

Nora J Batres

Child Services Coordinator (CSC), Life Moves, San Jose

[Intro, Small Talk]

E: (0:04) Is it okay if I record this interview, just for my own use later to look at?

NB: (0:08) Of course.

E: (0:08) Okay. (0:09) I'm excited. Should we just dive right in? (0:12) Do you have any questions or anything for me?

NB:(0:15) No. (0:18) Hello.

[People walking into interview; Brief interruption]

Starting interview:

E: (1:15) Just for starters, can you say your first name, last name, and what you do for a living?

NB: (1:20) My name is Nora Batres, and I am a child service coordinator [CSC]. (1:24) I'm a child service coordinator for Life Moves.

E: (1:26) Perfect. I think, just to start chronologically, like how did you become a caseworker and what your role entails for anyone who doesn't know.

NB: (1:39) So I started as an RSC, residential service coordinator, and after six months, my program director encouraged me to take the next step. I actually found this position due to my brother, who's also a case manager at a different site. Just by knowing my history of working with kids, all the work I used to do as a young adult, it kind of **just inspired something in me to work in something that's going to give back to my community.**

I was born and raised in San Jose, so I take a lot of pride in what I do, especially in my community. (2:20) Becoming a CSC just entailed that I was going to have more interactions with the children, (2:28) helping their parents enroll and apply for subsidies, doing the behind the scheme's works for them.

I'm a bilingual CSC, so I have only Spanish speakers in my caseload. It's being a voice for them when they need help, especially due to their background. We have noticed that they get a little bit more pushback for being Hispanic, and also there's language barriers.

(3:11) So having someone to support them really does help them a lot, and it helps (3:16) their children thrive. (3:21) What else was I going to say?

E: [Looking at the decorations in the room] (3:24) I mean, I know, just looking at the decorations. I was thinking, 'what about it [the decorations] makes it so important to you to do, and what makes you want to go 110%?

NB: (3:38) I feel like for me, they [the kids] are in a room already half their day. They go to school, they see their classmates, then they come home, and then they just see a hotel room. (3:51) This is the reason why I decorate, and I even go to the extremes of putting my own time into it. I'll work on decorations on my own time, but I feel like giving them [the kids] a space that doesn't look like what they already have **helps them thrive.** (4:11) They're not like, 'Oh, I don't want to go to programming because it reminds me of my room.' They go to programming, they love every time we decorate for the holidays, and just seeing them come in and be like, 'Oh my

god, it's so cute! I love it here.' Even down to our curtains; we have colored curtains. Right now, we're working on putting them back up, but it's a process. It's just to give them a sense of having them see a different environment, having them feel at peace when they're here, and not like they're tied to a room all day. Because it sucks.

And not only that, I do get my artsy side from my mother, so that every time I do something, it reminds me of her too.

E: (5:34) That's amazing. I know we talked about it on the phone, but I just want to make sure I'm capturing everything today on recording, so I'm not misphrasing anything, but just speak to what motivates you to become a caseworker? Can you share any stories? Or Just anything that kind of helps get an idea for 'the why.'

NB: [NB catches her breath] (5:57) I can tell you about it, this is where I cry.

E: (5:59) We can save it for later.

NB: [NB breathes and continues] You know, it's just being raised in the same environment and being able to let these kids know that **no matter what background you come from or the struggles that you go through, there's still that light.** I feel like I came into this job to be **someone that they can look up to** and be like, you know what? 'Yeah, I'm in this situation right now, but it's not forever.' **I always tell our children that they're more than what they think they can amount to.**

(6:51) I also let them know that you're not your parents. **You're your own person.** (7:01) For instance, Sylvia, when she came into this program, she was just 'wild-ling out', like the kids would say. She didn't want to go to school. She didn't like school. She didn't want to do her homework.

(7:22) And now it's her last day here. They've been housed. It's amazing!

(7:27) Her and her siblings and her family are going to move into their new place. (7:32) But just seeing her now, she's thriving in school. (7:35) She's doing great. She's in sports. She comes in here and she's just like, 'Miss Nora, Miss Irene, Miss Miranda, I need to do this assignment or else you're going to bench me.' Seeing that she has something to look forward to and something that motivates her to be better, it makes me happy. It makes me happy. It makes me feel like I've done my best, and even more for her. To see her transition from someone who completely didn't really have any sense of what she wanted to do or she just didn't think she was smart enough to do it to the young lady she is and how she is motivated now to succeed.

Someone walks in. Brief interruption.

(8:48) Let me see. (8:57) I love the old teal. (8:59) Oh, thank you.

(9:00) It's so well planned. (9:01) Yeah. (9:02) I'm a very big church fan, so.

(9:04) Okay. (9:05) Yeah. (9:06) And not only that, I have a million socks that match my outfit all the time.

(9:11) The nails, the socks, the jacket, that's amazing. (9:14) It's impressive. (9:29) Do you play ice hockey? (9:30) Hm? (9:30) Do you play ice hockey or just watch shirts? (9:33) I just watch it. (9:34) I'm more of a basketball player. (9:36) Ooh. (9:36) Yeah.

(9:37) So I've been playing basketball since I was probably in middle school. (9:40) Can I grab two chips? (9:41) Yeah. (9:41) Okay.

(9:42) I've been doing that a lot more actively lately just to kind of get some more exercise in.
(9:51) I like sports. (9:52) I watch everything.
(9:54) I love UFC. (9:55) I love basketball. (9:57) I love hockey.
(9:57) I love soccer. (10:00) Everything above. (10:01) My three main are UFC, basketball, and hockey.
(10:05) Okay. (10:05) Did you watch the Winter Olympics? (10:08) Ah, I didn't. (10:09) I don't have the capacity to.
(10:12) But I have watched the hockey portion. (10:16) I have. (10:17) So I'm super excited.
(10:19) He's going to be awesome. (10:21) I couldn't make this even more proud. (10:24) Yeah.
(10:27) Other than that, I did watch a little bit of the ice skating. (10:31) Which I thought was amazing. (10:32) I forgot his name.
(10:33) It's like a long ass name. (10:37) But the thing he was wearing was black and then they had gold. (10:43) He was just amazing.
(10:44) I think I've seen it on. (10:45) Yeah, yeah. (10:45) I think I've seen it up close.
(10:47) Phenomenal. (10:49) The only thing close to ice skating I've ever seen was Blades of Glory. (11:03) Okay.
(11:04) Perfect. (11:08) Yeah, I mean. (11:12) I think just.

Back to the interview:

E: (11:14) I don't know if you were finished or still have more to share.
NB: (11:17) Yeah. (11:17) It was just about Sylvia and how she's come out of her shell and just become a great human being. **I'm so proud of her.** (11:25) And I feel like we've given her and her siblings, her teen siblings, the proper tools to achieve whatever they need to. (11:34) And I feel like we've built that bond where if they ever need anything, they have people that support them. And people that they can reach out to. (11:48) But yeah, **it just makes me happy to see those kids succeed and just kind of like, Grow, you know.** It makes my job a lot more, How do I put it? I just go home more satisfied with what I do. Seeing that. **Yeah, I wouldn't change it for the world. (12:21) I love it. I love everything I do.**

E: (12:26) you mentioned that you grew up in this area.

NB: (12:30) Yes. So I grew up in a rocking story. I grew up around the east side of San Jose.
(12:41) And it was what people would say, 'the Bad sides of San Jose.' I don't like using the word 'ghetto' because I feel like it doesn't define the culture in my community.
(12:56) And I feel like it's a disservice to every single person that I grew up with and have been successful in their lives. (13:06) And not only that, but I try to steer away from any words like that because I hear our children use it and I don't like it. (13:18) Because it's something that society has said, 'If you live in a certain area, you look a certain way, you dress a certain way, you are that.' They're much more than that. (13:28) And I feel like that's one of the strong values that I try to hold onto my kids. **You're not what people define you as. You're your own person.** (13:40) But yeah, I grew up in San Jose.
And then I've been in San Jose most of my life. I was just a nerdy bad kid growing up in this big, big ocean of people. (13:59) And as I grew up to be a young adult, I started being rebellious sometimes.

(14:08) And I've had very strict parents because I'm the youngest of five. (14:15) So for me, it was just like, 'don't be like your older siblings. You gotta learn from their mistakes.' Even then, I was very different from my siblings. (14:28) I feel like I was more of a nurturer than most of them because I grew up pretty fast. My sister had her first kid at 16. So I became an auntie really, really fast. (14:44) I have 14 nieces and nephews. The oldest being 24. Kids were always my life. (14:54) **I was a kid taking care of a kid. Helping a kid take care of a kid.** Every aspect that I do here, it makes it easier for me to make a connection because of my background. (15:14) I did grow up in a low-income family. My parents were immigrants, or are immigrants. And I'm Hispanic. **So all that made life a little harder for us. But I wouldn't change my life for anything.** (15:39) I grew up, I did go through a stage of homelessness when I was younger. (15:44) But I never knew that because **my parents did their best to give us the best life they could.**

For me, I didn't know I was homeless until they were describing what homelessness was. If my parents would have had the help that they needed, not being bilingual and just Spanish speakers, I feel like they would have thrived. But they did their best they could.

(16:12) **They gave me a good life. They're great parents. They raised five kids on their own... in a world where we're not supposed to be "successful."** (16:26) To be, again, in a community-based... (16:32) Because most of our families are Hispanic. (16:38) They're Spanish speakers. To already have that bond of being from the same race, being the same background, it kind of just makes that connection a little stronger.

To be able to be of a voice for them, just like I've been a voice for my own family, is amazing to me. (17:04) And I feel like I... I don't know... I just feel very grateful to be able to work in a place like this that gives me the **opportunity to change lives** (17:16) and help people succeed and just kind of be heartfelt connections with people that are just... they're trying their best, I guess, you know?

E: (17:43) I was researching caseworkers and Life Moves, and a term that kept coming up was 'emotional first responders,' which they defined as 'an individual providing immediate empathetic support to people.' (17:55) And I'm hearing you talk about these families and I'm thinking, do you think this is an accurate term? And are there any specific moments where you felt like you were really the first line of support for the kids?

NB: (18:06) I think that's a great definition. Honestly, because **we do this job with our hearts in our sleeves.** (18:16) I don't think I would change that term at all. I actually really like that definition. (18:21) And I feel like we are. I feel like we are because people come in here so broken, so defeated.

And to be able to help them rebuild themselves, get back on track, mend relationships with their children. (18:41) Because sometimes, you know, they don't have a relationship with their children. And children don't really communicate with their parents.

And to be able to be that middleman for them and create that safe space where they're like, 'you know what? Let me try it again'. Am I right? And giving them that space to come back from wherever they're at, I think is amazing.

(19:07) I actually had a family that recently moved out in December. It was this mom and her two daughters. And we get really emotional with this.

E: (19:27) And you can use fake names or just tell me not to use any ones I won't share, for privacy.

NB: (getting emotional; deep breath.) I won't use any names. They came in and my first interaction with them, they ended up really opening up. And I could tell that it was the **first time where they felt heard and seen.**

(20:01) This client had a 15-year-old daughter. (20:05) Super cute, teen, red hair, super edgy; just basically what 15-year-old me would have wanted. The red colored hair.

(20:21) So I was just like, 'you're the coolest girl I know, right?' To just hear that from someone, she just lit up. She's like, 'Thank you!'

(20:35) She had another daughter, she was 10 years old. Her nickname, I could share, her nickname was Boo. Sweet, quiet little girl. Just the sweetest, sweetest, kind-hearted person.

(20:52) And the mom was just so strong. She was stronger than she thought she was. And that family went through a lot before they came here.

(21:09) And just being able to help them mend relationships with themselves. With the self-esteem for the teen. With socializing with the younger one. With the mom, just reassuring her that she's doing everything right.

(21:29) They started going to therapy. (21:34) I gifted them these journals that we had.

(21:40) They started journaling and writing down their feelings. Their bond already was strong. They were each other's best friends.

(21:51) It was just the best feeling ever to be able to just help them through their pain. And how broken they felt [when they arrived] to when they left here. (22:06) They were so grateful.

(22:10) Our meetings were only supposed to be 30 minutes. But they went into hours. I feel like when we as caseworkers sit there and support our clients through that emotional distress.

(22:27) In a professional way. And in a way where there's still boundaries established.

(22:34) But we're being genuine with them. **It really helps them heal.** And I feel like that's what I did. (22:41) I did my best. **And at the end of the day, they were happier. I could see the**

change in them. They were doing their makeup. They were in better attitudes. (23:00) They blossomed, basically. They're thriving now in Santa Cruz. They got a voucher. (23:11) They're doing really, really well. (23:14) **They're doing very well.**

E: (23:16) You said, 'Handling that in a professional way.' (23:19) How do you think training and funding by the [Life Moves] program shaped your ability to support the kids?

NB: (23:26) I love our education team. (23:31) Because that's mostly where our training comes from for CSCs [child service coordinators].

(23:38) You know, Lifemoves does training for different ranks. (23:43) It's very well put together.

(23:50) One thing that we're very proud of is being **person-centered.** Well, we would say client-centered. (23:56) And that is basically just making sure that our clients feel like they're coming first, that they don't feel like burdens.

(24:07) That they don't feel like we're just here to be here and tell them one thing and then leave. (24:15) Furthermore, I feel like our training really does inspire every employee to be better. I feel like they give us the proper tools to do our job successfully.

(24:26) And I feel even though it's the same training, but when it's a different instructor, (24:37) they just one-up it every time. They're engaging, they're knowledgeable. I feel more confident doing my job.

(24:48) When I say professional boundaries, it's just like... It makes me confident enough to know that I can go into a room, have a conversation with a client, and leave that room knowing that that client is walking out with more tools and more life skills that they didn't know they had and that they were already practicing. It makes me a little bit more confident that they're doing their best to their ability.

(25:21) For the children's portion, our education team, we're always doing training.

(25:27) We just actually did an Open Doors training. And it's helping us to be able to have conversations with youth identifying substance abuse and how we can help them.

(25:42) That training was so eye-opening. I, myself, learned something new about me that I didn't know. So I think it's amazing that not only is it providing personal growth, it's providing professional growth. And not only giving me skills that I can use at work, but I can use in my own life as well.

(26:04) So yeah, Life Moves has an amazing support system with training that actually does what they intend to do. It gives us the education and the knowledge that we need to be able to be of service to our clients and our youth.

E: (26:23) I love that. Circling back a little bit to what you were saying earlier about how you come in here, to see the decorations. I guess my question is, does the line get blurred between work and not work? Just because this is such an emotionally high-stakes job.

NB: (26:45) I'm already an emotional person. I really am. I get really emotional and I try not to get emotional in front of our children. Just because **I don't want it to be about me.**

When I'm talking to someone like I'm talking to you right now, of course, I get emotional because it's like you're asking me how my job is to me.

E: (27:10) It shows that you have a high level of empathy for sure.

NB: (27:14) I feel like I set healthy boundaries. When it comes to the decorations and stuff, sometimes I'll do them when I'm at home. I'll go to a store and I see something and the money will come out of my own pocket. But I don't see it as a chore. I don't see it as 'I need to.' It's more of a, 'I want to do this.' For me, if I know that something is going to brighten someone's day, I'm going to do it.

(27:50) It's just always been me. **My love language is acts of service.** I feel like I couldn't be in a better workplace than I am now.

(28:03) I just love to be able to give someone something that's going to make them happy. Whether it's decorating for each holiday or my whole work board. It's just a bunch of stuff that makes me happy.

(28:22) I show myself in a professional way, but I show that vulnerability as well. This is who I am. Each little thing makes me, but at the same time, I share that with them. I make that connection with them. They'll be like, 'Why did you decorate?' And I'm like, 'Well, I decorated so you have a place where you're happy.' Especially during Christmas time, I love when the room gets decorated to the max.

(29:00) Sometimes, at first, I was very invested in my job. Like I said, we have trainees that help us. I feel like I've built healthy boundaries. Sometimes, I'm like, you know what, that can wait until tomorrow. But at the same time, DIYing, crafts, art, it's my hobby. It's already something I

love to do. So when I have the time, yes, I'll do it. But there's times where I know when to step back and be like, I'll wait until tomorrow.

(29:41) I feel like I've been able to balance that. I feel like at this point in my job, the lines haven't blurred as much and just creating a solid foundation for me to thrive in my workplace. I'm not one to overfill my plate anymore. You know, I'm not one to overfill my cup. Yeah, and I feel like that's where Life Moves has helped me a lot. And I also, for instance, buy myself another phone, so that way it's only [for] work and it's only touched during the business hours. So once I clock out, like, I'll read messages. Yeah, but I won't reply to them until I'm back, just because I also have to make sure that I have my time away from work.

Yeah, I do pick up shifts. So like if I am doing overtime, of course, like I'll be like, hey this is out of my normal business hours, but you know, I am currently on the clock. So this is why I'm replying to you (1:33) But most of my clients right now are like light-handed work, so it's not like a very extreme

E: (1:40) Do you have any practices in place to prevent burnout?

NB: I do. I go to the gym. And I go on walks. I journal a lot. And I do throw a lot of my emotions into my art. It's Art just for me. Yeah, I do write poetry as well. When I feel the words of the world's a little bit more heavy and I feel like expressing it in my words, being able to put that in words really helps me kind of decompress

NB: I used to not be like that. It used to be just like work work work work work but even days where I do get burnt out, I do give myself my time to just refill my cup

(2:41) And I'm very big believer of **'I can't fill someone else's cup if my cups not getting filled'** And I do feel like that's a disservice and I know I have been saying it's a disservice to our clients. It's because I strongly believe that if I am NOT maintaining my peace and maintaining my health and putting myself first sometimes, I am doing a disservice to my clients because I'm not functioning a hundred percent

(3:13) I do suffer from depression and anxiety. So my social battery runs very low and for me, it's like I have my hard days and I have my good days and I have days where I'm just how the kids would say, 'Crash now' multiple times. And so, I feel like that healthy balance kind of keeps me composed. Because I might have the worst day and I might be beating myself up like mentally, but once I see those kids come into the room, I'm just like, 'Everything changes! Like everything changes!'

(3:51) And yeah, they don't know how much they help me during my hard times.

E: (4:08) You're an example of someone who achieved success in a system that doesn't always want you to. Is there anything, like policies, that you think are strong, or you want to change or just anything you want to highlight so the people can better understand?

NB: (4:32) Our funding. I'm grateful for the people that do donate to Life Moves, and do like, support in any way they can. And I feel just that being a hotel based site, people don't really know we're here. Yeah, you know, we have smaller sites, but they are better known because they're opened by Life Moves; They bought those sites and like, they're just more well known than when you're living out of an Extended Stay.

(5:20) So far, I love my team. And Alejandro's amazing. And people previous to that. Because we wouldn't be connected with people we are now if it wasn't for everyone's hard work, and I

feel like **one thing that we struggle with is being seen sometimes for the work we do**. I feel like we do a lot more than what we are thanked for... I mean, I mean I shouldn't say that... I'm pretty sure there's a better word.

E: Yeah... Like you're doing so much that's not your job description...

NB: Yeah, Yeah. So, we do a lot, we do a lot. We step into different roles. Sometimes we have to do case management. Sometimes you have to step in and be that case manager for a parent when someone's out. Or we have to step into the intake coordinator spot when they're out and be able to manage doing our job and their job. And I feel sometimes this goes unseen.

(6:44) I try to make sure that my team knows how appreciated they are. And I feel like that's the only reason why I'm still here; it's because of the amazing group of women that I work with. And my other fellow CSCs from different sites. If I didn't have their support, I feel I would not be thriving in my workplace. I feel like I would just be passing through.

E: We talked about this on the phone, but can you please list the nuts and bolts of what you guys do?

NB: (7:32) Yeah, list of what we do: Do food bank runs which entails going and shopping, coming back, taking it upstairs. (7:47) We also do donation runs. So we're always looking at free marketplace, like any free giveaways for things our kids need. And usually, that goes a long way. So like, if a child tells us they really like a bike, or a pair of skates and, we know that we wouldn't be able just go out and buy it... we use our resources, you know, I mean like, we go to every free giveaway place we contacted for people from different sites... to make things like that possible

(8:38) At the end of the day, we do give more than what we receive out of our job. But at the same time, we do it because we care. Yeah, we do it because we want to make that difference. We do it because we love our job. We love our kids and it's just in us to do so. **We are people of service and I feel like it's really hard to not to go above and beyond for people that, you know, are just amazing.** Yeah, they're amazing kids. They're amazing families and they just need that extra support.

(9:21) We do programming. We provide a space for homework club. We have tutors. Recently, we have this group of teens, high school kids, that are doing robotics with the kids. And it's amazing because we've seen the growth in mind, growth in people being interested to come to our site, to be excited to interact with our children. It's come a long way. It's come a long long way

(9:55) It's been almost three years for me and every single time, like every day, there is something new. And then we also have like, the parents, you know, like whether it's applying for WIC, CalWORKs; transferring the kids' schools; transferring them out; getting them connected with McKinney-Vento; talking to the liaisons and sometimes it goes as far as with probation officers or court-mandated court hearings.

(10:41) Just being there and being that support for our clients. And kind of just creating a safe space. It seems like a lot but in reality it's just we've done it for so long that it's just become like a daily... a daily thing. And then there's summer camp. We provide summer camp during the summer to give the parents a place for their kids to go while they work... That's what we do... Like some of them [parents] can't get childcare but you know, we take them [the kids] for like, a good eight hours so they have that time to do what they need to do and handle their business...

while their kids are having an amazing memorable time with volunteers like you... Which you're a fan. You [Emmy] have a big fan base here... we're just lucky to be surrounded by a network of great people.

E: (11:51) Thank you. Where do you see yourself, in like five or ten years?

NB: (11:57) Feel like I do see myself in a different position here. Maybe more a leadership role. Maybe in the Education Department. There's a lot that I want to do and a lot that I still need to learn from. I feel like I'm taking baby steps towards what I want to achieve. I do want to become like a social worker for the County. That requires me to go back to school. But at the same time, I feel like Life Moves has opened so many doors for me. So far, I love working for them. There's a few things... yeah, here and there... but those are just numbers... just number things. But I feel grateful they gave me, someone who just has a high school education, a job. A job I can work without feeling, like, just because I only have a high school education, that I don't belong here. They gave me a sense of belonging and they showed me that I am more than what I amount to. When I teach our teens, you know, I mean so it's like... it's a cycle to cycle, and it's... it's crazy because like our slogan is 'Breaking the Cycle of Homelessness', and everything we do within this company is a cycle... but it's a **Cycle of Rebuilding**. I love everything that our company stands for and I couldn't be more proud to, like, work with such an amazing group of people.

E: (14:03) Yeah. Great. This is great. Thank you for sharing. That's all I have. Anything you want to say that people normally don't give you the space to say? Or anything more you think people should know?

NB: (14:16) I feel like people should know that if they could do the work, to do it. You know, if they want to do anything in their community, they should. Like, I'm so proud of you and the group that you've created and it's meeting young adults like you that want more for this community. That's all I can ask for.

E: (14:47) I'm really lucky to get to meet you guys.

NB: (14:51) I'm just proud of you. Yeah, that's pretty much it... it's just like... Anybody can make a difference, right? Anybody can use their voice for the better. The world's in a little bit of a funk right now. But you know, it's our future... It's our children's future, and I'm so grateful for you and all the volunteers we've ever had here at Life Moves. Because you guys are strong-headed. You guys are literally changing the world, one day at a time

(15:47) But I feel like my work's not done. I'm gonna continue to do what I do best: Just create spaces where our children are safe and they know that they are not only capable of conquering **It's just changing lives... little by little**. Little talks here and there. Little activities here and there. Little memories here and there. And a whole lot of laughter, a whole lot of laughter and I feel like the memories we make here, they'll carry on, carry into their adulthood and maybe one day, one of them is gonna be like, you know what, Ms. Laura was right... Ms. Laura was right. And I feel like that's all... I kind of want.

the world but they're capable of anything they want. I feel like our youth doesn't understand that. I feel like our youth has been put in a situation where if you're not X, Y, and Z, you just don't fit into the equation... Not knowing that they're their own... like they're their own type of... they're

their own kind of thing. It's just amazing... It's just, you know... I feel like we've created something great here.

E: (17:29) That's amazing. Your story is just, like... you are an amazing example. Just, like, a freaking cycle. So inspirational... that's, that's really amazing.

NB(17:48) Thank you. Yeah, I get emotional when I talk about my job.

E: (17:55) Thank you for opening up and sharing.

NB: (17:57) Of course. I feel like people need to know. People need to know that this job's hard. Yeah, it's hard, but at the same time, someone has to do it. But at the same time, it's like, if you really want change, you gotta make a change and that's what we do.

E: (18:25) Yeah. Thank you. Thank you so much for sharing.

NB: (18:28) You're welcome.

E: (18:29) I guess I should have asked for pictures before.

NB: (18:33) Let me just go clean.

E: (18:37) Yeah. Is it cool if I take photos of the decorations?

[End of interview]