



FEYZİYE SCHOOLS FOUNDATION

**IŞIK UNIVERSITY**

**Faculty of Economics and Administrative Sciences  
Department of Management**

**BUSI 4573 Business Project Management**

**REHABILITATION FACILITY**

**Project Report**

**by**

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I pledge my honor that I and my team have not violated the honorcode during this project. **FERAS MOHAMMAD**

**20/12/2024**

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## Executive Summary

Care The Rehabilitation Facility Project is a transformative initiative aimed at empowering homeless individuals by teaching them skills to achieve self-reliance and reduce homelessness in Istanbul. Supported by the government, donors, and organizations, this project aligns with Istanbul's commitment to social responsibility and community welfare.

The project will establish a state-of-the-art training and accommodation facility designed to provide participants with vocational training, life skills, and job placement support. Over two years, the project will directly address homelessness by equipping participants with the tools needed to sustain themselves and contribute positively to society.

Key milestones include securing government approvals and funding, initiating facility construction, completing construction and equipment installation, launching pilot training programs, and achieving full operational capacity by February 11, 2026.

The project is managed by a dedicated team of professionals who will oversee its planning, execution, and operational phases. Collaboration with key stakeholders such as local organizations, training experts, and businesses will ensure the project's success. Regular communication and updates will be maintained throughout the project lifecycle.

The project operates on a time-phased budget of \$2,000,000, covering construction, staffing, training materials, equipment, and sustainability initiatives.

Closure activities will include stakeholder meetings, documentation, and assessments of key lessons learned, focusing on effective resource management and aligning team roles with objectives.

The Rehabilitation Facility Project will be a cornerstone in Istanbul's fight against homelessness. By empowering individuals and fostering self-reliance, it will not only resolve immediate social challenges but also set a benchmark for similar initiatives worldwide.

## 1. Introduction

The Rehabilitation Facility Project is a two-year initiative in Istanbul aimed at addressing homelessness by equipping individuals with essential skills for self-reliance. Supported by the government, donors, and organizations, the project will provide vocational training, life skills, and job placement support. By empowering participants to become self-sufficient, the project seeks to reduce homelessness and foster long-term social and economic benefits. This facility represents a commitment to transforming lives and promoting community welfare through sustainable, impactful solutions.

## 2. Scope

The Rehabilitation Facility Project will establish a state-of-the-art training and accommodation center in Istanbul to combat homelessness. The project includes:

- Construction and Setup: Facility construction starts on February 11, 2024, and is completed by February 11, 2025.
- Skill Development Programs: Pilot training programs begin on March 1, 2025, with full operations starting by June 1, 2025.
- Support Services: Counseling and life skills sessions commence alongside pilot programs in March 2025.
- Community Engagement: Partnerships with local businesses will be established by April 2025 for trainee job placements.
- Sustainability: Solar panel installation and eco-friendly practices are integrated during the construction phase, completed by December 2024.

The project is scheduled for full operation by February 11, 2026, adhering to its budget of \$2,000,000 while delivering measurable social impact.

## 3. Business Case & MOV

### **Business Case**

The Rehabilitation Facility Project addresses the critical issue of homelessness in Istanbul by equipping individuals with essential skills for self-sustainability. By providing vocational training, accommodation, and support services, the project empowers participants to reenter society as contributing members. This initiative not only reduces homelessness but also alleviates its associated social and economic challenges, including unemployment and reliance on public resources.

The project's benefits include:

- Reducing homelessness through skill development and job placement.

- Enhancing social integration and reducing poverty.
- Promoting community welfare and economic productivity.
- Establishing a sustainable model that can be replicated in other regions.

### **Measurable Organizational Value (MOV)**

The success of the project will be evaluated based on the following metrics:

- Participant Empowerment: 75% of participants gain sustainable employment within six months of completing training.
- Homelessness Reduction: 30% reduction in homelessness in the targeted area by February 2026.
- Training Completion: 90% of enrolled participants successfully complete the training programs.
- Stakeholder Engagement: Securing partnerships with at least 10 businesses or organizations by June 2025.
- Operational Sustainability: Achieving a break-even point for operational costs within two years of post-completion.

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## **4. Responsibility Matrix**

RACI	Feras	Mohannad	Atakan	Goktug	Timothy
Project Planning	R	A	C	I	I
Project financing	C	A	R	I	C
Resource management	I	C	I	A	R
Recruitment	C	I	I	R	A
Marketing & advertisement	I	R	A	C	I

## 5. Stakeholder Analysis

The **Rehabilitation Facility Project** involves several key stakeholders, each playing a vital role. The **government** provides funding, permits, and policy support to ensure project alignment with social welfare goals. **Donors** fund the initiative, focusing on measurable social impact. **Local businesses** collaborate to offer job opportunities for trained participants. The **participants themselves**, primarily homeless individuals, gain skills and stability as direct beneficiaries. Lastly, **community members** indirectly benefit through enhanced safety and cohesion. Regular updates, transparent communication, and tailored engagement strategies ensure strong collaboration and successful outcomes for all stakeholders.

Stakeholder	Role	Interest	Influence	Engagement Strategy
Government	Funding and policy support.	Reduce homelessness .	High	Regular updates and compliance reports.
Donors	Financial backers.	Social impact and fund efficiency.	High	Transparent communication and milestones.
Local Businesses	Job placement partners.	Skilled workforce.	Medium	Partnership agreements.
Participants	Beneficiaries of the project.	Skills, stability, and jobs.	Low	Counseling and training sessions.
Community Members	Indirect beneficiaries.	Safer community.	Low	Public updates and awareness drives.

## 6. Communication Plan

Stakeholders	Engagement Action	Responsible Employee(s)	Channel	Meetings
Government	Every 3 months	Feras	Emails and official reports	The stakeholder will be updated on funding usage and policy alignment during milestone reviews.
Donors	Every milestone	Timothy	Emails and reports	The stakeholders will receive updates on fund efficiency and project impact through reports.
Local Businesses	Every month	Mohannad	Face-to-face meetings	Stakeholders will be engaged for job placements and training opportunities for participants.
Participants	Every 2 weeks	Göktuğ	Face-to-face meetings	Stakeholders will be contacted to provide updates on training progress and employment support.
Community Members	Every 2 months	Atakan	Phone calls and surveys	Feedback will be gathered on the community's perception of project impact and safety.

## 7. Conflict Management

Effective conflict management is essential for the smooth execution of the Rehabilitation Facility Project, especially given the diverse stakeholders involved. The approach focuses on the following:

1. **Proactive Communication:** Establish clear and transparent communication channels, such as regular meetings and updates, to prevent misunderstandings.
2. **Defined Roles:** Clearly define the responsibilities of team members, contractors, and stakeholders to minimize overlaps or disputes.
3. **Dispute Resolution Process:** Implement a formal process for addressing conflicts, including escalation steps and mediation by a neutral party if necessary.
4. **Collaboration Culture:** Foster a collaborative environment that values feedback and mutual respect.
5. **Timely Intervention:** Address conflicts promptly before they escalate, ensuring minimal disruption to project timelines and goals.

This structured approach will ensure conflicts are managed efficiently, preserving stakeholder relationships and maintaining project momentum.

## 8. Work Break Down (WBS) Structure

Level	WBS Code	Activity Name	Predecessors	Estimated Duration/time
1	1	Rehabilitation Facility Project	-	730 days
2	1.1	Project Initiation	-	60 days
3	1.1.1	Stakeholder Engagement	1.1	20 days
4	1.1.1.1	Initial Meeting with Stakeholders	1.1.1	5 days
4	1.1.1.2	Stakeholder Feedback Collection	1.1.1.1	10 days
4	1.1.1.3	Final Stakeholder Report	1.1.1.2	5 days
3	1.1.2	Government Approval	1.1.1	7 days
3	1.1.3	Donor and Partner Meetings	1.1.2	7 days
2	1.2	Facility Construction and Operations	-	600 days
3	1.2.1	Facility Site Preparation	-	120 days
4	1.2.1.1	Site Clearing	-	30 days
4	1.2.1.2	Soil Testing and Analysis	1.2.1.1	30 days
4	1.2.1.3	Site Survey and Planning	1.2.1.2	60 days
4	1.2.1.4	Permits and Licenses	1.2.1.3	30 days
3	1.2.2	Facility Building	1.2.1.4	240 days
4	1.2.2.1	Foundation Construction	1.2.1.4	60 days
4	1.2.2.2	Structure Framing	1.2.2.1	60 days
4	1.2.2.3	Roofing and Exterior Work	1.2.2.2	60 days
4	1.2.2.4	Interior Work and Finishing	1.2.2.3	60 days
3	1.2.3	Equipment and Resource Setup	1.2.2.4	60 days
4	1.2.3.1	Install Kitchen Equipment	-	30 days
4	1.2.3.2	Install Computer Systems	1.2.3.1	30 days
2	1.3	Operational Setup and Testing	1.2.3.2	60 days
3	1.3.1	Staffing and Team Assignment	-	30 days
3	1.3.2	Operational Testing	1.3.1	30 days
2	1.4	Monitoring and Evaluation	1.3	180 days
3	1.4.1	Progress Tracking and Reporting	-	90 days
4	1.4.1.1	Monthly Report Generation	-	60 days
4	1.4.1.2	Quarterly Stakeholder Meetings	1.4.1.1	30 days
4	1.4.1.3	Mid-Year Performance Review	1.4.1.2	30 days
3	1.4.2	Final Evaluation	1.4.1.3	90 days
4	1.4.2.1	Final Performance Review	-	30 days
4	1.4.2.2	Report to Stakeholders	1.4.2.1	30 days
4	1.4.2.3	Final Performance Adjustments	1.4.2.2	30 days
2	1.5	Project Closure	1.4.2	30 days
3	1.5.1	Final Report Preparation	-	15 days
3	1.5.2	Stakeholder Presentation	1.5.1	15 days

### PROJECT OBJECTIVE



To establish a high-quality rehabilitation facility within two years at a cost not to exceed \$2,000,000, providing skill-development programs and employment support to empower homeless individuals to achieve self-sustainability and contribute to society.

### **PROJECT DELIVERABLES**

- A fully operational rehabilitation facility spanning 15,000 square feet, equipped with training rooms, administrative offices, and living accommodations for participants.
- Skill development programs tailored to job market needs, including hands-on workshops in fields like carpentry, IT, tailoring, and culinary arts.
- Employment placement services offering job matching, resume preparation, and interview coaching.
- A dedicated kitchen and dining area to support participants' daily nutritional needs and teach culinary skills.
- Modern training equipment and materials, including computers, workshop tools, and industry-specific machinery.
- A monitoring and evaluation system to track participant progress and project success.
- Comprehensive certification programs to validate participant competencies and enhance employability.

### **MAJOR MILESTONES**

1. Government Approvals and Permits Secured – February 15, 2024
2. Facility Design and Layout Finalized – March 10, 2024
3. Construction Phase Initiated – April 1, 2024
4. Initial Training Program Curriculum Developed – July 15, 2024
5. Facility Construction Completed – March 1, 2025
6. Training Equipment Installation and Setup – April 1, 2025
7. Staff Recruitment and Training Completed – June 15, 2025
8. Pilot Skill Development Program Launched – August 1, 2025
9. First Batch of Participants Enrolled and Trained – November 1, 2025
10. Evaluation of Pilot Program and Adjustments Made – February 1, 2026
11. Full Operation of the Rehabilitation Facility – February 11, 2026

### **REQUIREMENTS**

1. Compliance: Facility must meet local construction, safety, and health codes, including seismic stability standards.
2. Energy Efficiency: Windows, doors, and insulation must meet high.
3. Capacity: Must accommodate 100 residents and 25 trainees per session.
4. Technology: High-speed internet (500 Mbps) and industry-standard training equipment required.
5. Accessibility: Fully wheelchair accessible and ADA compliant.
6. Sustainability: Include renewable energy solutions like solar panels.
7. Safety: Fire safety and security systems with CCTV and access control.

## **Rehabilitation Facility Project**

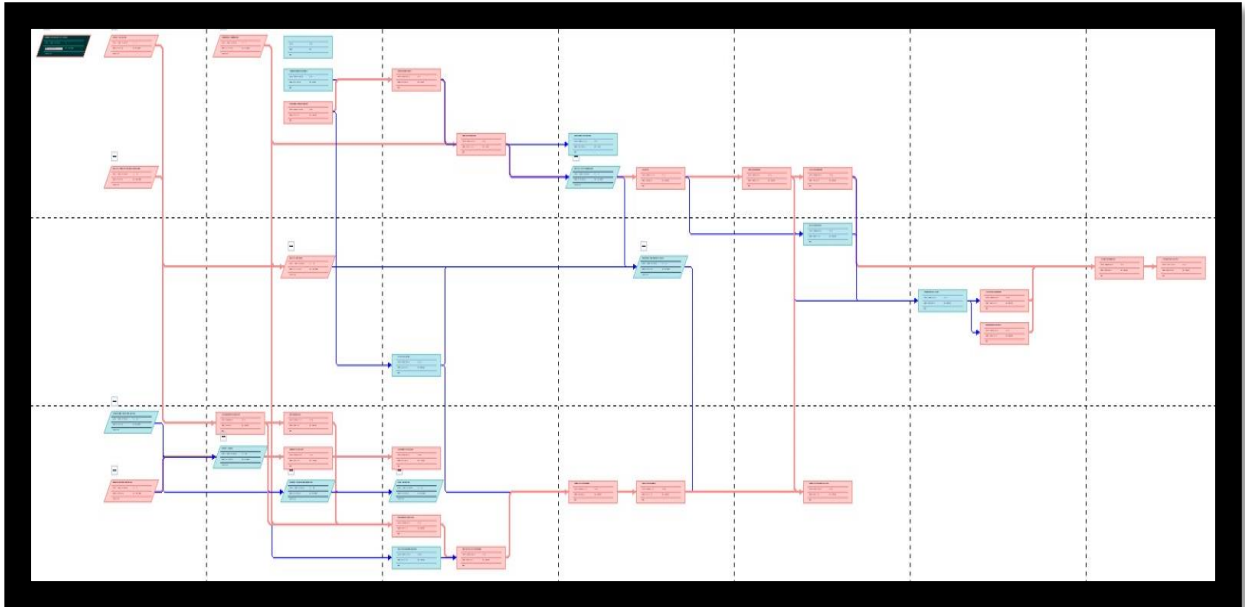
### **(1.1) Project Initiation**

#### **(1.1.1) Stakeholder Engagement**

##### **(1.1.1.1) Initial Meeting with Stakeholders**

**(1.1.1.2) Stakeholder Feedback Collection**  
**(1.1.2) Government Approval**  
**(1.1.2.1) Submit Application for Approval**  
**(1.1.2.2) Government Hearing**  
**(1.1.3) Donor and Partner Meetings**  
**(1.1.3.1) Identify Potential Donors**  
**(1.1.3.2) Arrange Partnership Proposals**  
**(1.2) Facility Construction and Operations**  
**(1.2.1) Facility Site Preparation**  
**(1.2.1.1) Site Clearing**  
**(1.2.1.2) Soil Testing and Analysis**  
**(1.2.1.3) Survey and Planning**  
**(1.2.1.4) Permits and Licenses**  
**(1.2.2) Facility Building**  
**(1.2.2.1) Foundation Construction**  
**(1.2.2.2) Structure Framing**  
**(1.2.2.3) Roofing and Exterior Work**  
**(1.2.2.4) Interior Work and Finishing**  
**(1.2.3) Equipment and Resource Setup**  
**(1.2.3.1) Install Kitchen Equipment**  
**(1.2.3.2) Install Computer Systems**  
**(1.3) Operational Setup and Testing**  
**(1.3.1) Staffing and Team Assignment**  
**(1.3.2) Operational Testing**  
**(1.4) Monitoring and Evaluation**  
**(1.4.1) Progress Tracking and Reporting**  
**(1.4.1.1) Monthly Report Generation**  
**(1.4.2) Performance Review and Adjustments**  
**(1.4.2.1) Report to Stakeholders**  
**(1.4.2.2) Final Performance Adjustments**  
**(1.5) Project Closure**  
**(1.5.1) Final Report Preparation**  
**(1.5.2) Stakeholder Presentation**

## 9. Network Schedule

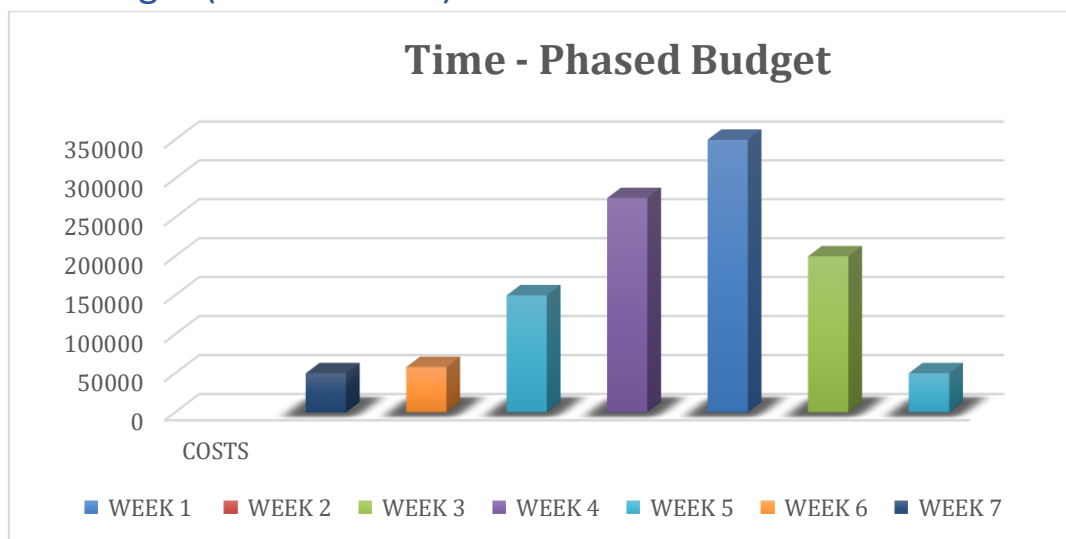


The network schedule worked how will we start our project step by step firstly we have four main sub-level of Rehabilitation Facilities project which we should finish them to start with other level and here we have sub-level of other levels like level 2 and 3,...

Our project Network Schedule focused on the levels of the network dig how it move by a Gantt chart one by one the first work then the rest works.

So it is dependent on the Gantt chart we used Microsoft project 2013 to draw our Network as you can see here in the graph.

## 10. Budget (Time-Phased)



The cost will increase by increasing number of people we will rehabilitate them in organization and that is the cost/week as it is weekly.

Resource Name	Type	First Letter	Cost
Feras Mohmmad	Work	FM	100\$/DAY
Göktüğ Sögüt	Work	GS	100\$/DAY
Atakan Saçaklı	Work	AS	100\$/DAY
Timothy Elamu	Work	TE	100\$/DAY
Mohannad Alama	Work	MA	100\$/DAY
Ayşegül Yıldırım	Work	AY	130\$/DAY
Songül Bulut	Work	SB	155\$/DAY
İsmail Bulut	Work	İB	137\$/DAY
Cleaner 1	Work	W1	50\$/DAY
Cleaner 2	Work	W2	52\$/DAY
Cleaner 3	Work	W3	60\$/DAY
Cathering	Work	CH	500\$/DAY
Cathering Workers	Work	CW	900\$/DAY
Doctor	Work	DR	200\$/DAY
Bus	Work	BS	80\$/DAY
Bus Driver	Work	BD	90\$/DAY
Ambulance	Work	AB	40\$/DAY
Ambulance Driver	Work	AD	75\$/DAY
Water hydrophore	Material	WH	200\$/DAY
Generator	Material	GT	300\$/DAY
Combi Boiler	Material	CB	1000\$/DAY
Elevator	Material	EL	20\$/DAY
Solar Panel	Material	SP	70\$/DAY

## 11. Key Performance Indicators (KPI)

### Financial Performance KPIs

- 1- Breakeven Point Achievement: Track the time required to reach the breakeven point, with a goal to achieve this within two years. This measures the project's financial viability and sustainability.
- 2- Additional Funding Secured: Monitor the amount and sources of additional funding obtained annually. This ensures the project's financial growth and ability to expand services.
- 3- Skill Certification Revenue: Record the revenue generated from skill certification programs offered to participants. This assesses the project's ability to monetize its services and achieve financial independence.

### Participant Satisfaction KPIs

- 1- Participant Satisfaction Rate: Aim for a 90% participant satisfaction rate through quarterly surveys. This reflects the quality of training programs and support services provided.
- 2- Program Retention Rate: Target an 85% retention rate annually, indicating participant engagement and satisfaction with the rehabilitation programs.
- 3- Capacity Utilization Rate: Track the percentage of facility capacity utilized, aiming for full capacity within the first year. This measures the demand and reach of the rehabilitation programs.

### **Operational Efficiency KPIs**

- 1- Program Compliance Rate: Ensure 95% compliance with program and safety regulations, verified by annual audits. This guarantees the facility meets all legal and operational standards.
- 2- Staff Training Completion: Achieve 100% completion of mandatory training programs for all staff annually, ensuring high service quality and staff competence.
- 3- Resource Utilization Efficiency: Monitor the percentage of training materials and equipment effectively used, targeting 90% efficiency. This reflects the optimal use of available resources.

### **Social Impact KPIs**

- 1- Skill Certification Rate: Achieve at least a 70% skill certification rate among participants annually, demonstrating the program's effectiveness in skill development.
- 2- Community Partnerships: Track the number and quality of community partnerships established annually. These partnerships enhance resource availability and societal involvement.
- 3- Self-Sustainability Rate: Aim for a 50% self-sustainability rate among participants within six months of completing the program, showcasing the long-term impact of the rehabilitation facility.

## 12. Performance Measurement Plan

Stakeholders	Possible Measures	Methods of Measurement	How Often We Will Measure
Team Members	Monitor progress in skill development programs.	Analyze training attendance and completion rates.	Monthly
Government Authorities	Compliance with regulations and approvals.	Conduct audits and review legal documentation.	Quarterly
Donors and Sponsors	Assess financial performance and fund utilization.	Prepare financial reports and expenditure reviews.	Semiannually
Local Community Leaders	Engagement and satisfaction with project initiatives.	Conduct focus group discussions and surveys.	Quarterly
Trainers and Educators	Effectiveness of training programs.	Evaluate feedback forms from trainees.	After every training cycle
Facility Management Team	Operational efficiency of the facility.	Analyze facility usage data and maintenance reports.	Monthly

## 13. Risk/Uncertainty Assessment and Contingency Plans

### Risk Identification

- 1- Financial Risks: Insufficient donor support, unexpected construction or operational costs, or inefficient budget allocation.
- 2- Operational Risks: Delays in construction, equipment procurement issues, or challenges in recruiting and retaining skilled trainers.
- 3- Regulatory Risks: Delays in obtaining necessary permits, non-compliance with local regulations, or changes in governmental policies affecting rehabilitation programs.
- 4- Health and Safety Risks: Accidents during construction, workplace safety issues, or health concerns among staff and participants.

- 5- External Risks: Natural disasters, economic instability, or political unrest impacting project timelines or funding.
- 6- Reputation Risks: Community pushback, participant dissatisfaction, or failure to meet project goals.

### **Risk Assessment**

- 1- Financial Risks: Likely (B) - Between 10% and 100% probability in the next 2 years.
- 2- Operational Risks: Likely (B) - Between 10% and 100% probability in the next 2 years.
- 3- Regulatory Risks: Possible (C) - Between 1% and 10% probability in the next 2 years.
- 4- Health and Safety Risks: Highly Likely (A) - Almost 100% probability during construction and program setup.
- 5- External Risks: Unlikely (D) - Less than 1% probability in the next 10 years.
- 6- Reputation Risks: Possible (C) - Between 1% and 10% probability over the project's lifecycle.

### **Risk Mitigation Strategies**

- 1- Financial Planning:
  - Minimize: Regularly update financial plans, monitor expenses, and maintain a contingency fund to cover unexpected costs.
  - Diversify: Engage multiple donors and secure government grants to reduce dependency on a single funding source.
- 2- Operational Resilience:
  - Cross-Training: Ensure staff and trainers can handle multiple responsibilities to maintain workflow continuity.
  - Buffer Time: Add buffer days to construction schedules to absorb potential delays.
- 3- Regulatory Compliance:
  - Consultation: Work closely with legal advisors and government officials to ensure compliance with all regulations and policies.
  - Documentation: Maintain thorough and accurate records of all regulatory requirements and approvals.
- 4- Health and Safety Protocols:
  - Mentoring: Conduct regular training for staff and contractors on safety standards and emergency procedures.
  - Supervision: Appoint safety officers to monitor adherence to health protocols during construction and program delivery.
- 5- External Risk Preparedness:
  - Transfer: Secure comprehensive insurance coverage for construction, equipment, and operational risks.
  - Backup Plans: Develop emergency response plans to address natural disasters or political instability.
- 6- Reputation Management:

- **Share:** Build strong relationships with the community by communicating the project's goals, benefits, and progress.
- **Engage:** Respond promptly to feedback and address concerns raised by participants or stakeholders.

#### 7- Monitoring and Review

- **Continuous Monitoring:** Conduct regular reviews of risk factors and update risk management plans based on project developments.
- **Monthly Evaluations:** Perform monthly assessments of construction progress, operational readiness, and stakeholder satisfaction to identify emerging risks and address them promptly.

## 14. Project Closure

By the end of the Rehabilitation Facility Project, we aim to successfully establish and operate a fully functional facility dedicated to equipping individuals with essential skills for self-sustainability. Key outcomes include obtaining all necessary legal approvals from the government and fulfilling regulatory requirements. Financial closure will be achieved through balanced resource management and donor engagement.

The project will meet its annual targets, including skill development program participation rates and community impact measures. Feedback from beneficiaries and staff will be collected annually to assess program effectiveness and satisfaction. Stakeholders will convene for a comprehensive review of the project's completion, including an evaluation of milestones and challenges.

Additionally, all contractual obligations will be cross-checked to ensure fulfillment. The transition from a government and donor-supported initiative to a self-sustaining facility will be carefully managed, establishing the Rehabilitation Facility as a cornerstone for empowering individuals and reducing homelessness in the community.

## 15. Lessons Learned

The Rehabilitation Facility Project offered valuable insights into project planning and management, even without full execution. Key lessons include:

1. **Importance of Thorough Planning:** Developing a Comprehensive Work Breakdown Structure (WBS) and timeline highlighted the significance of detailed planning to prevent bottlenecks and ensure smoother workflows.
2. **Stakeholder Collaboration:** The need for regular communication with government authorities, donors, and partners underscored the importance of aligning diverse interests and managing expectations.



3. **Risk Management is Essential:** Anticipating potential risks, such as financial shortfalls or operational delays, emphasized the necessity of a proactive approach to mitigation.
4. **Adaptability in Strategy:** Flexibility in adjusting plans for unforeseen challenges demonstrated the need for resilience and dynamic decision-making.
5. **Team Coordination:** Effective teamwork and clear role delegation were crucial in maintaining progress and ensuring all aspects of the project were addressed.

## 16. Discussion & Conclusion

**The Rehabilitation Facility Project** aims to create a self-sustaining center that provides essential skill development for homeless individuals and those lacking job opportunities, offering them a pathway to self-reliance. The facility will not only provide immediate care but will also serve as an educational hub for long-term personal and community development.

Key objectives included securing funding, establishing operational systems, building a skilled workforce, and ensuring that the facility supports both short-term and long-term goals for its users. The project's success will be measured by the number of individuals trained, the employment opportunities generated, and the integration of these individuals back into the community.

In conclusion, this initiative has the potential to significantly impact on the lives of the homeless and those in need, contributing to reducing unemployment and homelessness. Successful execution will demonstrate how a comprehensive approach, supported by government and donor funding, can create sustainable change in a community.

## References if used

\*\*\*\*\*

(RACI matrix) [Free RACI Matrix Template: Define Team Roles \[2024\] • Asana](#)

[Home | American Society on Aging](#)

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