

Cost-effectiveness Research Report: Kav LaOved - Migrant Caregivers

קו לעובד 17
Worker's Hotline
عنوان العامل

Tamar Machlev, Researcher
Adi Maoz, CEO of Kav LaOved

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Executive summary

- The study evaluates the cost-effectiveness of "Kav LaOved", a non-profit organization that assists migrant caregivers in protecting their rights.
- A questionnaire was distributed via Kav LaOved's Facebook page to gather information from migrant caregivers who had utilized their services, covering demographics, employment details, and their experiences. Additionally, an analysis of Kav LaOved's caregiving department was conducted, including expenses, income, and social media impact measured by metrics such as Facebook Page Reach and Visits. The questionnaire was answered by 195 migrant caregivers who utilized the services of Kav LaOved.
- The analysis of Kav LaOved's caregiving department showed the organization effectively allocates its resources to support caregivers in protecting their labor rights.
- Kav LaOved's work from 2019 to 2022 increased funds returned to migrant caregivers while maintaining stable average costs per case. This work aims to protect caregivers' labor rights, ensuring they receive unpaid wages, social benefits, health insurance, etc.
- The cost-effectiveness ratio of expenses relative to total funds returned to migrant caregivers can be summarized as follows: Between 2019 and 2022, for every 1 New Israeli Shekel (NIS) spent on expenses (with an average expense of 573,907.5 NIS), approximately 34.84 NIS is received in payments (with an average payment of 199,952,04.5 NIS). This suggests a relatively high cost-effectiveness ratio of around **1:34.84**.
- The study showed significant differences in subjective well-being ratings among participants who used the organization's services. The survey revealed positive changes in participants' perception of living conditions in Israel after receiving assistance from Kav LaOved. Additionally, there was a notable improvement in participants' perception of their rights being protected, indicating the organization's success in advocating for migrant caregivers' rights and overall well-being.
- The study shows that 75% of the respondents estimated that they would have received a lower funds without the involvement of Kav LaOved. It When participants were asked to quantify the potential difference in funds without Kav LaOved's assistance, the answers provided by those who provided a response in percentages were averaged. The calculated average indicated that respondents

believed their funds would have been, on average, 57% lower without Kav LaOved's involvement.

- The funds reclaimed by Kav LaOved have a substantial influence on the financial situation of migrant caregivers and their families, leading to long-term financial stability and upward mobility. Our analysis found that respondents allocated the reclaimed funds to various purposes: 46% used the money for savings, 25% for education expenses, 17% for property purchases, 9% for ensuring food security, and 3% for medical treatment for themselves or their families. This indicates that the recovered funds have been utilized to support important areas such as savings, education, housing, basic needs, and healthcare, thereby positively impacting the lives of migrant caregivers and their families.
- The study acknowledges limitations of using Facebook as a survey distribution method and suggests the need for further research to evaluate the effectiveness of Kav LaOved's advocacy efforts.

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Problem Description

The motivation for the intervention is the significant gap in protecting the rights of workers and migrant workers in the caregiving sector. This gap is particularly acute for female workers, who are often subject to discrimination and exploitation in this sector. The problem is multi-faceted and complex, and it affects not only the workers themselves but also their families and communities. According to data from the Israeli government, there are approximately 65,000 migrant workers in the caregiving industry, 85% of whom are women. These workers are employed by private caregiving agencies and are often subject to poor working conditions, low wages, and limited access to legal protections. Many of these workers are also vulnerable to abuse and exploitation, including sexual harassment and trafficking. These workers often lack access to legal representation and struggle to navigate the complex regulations that govern the caregiving industry. The scope of this problem is significant and has far-reaching consequences for workers and their families. Without adequate legal protections and support, workers in the caregiving industry are vulnerable to exploitation, abuse, and discrimination. This can lead to long-term economic and social consequences, including poverty, insecurity, and social exclusion. To address this problem, the intervention aims to provide individual para-legal and legal assistance, advise, raise awareness through social networks, promote policy changes through advocacy actions, and provide legal representation. By taking a comprehensive approach to protecting the rights of workers in the caregiving sector, the intervention aims to make a significant impact on the lives of workers and their families.

Program Description

Theory of Change:

Kav Laoved engages all levels of society—from the community to the High Court—to protect workers' rights. At the grassroots level, Kav Laoved distributes information about workers' rights and offers individual assistance to thousands of workers who need support advocating for and attaining their rights. Kav Laoved also monitors and tracks work accidents across all labor market sectors. This grassroots work captures emerging trends in labor rights violations by employers and agencies, state failures in the implementation and enforcement of current laws, as well as gaps in the overall framework for worker protection. Analysis of these trends in turn guides Kav Laoved's systems level advocacy efforts, which improve state enforcement of current laws as well as promote needed changes in the overarching legal, policy, and regulatory framework of the labor market. Once new policies or laws are adopted, Kav Laoved again has a comprehensive "feedback loop" through grassroots work to monitor and evaluate an initiative's

effectiveness and push for further reform as needed.

Activity:

The program is a comprehensive initiative to protect the rights of migrant workers in the caregiving industry. The program's activities include individual assistance, advising on the facts, raising awareness through social networks, policy promotion through advocacy actions in front of decision-makers and in the Knesset, and legal work. The program's staff includes the field coordinator, an attorney from the legal department, and about 15 volunteers.

Inputs:

The resources behind the implementation of the plan include the organization's staff, including the field coordinator, an attorney from the legal department, and about 15 female volunteers. The program may also receive funding from donors and partnerships with other organizations to support its activities.

Output:

The program's direct outputs include the restitution of funds due to workers, a guarantee of rights they are entitled to by law, representation of facts in various decision-making forums, improvement of new/existing regulation, and prevention of abusive regulation. These outputs are achieved through individual assistance, representation, and policy promotion.

Outcome:

The program's outcomes include increasing awareness of workers' rights, ensuring the return of the funds they rightfully deserve, and promoting transparency in decision-making forums. These outcomes contribute to the ultimate goal of protecting the rights of migrant workers in the caregiving sector.

Long-term impact:

In the long term, the program is expected to have a transformative impact on the social and economic status of migrant workers in Israel. By preserving their economic well-being and actively preventing exploitation, the program will contribute to improving their overall living conditions. As a result, migrant workers from developing countries will experience enhanced rights protection, improved job opportunities, and increased access to resources, leading to a more equitable and inclusive society where their contributions are valued and their dignity is upheld.

Theoretical background

The issue of migrant workers in Israel has been a significant concern in academic literature for several years. Research has shown that many migrant workers in Israel are subjected to forced labor, debt bondage, and other forms of exploitation, which leave them vulnerable to labor exploitation, human trafficking, and other forms of abuse. Moreover, the Israeli government's failure to enforce existing laws and regulations further exacerbates this vulnerability. The lack of protection of migrant workers' rights is due to several factors, including the binding arrangement between employers and workers, temporary status, language barriers, and cultural differences.

The binding arrangement between employers and workers is a key issue with migrant workers in Israel. According to Israeli law, the work visa of a migrant workers is connected to an employer. This creates a dependency on the employer and often results in exploitation. Migrant workers are vulnerable to exploitation as changing employers is based on a complex net of regulations. This results in a power imbalance between the employer and worker, making it difficult for migrant workers to protect their rights. Migrant workers' temporary status, language barriers, and cultural differences are also significant challenges they face in Israel. Migrant workers' temporary status makes them vulnerable to abuse, as their visas are often tied to their employment status. Language barriers and cultural differences also make it difficult for migrant workers to understand their rights and navigate the legal system, making them even more vulnerable to exploitation.

The Israeli government's failure to enforce existing laws and regulations is another significant concern. Existing laws and regulations to protect migrant workers' rights are not enforced, leaving them exposed to various forms of exploitation. The Israeli government needs to ensure adequate enforcement of labour rights to protect migrant workers. Organizations like Kav LaOved are crucial in advocating for the rights of migrant workers in Israel. Kav LaOved provides legal aid and support to workers experiencing labor rights violations and offers education and awareness-raising programs on labor rights to both migrant workers, asylum seekers, Palestinians and Israeli citizens.

The organization plays a significant role in challenging exploitative practices and working to improve the conditions of these workers. Kav LaOved's work is critical in pushing the Israeli government to fulfill its obligation to protect the rights of all workers, regardless of their nationality or immigration status. In conclusion, protecting the rights of migrant workers in Israel is crucial, as they hold jobs that Israel could not go without. The Israeli

government needs to implement stronger measures to protect migrant workers, including protective laws and regulations and enforcement of these laws. Additionally, it is crucial to address and cancel abusive policies towards women, such as the ban on cohabitation, in order to promote fairness, dignity, and equal treatment for all migrant workers. The Population and Immigration Authority as well as the Ministry of Labor also need to take stronger measures to protect migrant workers and ensure that their rights are protected. By taking these steps, the Israeli government can ensure that migrant workers are not exploited and that their rights are protected.

Methodology

Our research involved sending out a questionnaire via Kav LaOved's Facebook page to caregivers who had used their services. The questionnaire contained a range of questions, including demographic information such as the worker's country of origin and gender, as well as questions about the reason for their contact with Kav LaOved and their employment status (whether they were directly employed or working through a caregiving company). The questionnaire also included questions related to their employment experiences, such as any delays in receiving payments, their subjective wellbeing, their perceptions of the State of Israel, and their feelings about their rights. The questionnaire was distributed to respondents who had used Kav LaOved's services to obtain information about their rights or to receive assistance in recovering payments that they were owed. Among the questions asked of respondents who had received payment through Kav LaOved were the amount of payment they had received, how long it took to receive it, and how they had used the money. Overall, our research aimed to better understand the experiences and perceptions of caregivers who had used Kav LaOved's services.

Our research involved a comprehensive analysis of Kav LaOved's caregiving department, which included an examination of its expenses and income, as well as the number of cases it opened each year and the amounts of payments it returned to caregivers. Additionally, we recognized that Kav LaOved awareness raising work was a crucial aspect of its overall activity. Therefore, we utilized data from Kav LaOved's Facebook page to quantify the reach of its efforts. This included analyzing Facebook Page Reach, Facebook Page Visits, and Facebook Page New Likes in order to gain a more complete understanding of the organization's impact. Overall, our research aimed to provide a comprehensive analysis of Kav LaOved's caregivers department.

Facebook Page Reach: This refers to the number of unique Facebook users who see any content associated with Kav LaOved's Facebook page, including posts, stories, and ads.

Facebook Page Visits: This parameter measures the total number of times that users view Kav LaOved's Facebook page. This includes both users who have previously visited the page and those who are new to the page.

Facebook Page New Likes: This parameter indicates the number of new Facebook users who have liked Kav LaOved's page over a certain period of time. A "like" indicates that a user is interested in seeing more content from Kav LaOved and can help to increase the organization's reach on the platform. Detailed descriptive statistics table can be found in the appendices for further readings.

Results

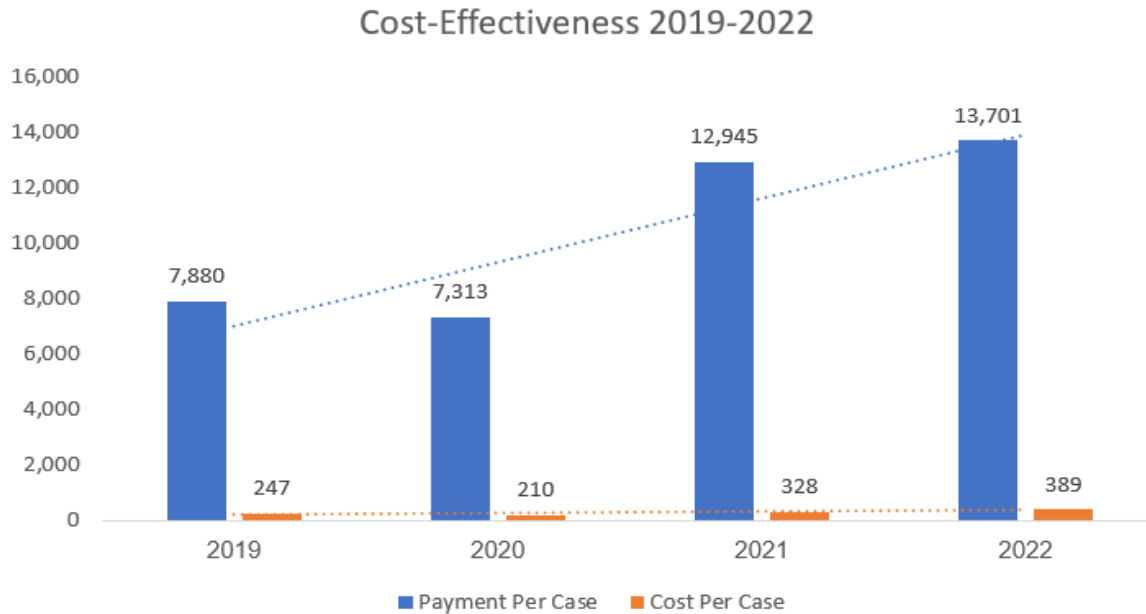
Cost-effectiveness analysis

To evaluate the cost-effectiveness of Kav LaOved, we conducted a cost-effectiveness analysis using data on the organization’s expenses, number of cases opened, and amount of payments returned to migrant caregivers made over a four-year period spanning from 2019 to 2022.

Year	2019	2020	2021	2022
Expenses	633,672	563,373	582,997	515,588
Number of cases opened	2,566	2,547	1,775	1,325
Total payments returned to the caregivers	20,221,020	18,627,591	22,978,195	18,154,012

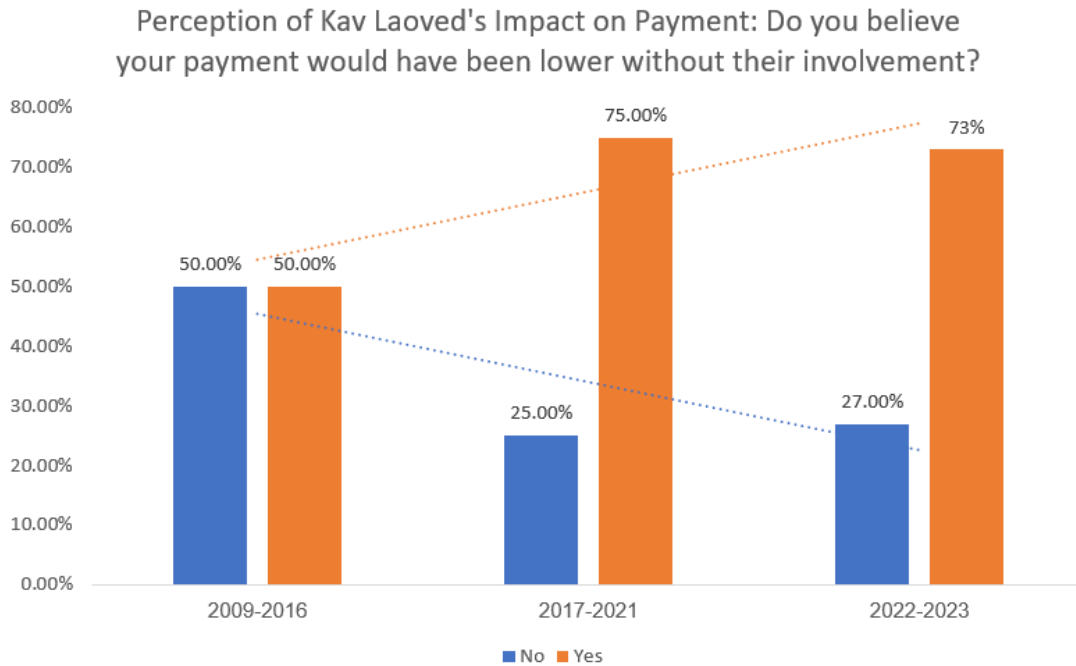
We calculated **the average payment amount per case and the average expense amount per case for each year**. Our analysis revealed a noticeable increase in the total payments returned to migrant caregivers as a result of Kav LaOved's intervention. Additionally, there was no significant increase in the average cost per case between the years. This indicates that Kav LaOved effectively allocates its resources to help facilitate the return of funds to migrant caregivers while maintaining relatively low costs per case. The data shows that over the four-year period from 2019 to 2022, the organization was able to increase the total payments made to migrant caregivers while keeping the average cost per case relatively stable. This indicates that the organization operates in a cost-effective manner, maximizing the impact of its resources while keeping expenses low.

The cost-effectiveness of the expenses in relation to the total payments can be summarized as follows: **From 2019 to 2022, for every 1 New Israeli Shekel (NIS) spent on expenses (mean expenses of 573,907.5 NIS), approximately 34.84 NIS is received in payments (mean payments of 199,952,04.5 NIS). This indicates a relatively high cost-effectiveness ratio of approximately 1:34.84**, suggesting that the expenses incurred during this period have yielded a considerable return in terms of payments received.



Counterfactual estimation

One question that can be asked is whether migrant caregivers would receive a higher or equal returned payment without the assistance of Kav LaOved. Therefore, we tried to estimate our counterfactual situation using our survey data. In our survey, we asked participants who received such payment whether they believed they would have received a lower payment without the organization's help. **75%** of respondents reported that they would have received a lower payment. We divided the sample into thirds based on the number of respondents, and further categorized them by year. Our analysis showed an increase in the perception that the payment would have been lower without Kav LaOved's assistance, indicating a growing recognition of the importance of the organization's advocacy for workers rights among migrant caregivers over the years.



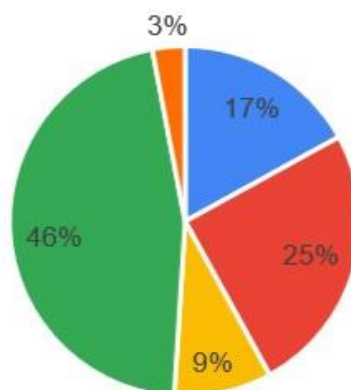
Survey respondents were asked to provide their opinion on the difference between the payment they would have received without Kav LaOved and the payment they actually received with Kav LaOved. The average response, calculated **from only those who answered in percentages**, revealed that, on average, **respondents believed they would have received 57% less payment without the assistance of Kav LaOved.**

Redistribution benefits

To gain a better understanding of the significance of the millions of NIS that Kav LaOved helps to reclaim for migrant caregivers annually, we conducted a survey that asked recipients of the payments about their use of the funds. Our analysis revealed that 46% of respondents used the money for savings, 25% for education expenses, 17% for property purchases, 9% for food security, and 3% for medical treatment for themselves or their families. This information is crucial as it highlights the impact of Kav LaOved on the financial well-being of caregivers and their families. The fact that a significant proportion of the funds is used for savings and education suggests that Kav LaOved not only provides immediate financial relief, but also contributes to long-term financial stability and upward mobility. Furthermore, the use of funds for basic needs such as food security and medical treatment highlights the precarious financial situation many migrant caregivers face. In addition, our findings suggest that the money returned through Kav LaOved can promote social mobility, as many respondents reported using the funds for education and property purchases, which are indicators of upward mobility. This

underscores the importance of Kav LaOved's work in promoting economic justice and social mobility for migrant caregivers.

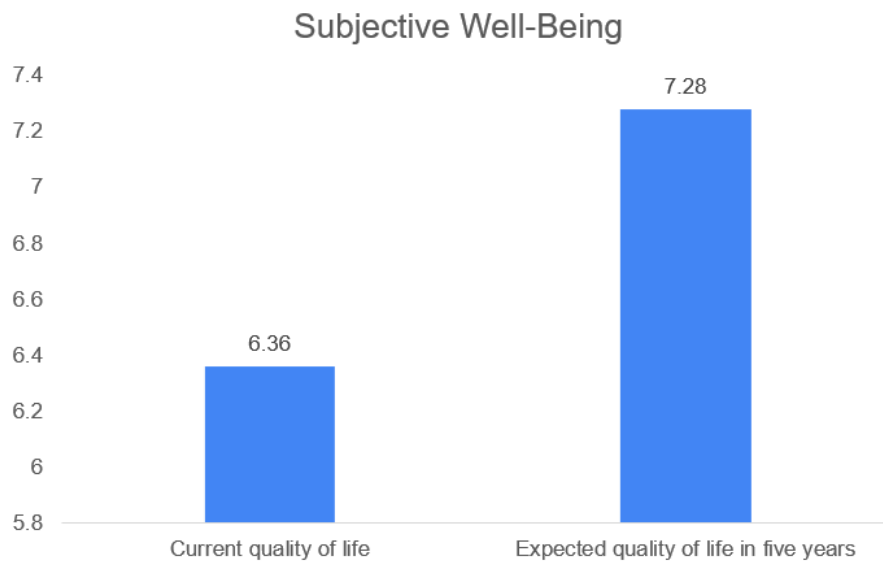
The use of payment



- Buying a property
- Education
- Food security
- General savings
- Medical treatment

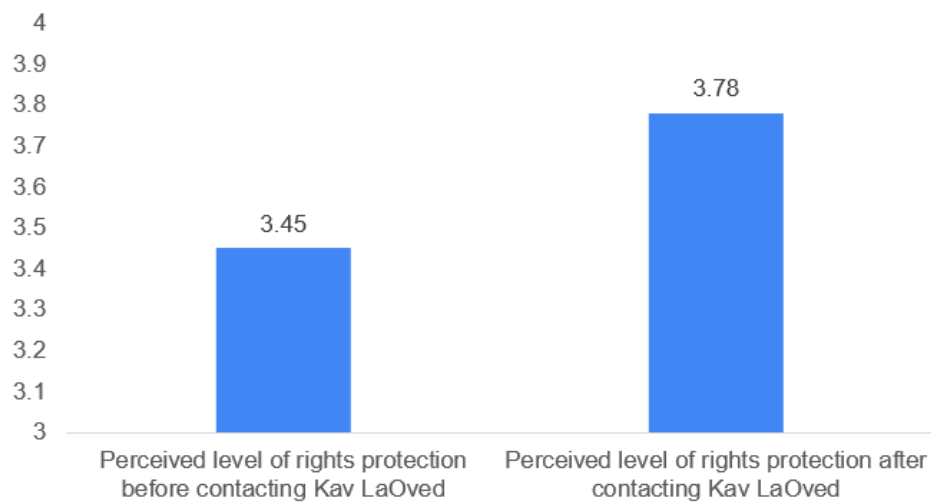
Subjective well-being, a sense of protected rights and positive perception of living in Israel

To evaluate the impact of Kav LaOved on the well-being of migrant caregivers who received its services, we administered a comprehensive survey that included a subjective well-being index. The survey was sent to individuals who had used Kav LaOved's services. Participants were asked to rate their current quality of life and compare it to their expected quality of life in five years. Our analysis showed a significant difference in subjective well-being ratings among the sample of individuals who had used Kav LaOved's services.



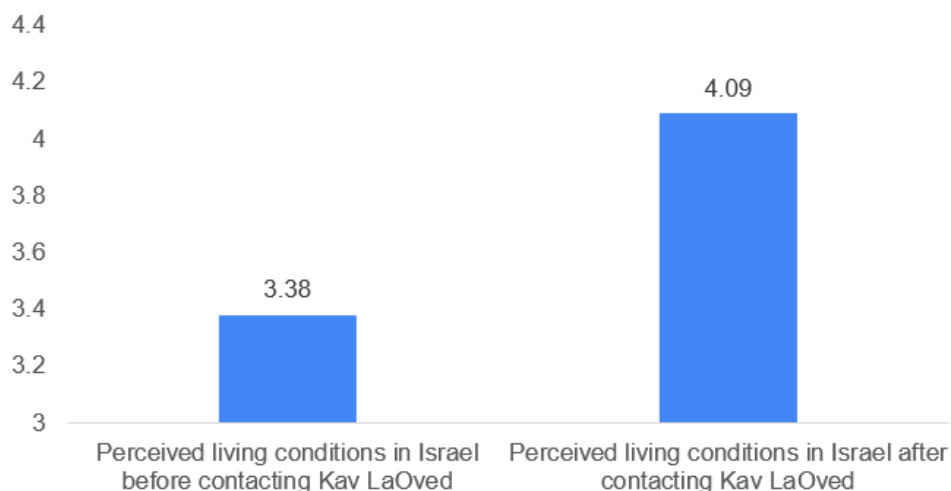
To evaluate the impact of Kav LaOved on the well-being of migrant caregivers who received its services, as part of our comprehensive survey to assess the impact of Kav LaOved on the well-being of migrant caregivers, we included a question asking participants to rate on a 1-5 scale how good it was for them to live in the State of Israel before and after receiving assistance from Kav LaOved. Our analysis revealed a significant difference in these ratings, indicating that the assistance provided by Kav LaOved had a positive impact on participants' perception of their living conditions in Israel.

The perception of life in Israel



We also asked participants to rate how well they felt their rights were protected before and after receiving assistance from Kav LaOved. Participants rated their responses on a scale of 1 to 5. Our analysis revealed a significant difference in the ratings before and after receiving help from Kav LaOved. The significant difference in the ratings before and after receiving help from Kav LaOved indicates that the organization's services had a positive impact on the participants' perception of their rights being protected. This suggests that Kav LaOved is successful in advocating for the rights of migrant caregivers and improving their overall well-being.

A sense of protected rights

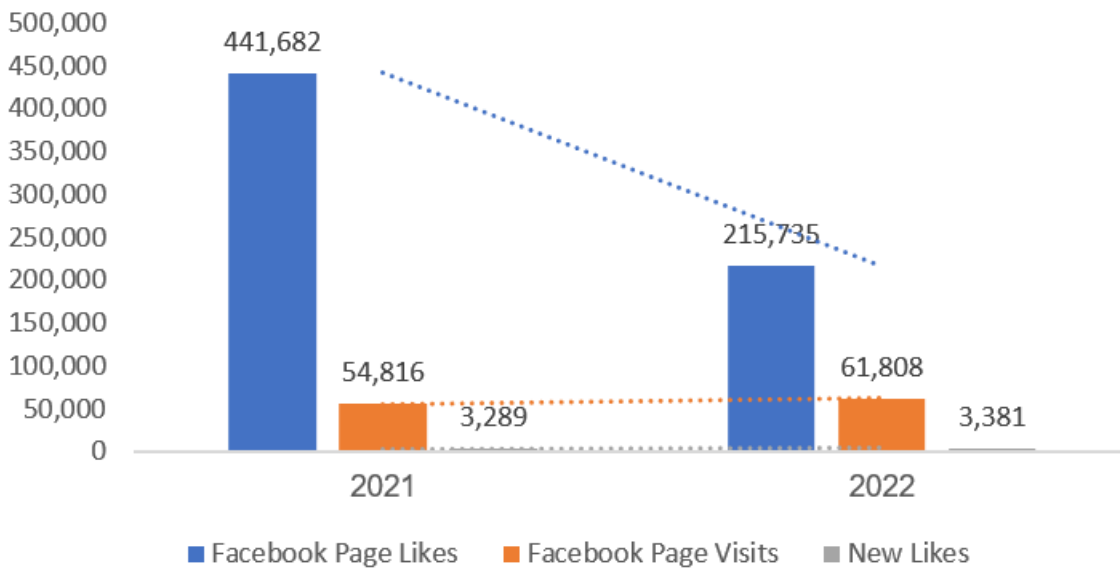


Social network activity effectiveness

As part of its activities for migrant caregivers, Kav Laoved operates a Facebook page that provides information about migrant caregivers rights, events, and other important issues. With 61,000 followers, **the page is currently maintained by a volunteer who spends an average of 3 hours per week managing it. Despite the low investment of time, the page has a significant reach.** However, there has been a decline in exposure between 2021-2022, which is likely due to the impact of the COVID-19 pandemic. In 2021, when the pandemic was at its peak, migrant caregivers were at home and needed information about their rights, making the Facebook page all the more important. In addition to being a valuable source of information, the page also has social value for caregivers. **Given the effectiveness and low cost of the page, investing more money and manpower in Kav LaOved’s social media networks could help even more migrant caregivers.**

Year	2021	2022	2023 (Until May)
Facebook Page Reach	441,682	215,735	150,087
Facebook Page visits	54,816	61,808	43,329
Facebook Page new likes	3,289	3,381	2,144

Facebook Page Metrics: Reach, Visits, and New Likes



Additional findings

1. Migrant caregivers who did not experience salary delays or issues with their employers reported an increase in their overall well-being and felt a stronger sense of protection for their rights after being referred to Kav LaOved.
2. Migrant caregivers who felt that their rights were better safeguarded after contacting Kav LaOved also experienced higher owned funds returns.
3. Individuals whose owned funds were recovered by Kav LaOved perceived that their rights were better protected in comparison to those who did not have their owned funds reclaimed.
4. Over time, there has been an improvement in the perception of rights protection after being referred to Kav LaOved, particularly between the periods of 2006-2009 and 2017-2021.

Research limitations

This study provides important insights into the experiences and perceptions of migrant caregivers who have used the services of Kav LaOved. While the findings shed light on the positive impact that the organization has had on the lives of many migrant caregivers in Israel, it is important to acknowledge several limitations of the study.

One limitation of the study is the sampling bias, as it only involved respondents who had used Kav LaOved's services. This may not fully represent the experiences and perceptions of all migrant caregivers, including those who did not use the organization's services. Furthermore, it is challenging to assess the impact of Kav LaOved on the working conditions of migrant caregivers, as there may not be a viable alternative to the organization. This limitation could result in subjective estimates of the effectiveness of Kav LaOved's advocacy efforts, rather than objective measures of success.

The use of a survey to gather data may introduce self-selection bias. Participants who responded to the questionnaire may have done so because they had positive experiences with Kav LaOved, which could skew the results towards more favorable perceptions of the organization.

While the study analyzed Kav LaOved's Facebook page metrics to quantify the reach of its advocacy efforts, it did not investigate whether these efforts led to tangible improvements in working conditions or increased the return of owned funds for migrant caregivers.

Therefore, the effectiveness of the organization's outreach efforts in achieving tangible outcomes remains unclear. Despite these limitations, this study provides valuable insights into the experiences and perceptions of migrant caregivers in Israel and highlights the important role that nonprofit organizations like Kav LaOved can play in advocating for the rights and improving the lives of migrant workers.

Future research can build on these findings by exploring the experiences of migrant caregivers in different contexts and examining the effectiveness of advocacy efforts in achieving tangible outcomes.

Room for more funding

Current financial situation of the intervention

The program provides support to circa 70,000 migrant caregivers, 85% women, who work in Israel caring for older persons and people with disabilities, including 13,000 undocumented caregivers. Migrant caregivers usually come from Southeast Asia and Eastern Europe, about a third from the Philippines.

To-date Kav LaOved's work with caregivers is vastly underfunded. For example in 2022 the project expenses were 515,558 NIS while KLO managed to secure 118,920 NIS in funds specifically for the caregivers program. In 2023 the project costs are at 524,770 NIS and thus far we've been able to raise 66,500 NIS directly for the program. As a result of this situation, Kav LaOved works to allocate core funding to the project in order to sustain its basic components, but one of the results of this situation has been that over the past 4 years we have had to cut down on staffing costs in approximately 50% position that was dedicated for direct assistance to workers.

Expected use of additional funding

If we are able at this point in time to raise more funds for the project, it will enable us to keep the scope of our operations this year at this size and achieve the targets we put forward - assisting some 1,300 workers directly through the department, and retrieving over 18,000 in unpaid wages and social benefits to caregivers. For the coming years if we are able to not only directly cover the project's expenses but grow them, this will directly and immediately impact the number of workers we can assist. A rough example for this could be that by adding a 100% position to the department, costing approximately 190,000 NIS per year, Kav LaOved would most likely be able to assist between 35% more workers than it does today, and retrieve 35% more in owed funds.

Our Assessment

Based on the available information, providing additional funding to Kav LaOved would have a significant positive impact. The organization's effective resource allocation has resulted in increased funds returned to migrant caregivers while ensuring stable costs per case. The high cost-effectiveness ratio highlights the efficiency of their operations and the positive outcomes achieved in protecting rights and enhancing financial stability for caregivers. Moreover, investing in Kav LaOved's social media presence, particularly their Facebook page, can further amplify the benefits for caregivers. Considering these factors, We firmly believe that Kav LaOved has the ability to maintain its current level of

effectiveness. Their demonstrated track record of resource allocation and successful outcomes for migrant caregivers reflects their competence in managing funds and delivering impactful results.

Summary and conclusions

The study aimed to evaluate the cost-effectiveness of Kav LaOved, a non-profit organization that assists migrant caregivers in receiving owed funds from their employers. The research involved sending out a questionnaire to 195 caregiving workers who had used Kav LaOved's services to obtain information about their rights or to receive assistance in recovering payments that they were owed.

The study also involved a comprehensive analysis of Kav LaOved's caregiving department, including an examination of its expenses and income, as well as the number of cases it opened each year and the amounts of owed funds it returned to migrant caregivers. The results of the analysis showed that Kav LaOved is able to effectively allocate its resources to provide services to migrant caregivers while maintaining relatively low costs per case.

The data showed that over the four-year period from 2019 to 2022, the association was able to increase the total owed funds returned to migrant caregivers while keeping the average cost per case relatively stable. The study also revealed that 75% of respondents believed they would have received lower owed funds without the organization's help, indicating a growing recognition of the importance of the organization's advocacy for employee rights among migrant caregivers.

The study suggests that the funds reclaimed by Kav LaOved have a significant impact on the financial well-being of migrant caregivers and their families, contributing to long-term financial stability and upward mobility. The study acknowledges the limitations of using Facebook as a survey distribution method and suggests the need for further research to evaluate the effectiveness of Kav LaOved's advocacy efforts.

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6. International Labour Organization. Promoting Decent Work for Domestic Workers. Available at: [\[link\]](#)

Appendices

Descriptive statistics			
Number of respondents = 195			
	Category	Frequency	Percentage
country of origin	Philippines	116	59.5%
	India	46	23.6%
	Sri-Lanka	15	7.7%
	Nepal	5	2.6%
	Columbia	7	3.6%
	Moldova	2	1%
	Hungary, Georgia, Uzbekistan, Ukraine	4	2%
Gender	Female	150	76.9%
	Male	45	23.1%
mastery of languages mean	Hebrew	2.74*	-
	English	4.10*	-
way of employment	Nursing company	124	63.6%
	Direct employment	71	36.4%
Years of work for current family	0-5	125	64.1%
	6-10	47	24.1%
	11-15	19	9.7%
	16+	4	2.1%
Receiving payment	Yes	36	18.5%
	No	159	81.5%

The payment amount	Up to 10,000 NIS	13	31.1%
	Between 10,000-19,000 NIS	6	16.7%
	Between 20,000-39,000 NIS	9	25%
	Over 40,000 NIS	8	22.2%
How long did it take for you to receive the payment for services from the family through Kav Laoved?	Within a month since contacting "Kav Laoved"	16	44.4%
	2-4 months	12	33.3%
	More than 4 months	8	22.2%

The Questionnaire:

<https://docs.google.com/forms/d/11hi7Km3O14VIFgzupdjHsBXyyH7biFAGVYXflpqpNM/edit>

Statistical Analyses:

<https://docs.google.com/spreadsheets/d/1Sdir7AGSl8E40zXqBJA3hKQnuMnWQCr6/edit?usp=sharing&oid=102936262753754521204&rtpof=true&sd=true>