francine  
Santagata  
Frank Butler  
Fred hersch  
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Gargi Magar  
Gary Weisner  
Gay Cioffi  
Gayle L.  
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George Lence  
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Ian J. Wildman  
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Inara Kalnins  
Isabella Schiller  
James Furino  
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Basualdo  
Jane Johnston  
Jane King  
Janet Russo  
Jean De  
Segonzac  
Jed Root  
Jesse I.  
Liebman  
Jessica Hersch  
Jessica  
Rothschild  
Jessica Zorn  
Joann Pan  
Joel Fried  
John & Francis

McLaughlin  
John Currin  
John R. Packard  
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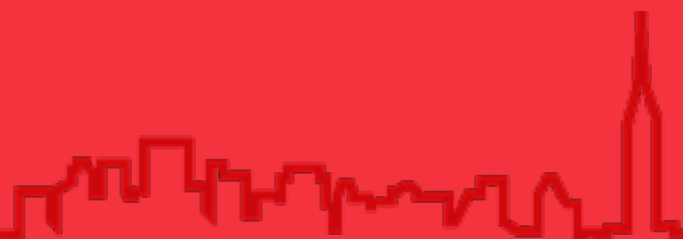
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