



Introducing PA EmpowerU

Pennsylvania Postsecondary Learners
Essential Supports for Success
October 21, 2025



Welcome & Warm-Up

The Power of PA EmpowerU

- Expertise across Keystone support areas
- Decades of collective expertise
- Diversity of students and staff experiences

Please answer in one-word replies in Chat:

What area of students' essential needs do you feel most equipped to support?





Word Cloud Generated from Attendees





Summary Agenda



Welcome & Introductions



Orient to PA EmpowerU Resources



Spotlight on Campus Leaders, Staff, and Students



Opportunities & Next Steps

10/28/2025 4



Practitioners and Student Leaders

- Leanne Lenz Senior Associate Director Student Care & Advocacy Penn State University
- Vicki Van Hise, Assistant Vice President for Holistic Support and Engagement, ADA/504 Coordinator, Deputy Title IX Coordinator for Accessibility, Allied Health and Nursing at HACC
- Dr. Courtney Allen, Director of Community Standards & Student Engagement, Deputy Title IX Coordinator for Students at HACC
- Ralph Godbolt Executive Director of the Office of Access and Success and Director of Diversity, Retention and Outreach, Commonwealth University
- Hillary Saylor Schulze, MPA Director of Student Financial Services Counseling, Alvernia University

- Natalie Dao, Master's in Public Health with a concentration in Health Management and Policy, and a certificate in LGBTQ+ Health, Drexel University
- Angela Cirelli, 4+1 Public Health Student in Health Policy & Management, Minors in Spanish & Social Justice, Mental Well-Being Program Assistant, Temple University
- Alex Hazeley, Legal Studies Major, Criminal Justice/Business Administration Minor, Blue Jay Ambassador, Ubuntu Coordinator, Elizabethtown College





Orientation to Resources

Context and navigation to access resources across the Keystones for PA students' success





Basic Needs Insecure: 49%

Of survey
 respondents experiences
 at least one of the
 following: food insecurity,
 housing insecurity, or
 homelessness

Food Insecure: 35%

 Of survey respondents experienced limited or uncertain availability of nutritionally adequate and safe food, or the ability to acquire such food in a socially acceptable manner in the prior 30 days

Housing Insecure: 35%

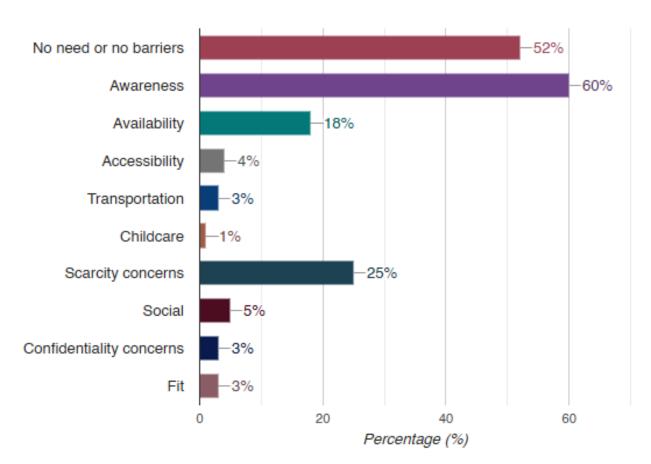
 Of survey respondents experienced one or more challenges that prevented them from having a safe, affordable, and consistent place to live in the previous year

Homelessness: 9%

 Of survey respondents did not have a fixed, regular, and adequate place to live at some point during the previous year



Barriers to Use of Campus Supports





PA EmpowerU

Resources for Pennsylvania Collegiate Basic Needs

PA EmpowerU Resources for Institutions & Administrators >



Department of Education Newsroom Programs and Services Data and Reporting Resources Application and Technical Assistance Diplomas and Transcripts Education Acronyms Family/Caregiver Resources

Whether you're a freshman just beginning their post-secondary educational journey, an adult balancing family, work, and school, or you're looking for some additional resources to get you through the semester, your educational journey is unique. In recognition of this, PA EmpowerU is working to support all of Pennsylvania's learners by connecting them with the resources they need.



Mental



Financial Aid



Military

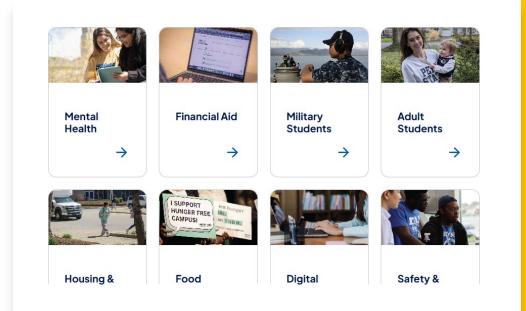


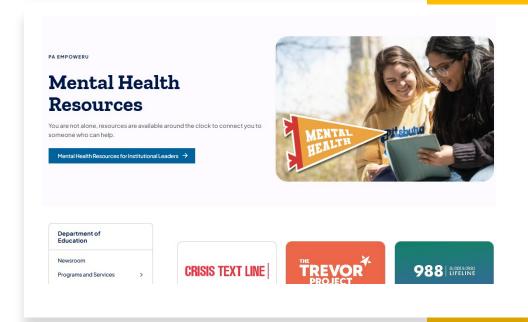
Adult

PA EmpowerU for Students

<u>Basic Needs Resources</u> for students via keystones and by institutional offerings.

PA EmpowerU Keystones for Students





10/28/2025 10

PA EmpowerU Student Resource Bank

Resources by School

College of Technology

Link Campus Name Service Type Adult Student Johnson College Academic Advising Johnson College Needs Adult Student Johnson College Academic Johnson College Needs Resource Center Johnson College Parenting Student Adult Student Johnson College Needs Resources Johnson College Career Services Johnson College Financial Johnson College Johnson College Financial Aid Financial Johnson College Financial Johnson College Scholarships Johnson College General Johnson College Community Hub Johnson College Counseling Johnson College Mental Health Services Safety & Johnson College Johnson College Disability Services Belonging Safety & Johnson College Diversity and Johnson College Belonging Inclusion Safety & Johnson College Veterans Student Johnson College Belonging Services Safety & Johnson College Johnson College Women in Industry Belonging Johnson College Digital Equity Johnson College Help Desk

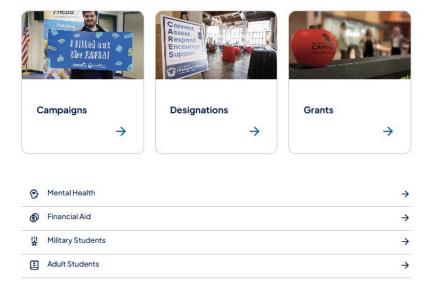
10/28/2025 11











PA EmpowerU for Institutional Leaders

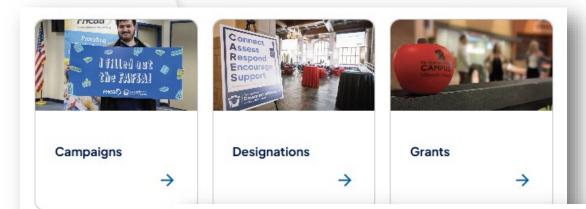
A <u>professional network</u> for ongoing learning and sharing resources and best practices in support of PA students' essential needs.

PA EmpowerU Keystones For Institutional Leaders

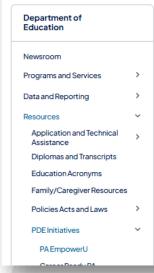




PA EmpowerU Institutional Resource Programs



Pennsylvania Hunger-Free Campus Initiative



Over one-third of students know someone who dropped out of college due to food insecurity during the pandemic1. Roughly 52% of students who faced food or housing insecurity in 2020 did not apply for support because they did not know how2. Colleges and universities across the country are taking steps to address these issues so students can focus on their education instead of where to find their next meal.

The Office of the First Lady, Mrs. Lori Shapiro, fully endorses the PA Hunger-Free Campus Initiative, which began in 2022. In 2023–24, the work continues to build a coalition of colleges and universities focused on addressing hunger and other basic needs for their students; creating opportunities for connection among student hunger advocates; providing resources and strategies for campuses; and supporting opportunities to apply for grants related to addressing food insecurity.

Pennsylvania colleges and universities that are taking the steps to address student hunger are <u>invited to apply for the PA Hunger-Free Campus Designation Certification Form</u>. Applications are now being accepted on a quarterly basis. The deadlines for submission are as follows:

December 31, 2025

Institutions that achieve this designation will:

- Receive a certificate of recognition from the Pennsylvania Department of Education.
- Receive public recognition through placement on the PA Hunger-Free Campus website with a statement
 indicating that the campus is committed to supporting the health and well-being of students and is part of
 the collective offert to raise supports and assistance for feed incompitity.





Register for PA FAFSA Go! | Department of Education | Commonwealth of Pennsylvania

FAFSA Go! Unlock Dollars for PA Students

- Up to \$7,395 in Pell Grants
- Up to \$5,750 in PA State Grants
- PHEAA <u>Special Programs</u> such as Ready to Succeed and PA TIP
- Federal and State Work Study Dollars
- Many Scholarships and Institutional Aid Programs
- Federal Student Loans: Best Rates & Repayment Options



Parent Pathways Grant Program

Provides funding to institutions to directly support the persistence of parenting students in the form of tuition assistance, emergency funding, and wrap-around service supports.



GOALS OF THE PROJECT

- Inform stakeholders and state policymakers of the most significant barriers parenting students face to staying enrolled and completing their postsecondary education.
- · Recommend state policy changes to support parenting students.
- Educate state policymakers and institutions on the need for collecting better data on parenting students and the challenges they face.
- For member schools to learn about and address the unique needs of parenting students and establish strategies to communicate the benefits and programs available to them at their institution and in the surrounding community.



PA Hunger-Free Campus Initiative

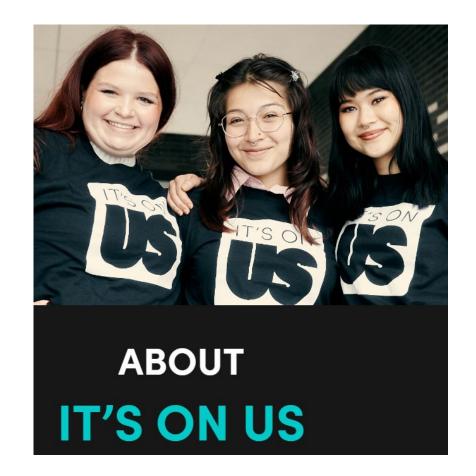
- Coalition of colleges and universities focused on addressing hunger on their campuses
- Supportive network among student hunger advocates
- Resources and evidence-based strategies for campuses
- Competitive campus-based grant program related to addressing food insecurity via:
 - Increased access to healthy food
 - Increased awareness of available resources
 - Partnerships to increase & improve food access





It's On Us, PA

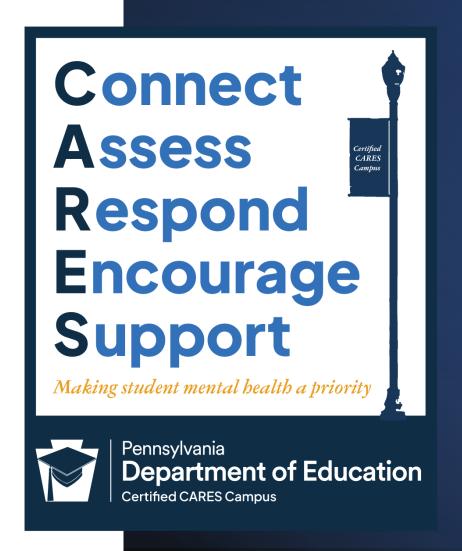
- A statewide campaign that invites all Pennsylvanians to protect students from sexual violence.
- Supported by Gov. Josh Shapiro and education leaders across the commonwealth, including school superintendents and college presidents across 100 PA institutions.
- Since 2016, nearly \$8.7 million grants awarded for institutions to implement strategies on their campuses to address the goals of Governor Shapiro's It's On Us PA campaign.





PA CARES Initiative

- Serves as designation under <u>Act 110 of 2018</u>
- Annual submission of mental health and suicide prevention plans certified by PA postsecondary institutions.
- Include evidence-backed criteria across prevention, intervention and postvention.
- Student & staff resources, exemplary plans, technical assistance, and connection to statewide and national networks.
- Posted on <u>PA CARES web page</u>.







PA Campus Leaders Empowering PA Success

Spotlight on institutional leaders championing student support services across the Commonwealth



Featured Practitioners

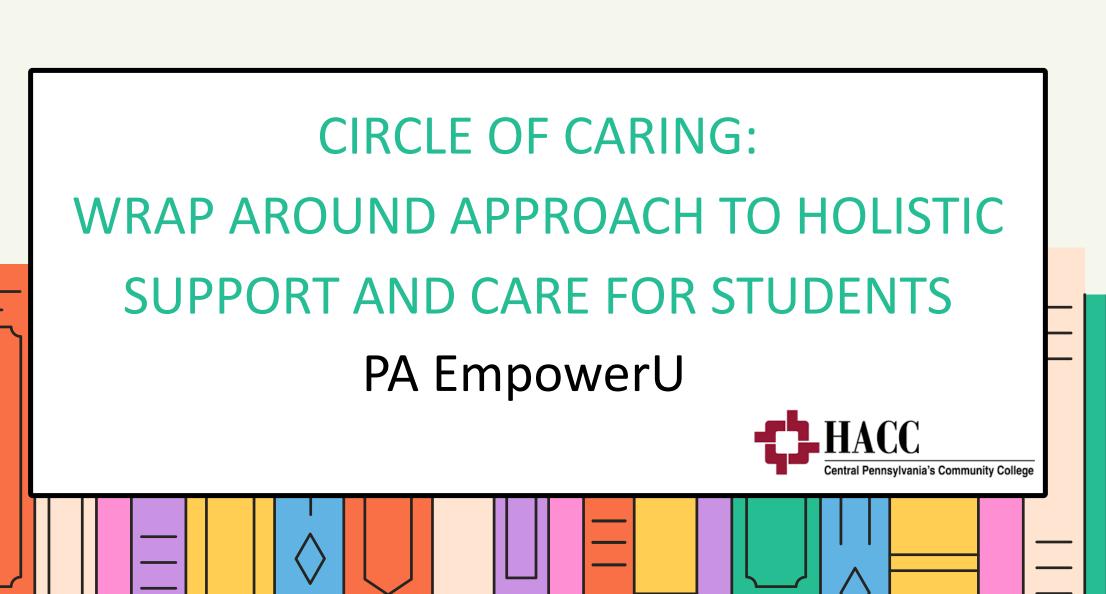
Vicki Van Hise, Assistant Vice President for Holistic Support and Engagement, ADA/504 Coordinator, Deputy Title IX Coordinator for Accessibility, Allied Health and Nursing at HACC

Dr. Courtney Allen, Director of Community Standards & Student Engagement, Deputy Title IX Coordinator for Students at HACC

Ralph Godbolt Executive Director of the Office of Access and Success and Director of Diversity, Retention and Outreach, Commonwealth University

Hillary Saylor Schulze, MPA Director of Student Financial Services Counseling, Alvernia University

Leanne Lenz Senior Associate Director Student Care & Advocacy Penn State University



SESSION GOALS

- Awareness: A clearer understanding of the systemic challenges students face with basic needs
- Collaboration: Insight into how multiple offices can work together effectively, and how your institutional Behavioral Intervention Team/ Care Team can be a tool of support to students

SESSION GOALS

- Practical Strategies: Examples of programs and interventions that can be replicated or adapted
- Student Impact: Recognition of how meeting basic needs leads to improved academic persistence, safety, student engagement, and retention

PURPOSE

- To share institutional challenges and highlight successful collaborative solutions across multiple student services offices/areas
 - Share the importance of creating/utilizing the BIT or CARE
 Team in your student support process at your institution will
 yield a huge change in how students are cared for and the
 overall approach to student support and care.

OUR WHY

- Interconnected basic needs matter in education
- Intentional and impactful support for student and institutions

ADDRESSING BASIC STUDENT NEEDS

- Fragmentation of Services
 - Students unsure where to go for help
 - Offices working in silos- Multiple campuses with One campus model
- Resource Limitations
 - Budgetary and staffing constraints
 - Growing demand for holistic student support

ADDRESSING BASIC STUDENT NEEDS

- Communication & Awareness
 - Students unaware of available services
 - Stigma in seeking support
- <u>Diverse Student Populations</u>
 - International student needs (visa, housing, food security, cultural adjustment)
 - Non-traditional students balancing work, family, and school
- Crisis Response vs. Prevention
 - Tendency to react to emergencies rather than create proactive systems

INTERCONNECTED SOLUTIONS & BEHAVIORAL INTERVENTION TEAM INFUSION

- Our Behavioral Intervention Team has staff members from various offices/areas of the institution, which ensures there are different perspectives on how to support our students and then how to execute the necessary help for them.
- An effective Behavioral Intervention Team will assess the need of each student and identify which office(s) may need to be contacted or how to hand students off to other office(s)/area(s)
 when the time is needed for the next step in the support process

INTERCONNECTED SOLUTIONS & BEHAVIORAL INTERVENTION TEAM INFUSION



INTERCONNECTED SOLUTIONS & BEHAVIORAL INTERVENTION TEAM INFUSION

• <u>Student Access Services</u>

- Challenge: Students with disabilities facing barriers in academics and daily life
- Solution: Coordinated support plans integrating academic accommodations,
 technology, and referrals to other services
- Community Standards
 - <u>Challenge:</u> Addressing behavioral concerns linked to unmet basic needs
 - Solution: Restorative approaches that connect students to support (CARE, counseling, housing referrals)

INTERCONNECTED SOLUTIONS & BEHAVIORAL INTERVENTION TEAM INFUSION

Public Safety

- <u>Challenge:</u> Ensuring safety while addressing non-criminal student needs (homelessness, food insecurity, crisis)
- Solution: Crisis intervention training, warm handoffs to CARE Center, and safety escorts
- CARE Center
 - <u>Challenge:</u> Overwhelming demand for food, housing, and mental health resources
 - Solution: Case management model, partnerships with local food banks and housing agencies, central referral hub

INTERCONNECTED SOLUTIONS & BEHAVIORAL INTERVENTION TEAM INFUSION

Student Involvement

- <u>Challenge:</u> Students disconnected from campus community due to financial/work barriers
- Solution: Engagement opportunities that build belonging and leadership, peer ambassadors trained to direct students to resources
- International Student Services
 - <u>Challenge:</u> Unique financial, housing, and cultural adjustment issues for international students
 - Solution: Cross-departmental partnerships to support legal compliance, housing stability, peer mentoring, and cultural integration

INSTITUTIONAL STRATEGIES FOR SUCCESS

- Holistic Student Support Model
 - "No wrong door" approach
- Interdepartmental Collaboration
 - Regular cross-office meetings and case conferencing,
 BIT/Care Team meeting
- Proactive Outreach
 - Orientation sessions, workshops, and communication campaigns to reduce stigma

INSTITUTIONAL STRATEGIES FOR SUCCESS

<u>Data-Informed Practices</u>

- Tracking usage, trends, and student outcomes to adjust support services
- Community Partnerships
 - Food banks, housing organizations, cultural groups, law enforcement, and nonprofits

POSSIBLE SCENARIOS

- Student experiencing homelessness
 - What steps should you take to provide support?

- Student behavior concerns linked to stress
 - What steps should you take to provide support?

POSSIBLE SCENARIOS

- Student experiencing homelessness
 - Referred by Public Safety → CARE Center case management → housing secured with external partner
- Student behavior concerns linked to stress
 - → Community Standards restorative process → Access
 Services & CARE referral → Student success maintained

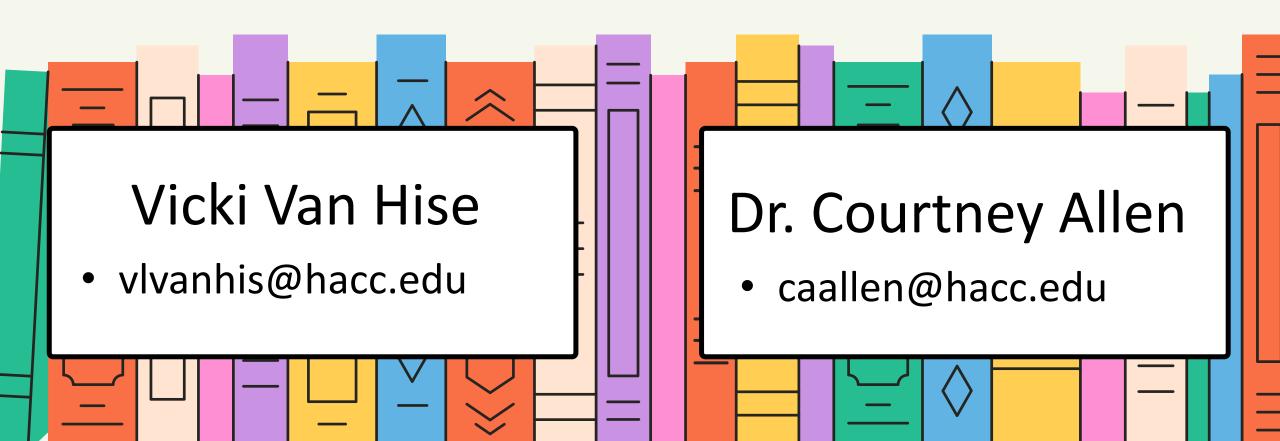
A PATH FORWARD

- Strengthen resource visibility & reduce stigma
- Expand external partnerships for basic needs
- Invest in early-intervention strategies
- Continue institutional commitment to a studentready institution

CLOSING

- Collaboration & Interconnected student needs are always present
- Student retention and success
- Keep building a culture of support, equity, access and belonging

THANK YOU





SOLAR:

Support Opportunity Love Access Resources

Hillary Saylor Schulze, MPA
Director Student Financial Services
Counseling

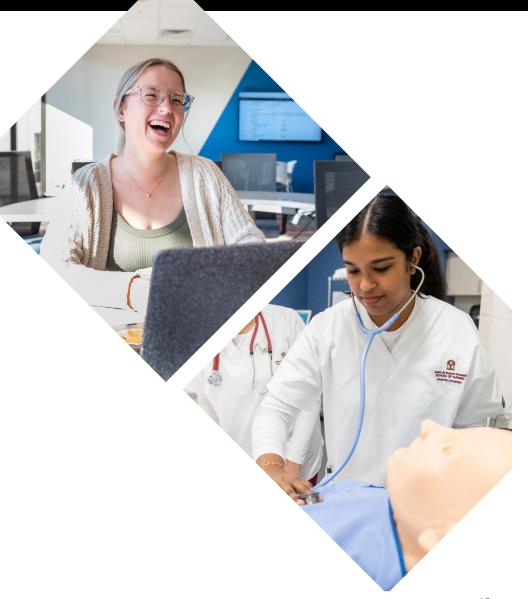


Alvernia's Hope Survey: 2024

What it tells us based on Temple University's Hope Survey



https://hope.temple.edu/research/hope-center-basic-needs-survey



Alvernia Hope Survey 24: What our students told us



of survey respondents from
Alvernia experienced
at least one of the following:
food insecurity
housing insecurity
homelessness



of survey respondents from
Alvernia experienced
limited or uncertain availability of
nutritionally adequate and safe
food, or the ability to acquire such
food in a socially acceptable
manner in the prior 30 days.



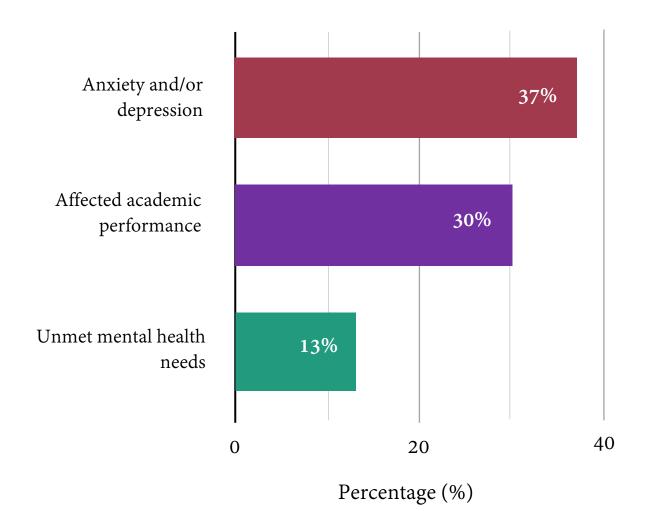
of survey respondents from
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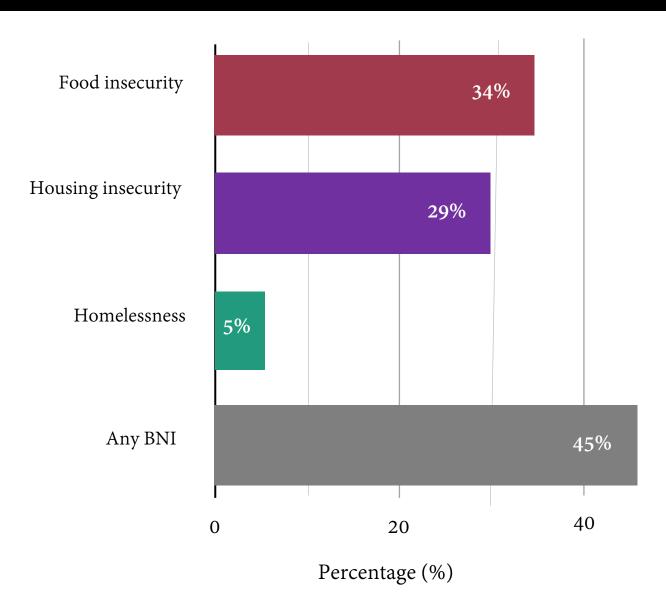
Alvernia Hope Survey 24

Mental Health Challenges



Alvernia Hope Survey 24

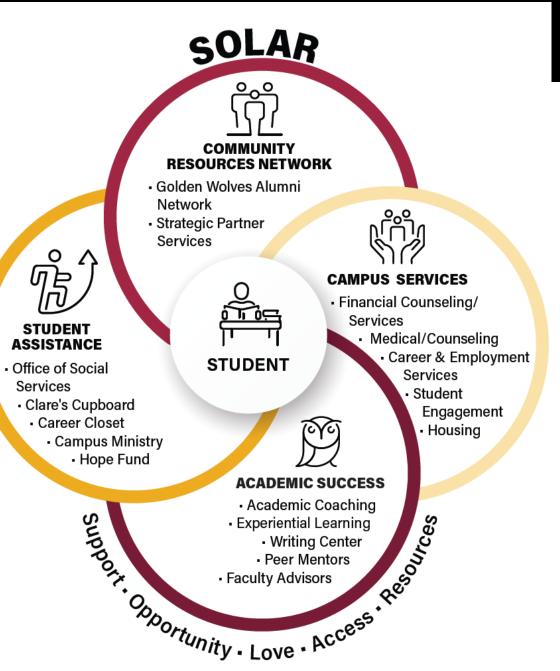
Basic Need Insecurity





Alvernia's Response

- 1) Hired Director of Social Services
- 2) Set up <u>solar@alvernia.edu</u> email & Set up <u>www.Alvernia.edu/solar</u> & internal myAlvernia page
- 3) Created university-wide learning & training plans
- 4) Continued to promote the Alvernia University Hope Fun
- 5) Continued to evolve campus-based food pantries & career closet





| PA Hunger Free Campus Grant implementation 25-26 | |
|---|--|
| Anomark Danta anakin CET Makila Ann fan Craina aut Hungan maal akana nyagnam | |
| Aramark Partnership – GET Mobile App for Swipe out Hunger meal share program | |
| Temporary/Emergency Housing Policy | |
| PA Digital Connectivity Technology Program (DCTP) Grant Recipient 120 Laptops awarded | |
| New Student Programming - Connections Day, Orientation & SEARCH classes | |
| 1New Student Programming - Connections Day, Orientation & SLARCH classes | |
| Professional Development Training – JED & Poverty Presentation | |
| Visions Federal Credit Union & Tompkins Community Bank partnerships | |
| Clare's Cupboard Food Pantry – Cub Pantries | |
| | |
| Commuter support/resources | |
| Career Closet & Relationship with Community Aid | |
| | |



Alvernia's Response: Student Case Management

Student Case Management through

✓TAG

✓ Maxient (Community Standards)

✓ Penn Medicine

✓ Student Care Request Form (new for 25-26)

The purpose of the Thoughtful Assessment Group (TAG) is consistent with Alvernia's SOLAR initiative to provide another level of support to Alvernia students by taking a proactive approach in offering personalized interventions, behavior strategies, and resources to meet the students' needs holistically. TAG is composed of various

student-facing offices and is led by the Director of Social Services





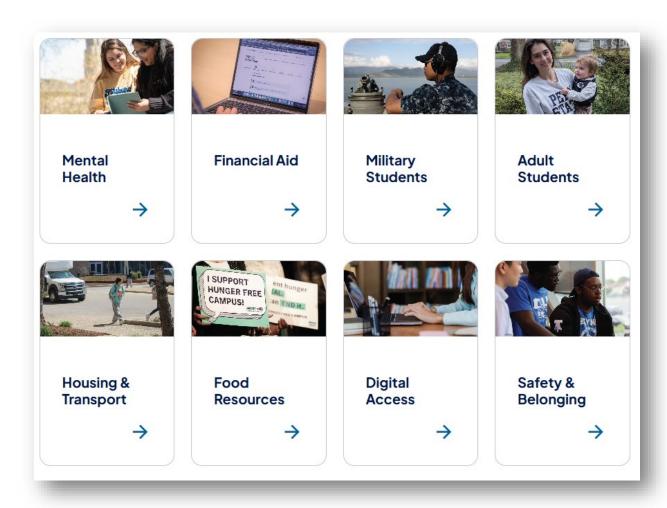
Alvernia's TAG is aiming to mirror NABITA data categories to remain consistent for reporting, grant support, and community awareness

| TAG Referrals | 2024-2025 | |
|--|-----------|--|
| Multiple Reasons | 57% | |
| Mental Health | 16% | |
| Academic | 7% | |
| Personal Circumstances / Basic Need | 19% | |
| Not Recorded | 1% | |

| NABITA Referrals | 2024 |
|---------------------------------|-------|
| General Emotional/Mental Health | 73.3% |
| Academic/Financial/Basic Need | 9.5% |
| Suicidality | 7.3% |
| Behavioral Misconduct | 5.7% |
| Threatening Behavior | 3.2% |



PA Empower & AU SOLAR



TAG promotes SOLAR's culture of care by providing students with access and resources. SOLAR helps students with PA Empower's keystones by giving access and breaking down barriers to achieve academic success.

https://www.pa.gov/agencies/education/resources/student/empoweru

What's next









Create valid, reliable, & dependable data sets (Surveys)

Grow Social Services Team Personal Finance 1-credit course

Training TAG in NABITA process



Thank you!



Y'all Taught Me How to College:" Supporting the Unique Needs of Marginalized Students

Best Practices

- Low income urban and rural students are less likely to persist to graduation
- 2. Underrepresented minorities are less likely to be retained
- 3. 2nd to 3rd year retention rates is an underreported issue
- 4. Resource insecurity impacts the persistence rates of low-income students

- Promotion of academic excellence from day one
- 2. Cohort based programming
- 3. Intrusive academic support
- 4. Co-curricular learning
- 5. Building Community

Retention numbers climb nearly 20% for Bloomsburg University Act 101 students

BLOOMSBURG — Students in Bloomsburg University's **Act 101 program** have seen increasingly strong retention numbers over the last several years. Since 2017, Act 101 students have increased their first to second year retention rates by nearly 20 percent (45 to 63.7 percent).

Center for Access and Success – Commonwealth University

- 2017 45% Retention Rate
- 2019 64% Retention Rate held steady since then
- Traditional approach was not working
- Developed an academic, cultural and social support program
- Partner with faculty to connect in class learning to out of class experiences

Academic, Cultural and Social Support

Emerging Scholars Program

- The glue that holds everything together
 - Rap Session (small group discussion notice the cultural connection)
 - Cohort Based
 - Study Hall
 - Tutoring
 - Reflective Writing and Journaling



Co-Curricular Learning and Community Engagement

- Out of the Classroom: Into the Community
 - Community engagement positively impacts retention
 - Low income URMs who are able to volunteer in neighborhoods similar to the ones they come from, positively impacts retention
 - Connection to in class learning
 - Building community
 - Fall-Philadelphia; Spring-Pittsburgh



Resource Insecurity

- Basic Needs Shoppe
- *Students who are hungry will not perform well academically
 - Food and basic needs shoppe
 - Clothing boutique
 - Agency Students shop for what they need
 - Customers of the BNS are connected to the programs of the Center for Access and Success







Additional Programs/Initiatives

- Black Studies Minor
- K. Leroy Irvis Leadership Institute
- Strategic Partnerships with Schools and Non-Profits
- Intensive Work Study Opportunities

Ralph E. Godbolt rgodbolt@commonwealthu.edu

Students, Staff, and Community: A Collaborative Model for Basic Needs

Penn State Student Care & Advocacy
Leanne Lenz, Senior Associate Director
lul100@psu.edu



Where We Started

- Hope Center data showed us that there was a problem
- Passionate staff, scattered resources
- Support and recommendations from administration

 What changed everything – students didn't just ask for help, they built it.





Student-Led, Administration-Supported, Community Connected

| STUDENT | ADMINISTRATION | COMMUNITY | |
|--|------------------------------|---|--|
| Student Government / Student Initiated Fee Board | Student Affairs | Local nonprofit organizations | |
| The Lion's Pantry | Housing and Food Services | Faith-based programs that serve all | |
| Food Recovery Network | Student Aid and Bursar | Swipe Out: Hunger | |
| Student Farm | Academic Advising | Local health providers | |
| Students United Against Poverty | Basic Needs Coliaborative | Centre County Council of Human Services | |



https://www.foodrecovery.psu.edu/media/



Student Ideas need Institutional Partnership to Scale



| | Emergency Financial Assistance | Donation of Excess Dining Dollars | On-Campus Food Pantry | Reduce Food Waste |
|----------|--|--|--|--|
| Program: | Student Emergency Fund | Emergency Dining Dollars | The Lion's Pantry | Food Recovery Network |
| Purpose: | Emergency grants for basic needs Funds go directly to students, bypasses bursar bill. | Provide students an opportunity to donate excess dining dollars to students with a need. Provide timely on-campus meals | Provide food pantry for students at University Park Provide opportunity for students to lead efforts in food security | Reduce dining hall food waste Provide prepared meals to students and community members in need |
| Partners | 2024 Class Gift Student Aid Bursar Student Care & Advocacy (SA) | Student Body Residential Dining (ABS) Student Care & Advocacy (SA) | Lion's Pantry Student Organization Student Affairs – Pantry Manager (SA) | Food Recovery Network Student Org Sustainability and Food Systems (SA) Residential dining (ABS) Lion's Pantry Local nonprofits |

Making Referrals Easy

- Student Care and Advocacy
 - Single point of coordination
 - Simplified referral form
 - Tracking and follow-up
 - Process applies to any University student (Grad, Commonwealth Campus, World Campus)
- Multiple Entry Points
 - Faculty / Staff referrals
 - Peer-to-peer referrals
 - Self-referral
 - Community referral
 - Family referral
 - Drop-in
 - Email
 - Phone call

Basic Needs and Support

A form for Penn State students or someone completing on their behalf who are facing challenges accessing adequate food, stable housing, or other basic needs.

Basic Needs Support Form

Share a Concern

Whether academic concerns, health and wellness issues, or experiencing distress, our team can help. Get connected with resources for yourself or someone else.

Complete the CARE Report Form



Important Takeaways

Start with student voices

Student advocates exist on your campus—they may just need a champion

Make referrals frictionless

Remove every possible barrier to connecting students to support

Build one strong partnership first

Let success create momentum - don't try to do everything at once (we're still going!)

When students lead, students engage

Peer connection reduces stigma and increases utilization





Student Leaders

- Natalie Dao, Master's in Public Health with a concentration in Health Management and Policy, and a certificate in LGBTQ+ Health, Drexel University
- Angela Cirelli, 4+1 Public Health Student in Health Policy & Management, Minors in Spanish & Social Justice, Mental Well-Being Program Assistant, Temple University
- Alex Hazeley, Legal Studies Major, Criminal Justice/Business Administration Minor, Blue Jay Ambassador, Ubuntu Coordinator, Elizabethtown College

10/28/2025





Student Leaders

1. How have targeted support services affected your experience pursuing a postsecondary credential so far?

2. What is your #1 suggestion to improve student supports for success in the future?







Q&A

Engage with PA EmpowerU staff and student leaders

10/28/2025





Opportunities & Next Steps

Who, What, Where, and When to connect for PA EmpowerU network

10/28/2025 70



TMPOWER



Upcoming Network Webinars

- Nov/Dec 2025: Money Talks Collaborative Programming to Meet Students Financial Goals
- Late Jan 2026: Don't Eat The Students: Wellness, Belonging, and Burnout Recovery for the People Who Serve Students
- Feb 2026: PA CARES guidance webinar
- March 2026: Reimagining Possibility: A Trauma-Informed, Student-Led Model for Healing, Learning, and Career Pathways

PA EmpowerU Convening

April 2026

Day-long, in-person, free to attend

Stay Tuned!

10/28/2025 71



Join the PA EmpowerU Network

Join PA EmpowerU!



10/28/2025



PA EmpowerU Staff: Who to Call?

| Program or Keystone Focus | Contact info |
|--------------------------------|--|
| PA EmpowerU Overall | RA-EDPAEMPOWERU@PA.GOV 717-783-6786 |
| PA FAFSA Go! | RA-EDPAFAFSAGO@PA.GOV Ali Caccavella: acaccavell@pa.gov |
| Parent Pathways Grant | RA-EDPPLN@PA.GOV David Stewart: dalstewar@pa.gov |
| It's On Us, PA Grant | RA-EDITSONUSPA@PA.GOV David Stewart: dalstewar@pa.gov |
| Hunger Free Campus Designation | RA-EDHUNGERFREECAMPUS@PA.GOV David Stewart: dalstewar@pa.gov |
| PA CARES Designation | RA-EDPACARES@PA.GOV David Stewart: dalstewar@pa.gov |

10/28/2025





Thank You

for joining us to Empower Pennsylvania, together!

10/28/2025 74