



## NCAPPS Webinar - Finally Home: Stories and Lessons Learned from Pennsylvania's Housing Demonstration Project

---

This webinar was originally broadcast on April 12<sup>th</sup>, 2023

### **SPEAKERS**

Michael Knox, Marian Frattarola-Saulino, Robert Zotynia, Amber Borreli, Bevin Croft, Jeremy Yale, David Gates, Alixe Bonardi, Lisa Tesler, Dana Thompson, Pamela Zotynia, Sara Crimm, Abby Martucci

### **Alixé Bonardi 00:00**

We see that we have people still joining this webinar and as we get started, I am going to start with a brief visual description. I am a white middle aged woman sitting in my home office in front of a bookshelf with books and a plant. And we will go to the next slide as we are getting started.

### **Alixé Bonardi 00:34**

My name is Alixe Bonardi, and I am one of the co-directors of the National Center on Advancing Person-Centered Practices and Systems. My co-director Bevin Croft and I are really delighted to welcome you to today's webinar focused on Pennsylvania's housing demonstration projects. And, and this is an exciting topic for us to delve into, specifically focused on housing and the good work of folks who are in Pennsylvania. A quick note that today's webinar is sponsored by our center, and we call it NCAPPS. It is funded by the Administration for Community Living and the Centers for Medicare and Medicaid Services. And we are delighted that through this funding, we can make these webinars free and open to the public. Next slide please. A quick note that the goal of our center is to promote systems change that makes person centered principles and being person centered. Not something that is just an aspiration, but a reality in lives of people across the lifespan and around the globe. Today, we are focusing on really wonderful work that is happening in Pennsylvania. Next slide please. A very short note about some of the webinar logistics. Participants are all muted during this webinar. And we do have the chat feature in zoom open and we encourage you to use chat to introduce yourself. I see people they're starting to do that. And also, you can engage in chat with other panelists and with the with other participants. Towards the end of the webinar. If we have time, we will have an opportunity for speakers to respond to questions that are entered into chat and there will be some ongoing back and forth discussion and chat if you would like this webinar will be live captioned in English and also live interpreted in Spanish.



There are English captions, which you can access using the CC button at the bottom and live Spanish interpretation is accessed using the interpretation button at the bottom of your Zoom screen. It looks like a world icon or a little ball. Once you are in the Spanish channel if you would like to access Spanish interpretation, please silence the original audio it makes it easier to hear. This live webinar also includes polls and evaluation questions at the end. So please if you can be prepared to interact during polling times. Next slide please. And after the webinar, we are happy to hear from you with follow up questions at our email address [ncapps@hsri.org](mailto:ncapps@hsri.org). This webinar will be recorded it is being recorded and will be available along with the PDF version of slides and a plain language summary within a few weeks on our website, [ncapps.acl.gov](http://ncapps.acl.gov). Next slide please. And now we have our first poll. We really want to hear who is here with us today. It's really helpful for the panelists. So, everyone who's joining we're looking to hear from you. How do you self-identify, you can choose more than one option. And we are seeing quite a number of responses coming in already.

#### **Alixé Bonardi 04:40**

We'll give it another few seconds for people to read through the options and to respond to the poll. Currently we are at about 75% participation which is terrific, and I still see people are taking a minute to access the poll. So, we will just give folks another few seconds before they, before we end the poll, and we share the results. Looks like people are still adding in. Okay. So, so here we have the results of folks who have responded. It looks like we have a number of people with disability who identify as being a person with a disability, and family members of people who use services, including people who identify as self-advocates and peer specialists wonderful. We're about a third of the people here, our care managers, case managers, support coordinators, social workers. We have researchers joining us here today and people who are represent community or faith based service provider organizations. And we have another third who represent government employees. And that is, it's wonderful to have this group of folks that are representing here. Thank you. Thank you for taking the time to respond. And that's helpful for our panelists who are all here. Next slide. And here we have the list of panelists will be in speakers we're going to have today. To get started I'm going to turn the rest of the of the conversation today over to Marian Frattarola-Saulino who will be introducing each of the speakers as they join in the discussion. Marion is a co-founder of Values into Action, an organization that offers individualized services exclusively to people in people's own homes and communities in New Jersey and Pennsylvania. And Marian also helped to start the Collaborative for Citizen Directed Supports New Jersey, and the Alliance for Citizen Directed Supports, which are membership organizations focus on enhancing sustainable, self-directed systems. With that, I would like to turn it over to my colleague, Marian. We're really glad that you and all the panelists are here today.



## National Center on Advancing Person-Centered Practices and Systems

### **Marian Frattarola-Saulino 07:31**

Thank you, Alixe. Good afternoon, everyone. My name is Marian. I am a Caucasian, middle aged young woman wearing silver hoop earrings and a black shirt, and my background is blurred. I have the honor and pleasure of introducing the speakers who are going to be talking with you today about the important work that's being done in Pennsylvania. So, it's an honor and a pleasure. And as you can see, or as you will hear there are many, many speakers. And so, all stakeholder perspectives are represented in this presentation. So, I'm going to start with the funder of these projects in Pennsylvania, the Pennsylvania Developmental Disabilities Council. And first up is Dana Thompson, who was the project officer for the projects that are going to be presented to you today. Dana has worked in the disability field for over 32 years and has spent the last 11 as a project officer for the Pennsylvania Developmental Disabilities Council, Dana's support her guidance for mentoring. I know I speak for the other project, because you're going to hear that there were two. Dana, really helped to sustain throughout the course of this work. And, you know, through the challenges, you know, Dana was always there to present the question, what about this? What if we think about this, so it was really amazing to be able to work with her through the course of this work, and we hope to be able to continue that and that in some capacity going forward. Lisa Tesler currently serves as the executive director of the Pennsylvania Developmental Disabilities Council. She began her tenure there in 2019. But beginning in 2005, Lisa worked for Vision for Equality, which is an advocacy organization located in Philadelphia. And when there Lisa led the statewide training and advocacy efforts to improve public policy and waiting lists, Lisa's vision drive, and just her overall leadership has really enabled these projects. Not only the past work, but as we think about the impact and the ways that we can continue to advance this work. She has been instrumental so I'm going to turn it over to you, Dana.

### **Dana Thompson 10:05**

Thank you, Marian. Hi, good afternoon or good morning, depending on where you are in the world. My name is Dana Thompson, as Marian said, and I am a Project Officer for Pennsylvania Developmental Disabilities Council, or we say PA DDC. I am a white woman with brown hair and wear glasses. The background behind me is green and includes the DD Councils logo. My prominent pronouns are she and her. So, to start us off, I want to tell you a little bit about councils and DD councils, the Pennsylvania Developmental Disabilities Council and DD Councils in each state and US territory were established by the Developmental Disabilities Assistance and Bill of Rights Act, or the short name is the DD Act. The DD Act continues to fund DD Councils through congressional approvals of federal funds each year to conduct grant projects that do advocacy, capacity building and systems change to improve the lives of people with developmental disabilities and their families. Those federally funded grant projects and the activities that each DD Council does are driven by that state's five year state



plan approved by the Administration on Community Living. Next slide, please. So, want to take you back to 2014. At that time, the PA DDC was preparing to create our next five years state plan, which as I said, would identify the types of projects we wanted to fund and do to make things better in Pennsylvania for people with developmental disabilities. So, one thing we do to prepare is hold a listening tour. We traveled around the state to 13 different locations, we held two additional virtual sessions. And so, 15 in total across the state. As in many states, in Pennsylvania, there are two housing options predominantly used by people with intellectual and developmental disabilities to live in the community. They live in provider managed residential settings, controlled by an agency that also delivers the services for the home, and for those who live there, or they continue to live with their parents or other family members long after childhood. So back in the fall of 2014, we heard from attendees of the listening tour. As for alternatives to the housing I just described, they strongly advocated for people with disabilities to have more choice and control in their homes and services. They told us personal stories of wanting to stay in their homes, but to change who provided their services. They also talked about loving their services, but not loving where they lived. But if they moved, they would lose their services. And so, they asked for housing and services to be separate from each other. With this level of flexibility, and the ability to alter your housing and services is difficult to have within the current system. So, the PA DDC heard these stories and believed people should be able to move without losing their supports, and they should be able to fire their supports without losing their home. So, this was the starting point for creating the person directed housing and services demonstration project. Council drafted the objective statement you see on your screen to demonstrate sustainable housing and services which are separate from each other exchangeable sustainable and are person directed and controlled by people with developmental disabilities. We began with awarding funding to Pennsylvania health law project, that first grant began on July 1<sup>st</sup>, 2017 and focused on supporting two groups of participants, one in an urban setting and one in a suburban setting. Next, we funded a second project two values into action, who began October 1 of 2018 and focus their work was supporting participants in rural settings, so we wanted to explore and prove that through our demonstration projects, there are best practices and system changes that can make the objective possible. And now I want to pass our presentation to our Executive Director, Lisa Tesler.

### **Lisa Tesler 15:25**

Good afternoon, everyone. My name is Lisa Tesler. I'm a 53 year old white woman, I use she/her pronouns, I have brown and gray hair. Today I am wearing glasses, a pink jacket. I also have a green background with the Pennsylvania Developmental Disabilities logo in my background. So, I want to next slide. I want to give you a little more data about why demonstrating Person Centered housing was so important. So, in Pennsylvania, there's



independent monitoring for quality. And that's a survey where 1000s of people are interviewed every year and asked questions about their quality of life. So, looking back through the data collected in Pennsylvania, you can see that in 2010 55% of the people interviewed said someone else chose where they live. And of those who had some control over where they live, only 43% said they saw one other place, only one other place before they chose, and 66% of those people did not choose their housemates. In 2015 51% of the people interviewed said someone else chose where they live. And 44% of the people who had some control over the choice only saw one other place before they made a decision. In 2021 46% of the people said someone else chose where they live. And in 2021 And recently, we started asking questions about whether people had the option to live in a non-disability specific setting. And only 46% of the people surveyed, were given an option to live in a non-disability specific setting. And then we also asked people if they own their own home, and of the people served. Only 2% said they own their own homes. And when you compare that to the data from the US Census Bureau, for all people in Pennsylvania, the rate for all people in Pennsylvania for owner occupied housing in 2017, through 2021 60 to 69.2% is the owner occupied housing rate. So, you can see there's a huge gap between the home ownership rate of people with developmental disabilities versus the general population. So, the council is very interested in closing that gap. And having people's lives more closely matched the general population. Next slide. We know that housing plays a really vital role in self-determination, choice, and control for people. I know that when my family relocated to Pennsylvania, we had a lot of decisions to make when choosing where to live. We prioritized things like neighborhoods with sidewalks where we chose to live, I can walk to a park, a pool, a library, shopping, and the elementary school. My husband of course, I chose to live with him. And he wanted a garage, and I wanted a yard. So, all of those things were essential elements in where we lived. And they are important factors in our quality of life. And so, for people with developmental disabilities, they should have those same options in deciding what matters most to them in choosing where they live. So, we as the council wanted to make sure that our housing projects focused on a person centered approach where individuals and families could decide where they lived, and all the systems and resources could respond to and organize around their needs. So, this would require service providers, the disability systems, the housing resources and systems, and the community and resources to respond to them, and organize around what mattered most to them. And this would mean, we would need to change attitudes, long standing beliefs about what's possible, and how to support people. And it's hard work. And it takes time and there are two grants that demonstrated that this is possible. Show that with commitment, and investment, authentic, person centered approaches to support people can lead to fully integrated, inclusive lives. It is possible for people of all abilities to thrive when offered the right options, supports and resources. So, I'll turn it back over to Marian, who will introduce David and the rest of the panelists. Thank you.

**Marian Frattarola-Saulino 20:59**

Thanks, Lisa, and Dana. So, the next, the next speaker is David Gates. And David is an attorney formerly with the Pennsylvania Health Law Project. He has advised and assisted countless people and their families on alternative housing models, and best practices. And of all the things I admire about David, one of the most is that all of his work really centers the person and their family and promotes authentic choice and control. on their part. David was the lead on one of the developmental disability councils, housing project grants highlighted today. And so, David, I'm going to turn it over to you, and thank you for your vision, your perseverance, and the expertise because you not only guided your project, but ours as well.

**David Gates 21:53**

Well, thank you, Marian. So yes, my name is David Gates. I am a white man in his 70s. My pronouns are he him and his. And I do want to point out while I'm no longer with the Health Law Project, I'm currently working as a housing counselor under this service, you'll hear a little bit about, hopefully, we may have an opportunity and another occasion to talk more about this great service called housing transition, tenancy sustaining services under our home and community based service waivers. And I am a housing counselor under providing that service under these waivers for a family run a service provider called Terrapin House. Okay, so I have a lot of slides here. So, I probably won't have time to answer questions during my presentation. But please leave the questions in the chat and the NCAPPS staff will compile them. And we'll try to answer them later. So, the first thing we did in our project was to assemble our team. So of course, the team was a group of organizations that I reached out to because of my working experience, knowing that they had some real expertise in various areas. So, you need folks who have a different kinds of expertise and also are connected to the community. So, two of the organizations that we work with. Families can who you will hear from later and carousel connections, were tasked with recruiting our participants, self-advocates, we also had a health law project and another legal advocacy organization called regional housing legal services, who brought that the housing expertise to our team, and also the Pennsylvania Assistive Technology Foundation, which were our partners in both assistive technology, obviously, and financial education. We'll mention briefly later. And then in the fifth year of our team, we were pleased to include values into action in a special component, which we'll talk about a little later, while they had their own grant, they came into ours, the last year of ours. Next slide.

**David Gates 22:38**

Okay, so, in terms of recruitment, we were focused on recruiting participants, self-advocates, people with intellectual disabilities and or autism, who had the goal of person directed housing in community settings that were separate from services. And each participant were evaluated, or I'm sorry, they evaluated their housing options with their family or circle of support to determine the model that best fit each person's preferences, needs and resources. And you





## National Center on Advancing Person-Centered Practices and Systems

will hear from three of our participants later on this presentation in a video. And two of our parts well, one of our one of our participants, and then a gentleman who was on the advisory council of values into action are also here live on the webinar today. After going through the housing options, we conducted a comprehensive assessment of the individual skills, experiences, and preferences. Next slide, please.

### **David Gates 25:33**

The assessment was used to develop a person centered action plan that includes goals to promote independence and community integration. Prior to the move in date, there was also assessment and Person Centered action plan for our participants who are already living in their own home. So, several of our participants, you will hear from them in the video were in fact already living in their own home, but needed continued supports to be able to maintain their home and live successfully in their own home. Those support plans were developed and then implemented, we focused on detailed plans to enable individuals to acquire the skills of independent living using coaching, mentoring model, and also financial education. And our goal was to fade supports once skills were attained. Next slide.

### **David Gates 26:30**

The support plan plans included assistance for our participants and their families to conduct networking in the broader community. That was really an important component of our model. We develop plans to increase community integration with a focus on developing new relationships, as well as becoming more engaged in the community. The idea was so that folks would have a broader circle of support and connections to their community, as their parents or family were less, less constantly there. We assisted each participant to develop a person support network beyond their immediate family. And that network would help them with making decisions not making decisions for them but help them in a supported decision making concept. So, they can more fully participate in their community. Next slide. So out of this, and this was a five year project, there were a number of lessons that we learned, and we're sharing with you. So that may give you some ideas, what to consider if you develop a project like this. One is that the transition from housing with a family or from a congregate facility takes significant planning. Planning requires good communication between the self-advocate family, other natural supporters, supports coordinators, service providers, the housing counselors like we have here in Pennsylvania, and other members of the self-advocates team. Planning starts with supporting the self-advocate to identify their housing goals and preferences, and how those fit into their vision for a meaningful life. Oh, in Pennsylvania, we use the life course, which is a great planning tool, which the Pennsylvania Developmental Disabilities Council supports. And so, we worked with that to fit housing into this vision of a meaningful life. Next slide please. Each individual's plan must be tailored to the priorities identified by the self-advocates wishes, self-advocates and their families should be provided with a wide range of



## National Center on Advancing Person-Centered Practices and Systems

housing options, including single person rental with one or more housemates and home ownership. And I want to stress this last one, because a lot of people don't think about home ownership, but in fact, we have been able to support people with disabilities in becoming homeowners. So, you should not take that off the table. Next, financial resources and social capital should be considered in developing the housing plan. So, the social capital pieces particularly important, who within the individuals, broader circle of support and friends who may not be typically within their circle support can be called upon to provide some kind of assistance, that is the social capital, who is it that you know, and how can they be brought in to help with the planning and implementation of the housing plan? given limited income, high cost of housing and the law made a number of subsidized housing units, self-advocates may need to explore sharing housing with one or more individuals. Again, more lessons learned we learned a lot from this, a while every effort must be made to identify housing in areas of the social, sorry, self-advocates choice. financial realities of housing costs in certain areas may result in limiting areas with housing the self-advocate can realistically afford. And here's where you really have to develop that good communication, develop that trust. So, you can explain to the individual the financial realities, but not make it seem like you are forcing the individual into a particular area. But it has to be ultimately, the individual's decision. The housing plan must include activities aimed at developing housing readiness skills. And one of the things we found in this project that many of our participants had very little experience living independently, if they lived with their parents, very often, the families were doing a lot of the day to day supports. And so now they needed to gain the skills to do that, as much as they could independently or figure out how they could direct other supporters. To do that with them. Housing readiness must also include financial education, we'll talk about that in a bit.

### **David Gates 31:40**

Each self-advocate will move through a housing readiness stages at their own pace. So, timelines go at, we found timelines were just went out the door, you can't have, you can't have predetermined timelines, you have to go with the flow and see where people are in their stages of housing readiness. Self-Advocates living with Families, Housing readiness for the family member is just an important and can sometimes be even more challenging than the housing readiness for the self-advocate. That's because we have many families who had fears and concerns about housing arrangements, which would probably not include somebody being there in the House report meant 24/7. Next slide.

### **David Gates 32:29**

The way we address that is through actually engaging peer mentors. And we did provide a stipend for our peer mentors. That helped with addressing some of those fears and concerns and these were peer mentors, who were living in typically an apartment of their own, where they could actually share their experiences with both our participants and the family and really





show that this can be done. And it can be done safely. And also, the benefits of living in an independent setting. How this can really expand the individual's opportunities to be integrated in the community, partake of community activities, and form new friendships and connections. The team must expect that unplanned events will occur that will require revisions to the housing plan and are likely to change the timetable for housing readiness activities. This is almost a given. You have your plan; you think it's going to work. And then something is not may but is going to happen. And you have to redo that plan. Just be prepared and be flexible enough to do that. agencies providing housing counseling will be more effective if they can identify and develop good working relationships with housing, local housing resources. Next slide.

### **David Gates 34:17**

Supports are likely to continue to be needed once a self-advocate moves into their own home. That's the tenancy sustaining component of our state's waiver service. There's an evolution of readiness that can occur with supports ebbing and flowing depending on the individual's life circumstances. While some of those supports can be provided by supports our coordinators and service providers, having a provider who focuses specifically on housing counseling is vitally important. And that's thankfully something we can do and are doing here in Pennsylvania. Thanks to adding this to the homie community based service waivers. All right last set of lessons learned. Individuals with higher support needs are generally less successful obtaining housing in the community because of significant barriers to creating sustainable support plans under our Pennsylvania waiver systems, outside of using residential supports, and administered by service providers. And this is something we are working on. Pam Sutton, he will talk a little bit more about the advocacy efforts, those one of our advocacy efforts flowed out of lessons that we've learned. problems remain in finding someone to manage housing and services, when the self-advocate is no longer living in the parents' home, or residential group home, as there's no specific funding for this in Pennsylvania waivers. Here, again, is something we're trying to address your advocacy efforts. Alright, that's it for lessons learned. I just want to finish up with our outcomes.

### **Marian Frattarola-Saulino 35:57**

David, do you mind? You know, there's you could go on all day, and we'd all sit here and listen to every single word, is there a way just to kind of keep to time that you could just kind of pull out maybe some of the most important outcomes here, as opposed to going through and then we can get back to this with some time.



## National Center on Advancing Person-Centered Practices and Systems

### **David Gates 36:16**

Right. So, you're gonna hear about, from Jeremy, I think he'll talk about, we got a staffing covered for remote supports. Pam, we'll talk more about this great service, housing transition, tenancy sustaining. One thing I do want to mention, because it is very important for the rest of you outside of Pennsylvania, this service will draw down federal match under your state's home and community based service waivers, if you choose to do it, it is compensable is permissible. Under the federal rules. CMS did approve this in Pennsylvania. The financial education course I have to give a shout out Pennsylvania Assistive Technology Foundation, who did our course, it is listed in the resources at the end, if you want to take a look at there's an online version of this that you can do entirely online. It is at studymoney.us, studymoney, one word, dot US. And I think that the rest of it, I'm now going to turn it back to Marian. Thank you for your indulgence.

### **Marian Frattarola-Saulino 37:27**

David, thank you so much. Okay, next up Pam, Pamela Zotynia. And I'm going to do an even more truncated bio, in the interest of time, but Pam plays a number of roles in the system and Pennsylvania. Most importantly, she will tell you, she's Robert's mom. And she also serves as the Director of Participant Directed Services with us at Values Into Action. And she has led and continues to lead our housing demonstration project. So, I'm going to turn it over to Pam she's been she's been leading this for the last five years. She's going to try and condense all of that in a few minutes. But if anybody can do it, you can Pam and I just want to give a bit of a note here that Pam's lived experience as a family member has been fundamental to the success of the project of values. And her professional expertise as well, when blended just really adds and has added such an incredible dimension to this work. So, Pam?

### **Pamela Zotynia 38:32**

Thanks, Marian. I am a white woman in my 60s was short, dark hair. I'm wearing a black and white shirt with a black sweater, and I wear glasses. My pronouns are she her hers. And I'm sitting here with my son Robert, who will describe himself when he speaks. Next slide, please. As Dana mentioned, we started our project in 2018. We knew from the start, it was important to develop partnerships if we were to be successful, in addition to our collaboration with David's project, the slide show. This slide shows some of the partners we engaged with throughout the life of the grants. When your goal is to expand housing opportunities. We felt it was important to engage with generic housing community in the conversation. But it's also important to continue to engage with typical system partners as well. Next slide, please.



## National Center on Advancing Person-Centered Practices and Systems

### **Pamela Zotynia 39:33**

So, we were asked to demonstrate a person directed housing model that ensures people with developmental disabilities can control their own housing, choose where and with whom to live, and ensure that the housing is separate from their services. Next slide please. So, we all know you can't claim to be person directed if you don't have meaningful participation from the people. Pull whoever you're trying to help. To accomplish this, we engaged people with developmental disabilities in all aspects of the work. We shared information on the housing transition and tenancy sustaining service, hips, and the project during the state senator closure hearings, we invited a self-advocate to chair the project advisory committee. You'll hear from him later in the presentation. We developed a housing toolkit and made it available to anyone who wants to use it. It's posted on our website, and the link is included in this slide deck. We engaged people who use huts as speakers to share their knowledge and their experiences with others. We hosted a statewide housing symposium to share with a broader audience. We gathered feedback from people using his service to refine our practice. And we share that feedback with the Office of Developmental Programs as we as it comes in. And you already heard about the Isaac housing subcommittee, which we're very excited about. And I believe Jeremy will speak a bit more about that when he's up. Next slide, please. So, through the work of these projects, the partnerships we developed, and the collaboration with the Office of Developmental Programs, we were able to positively impact change. When we started, the hit service was limited to 10 hours annually, and has since been increased to 160 hours. We, along with others provided comments and feedback that resulted in allowing hits providers to provide indirect supports. Previously, it was direct support only. This created challenges to meeting the needs of some of the people supported. We also provided feedback that resulted in a rate increase and recommendations to consider provider qualification revisions and to allow one to two support so that one hits practitioner could support two housemates, at the same time. You already heard mentioned at the curriculum, we're in the final stages of revisions, and we'll be resuming the implementation of the pilot shortly. But of course, the work is never done. We're seeing an increase in hits authorizations and expect that to continue to grow. statewide data shows an increase of 31% from fiscal year 2020 - 2021 to 2021 - 2022. That's like a word twister there. More providers are becoming qualified to deliver the health service. Again, data shows a 70% increase in providers from fiscal year 2020 2021 to 2021 2022. And because services should always be evolving, we'll continue to learn by engaging with stakeholders to gather feedback and adapt as needed. And we will finalize that hits curriculum that once tested, we hope will be adopted by the Office of Developmental Programs to be used to qualify providers to deliver the hits service. Next slide please. Handing it back to you, Marian.

**Marian Frattarola-Saulino 43:43**

All right. Thank you, Pam. And now up is our panel presentation. So, I'm going to introduce the first two speakers. Sara Crimm is the director and co-founder of families creating communities for adults with special needs, or as David has already referenced families can it's a Philadelphia area nonprofit organizations supporting people and their families to create sustainable housing and support solutions that enable full participation in the community. After Sara, Abby will follow. Abby Martucci is the program director for Families Can and in that role, plans, implements, and facilitates a variety of programs and services, including people with disabilities and their families. She advances Families Can's mission of ensuring everyone is able to live in the setting of their choice with the support they need to live their best life. Sarah and Amy will now present on their participation as a grant partner, and I have to say before I turn it over to you, Sara, that we've known each other for quite some time and your tenacity and leadership not just through this project but through others has served as a guidance inspiration for our projects as well. And Abby, our work with you has really demonstrated that you prioritize representation. And you're setting such a fine example today in your partnership with Michael, so I'm really honored to turn it over to you next.

**Sara Crimm 43:44**

Thank you so much, Marian. And hi everyone, Sara. Yes, middle aged woman with a brownish gray curly hair, I wear glasses, and my pronouns are she hers. So, Families Can worked as a sub grantee with the Pennsylvania Health Law Project on the housing demonstration grant. Next slide, please. In the fifth year of our grant, we developed a pilot position, which we call the Housing Program Coordinator. And this stems directly from one of the lessons learned during our prior four years of work. Individuals who qualify and select a residential model with their waiver funding, received staffing, oversight and housing management services from their service provider. So, this is a model where the service provider controls housing, staffing, and most other services for the individual. However, the individuals we supported to find housing and supports in the community lacked this oversight. In a self-direction model, or an agency model, there is little staff supervision, especially for backup. Additionally, and critically, there is no one outside of family who oversees the housing setting. And this leaves individuals on their own for dealing with housing problems that can potentially threaten their long term residential stability. The position that we piloted bridges the support and housing gap, we provided Person Centered supports that helped individuals use tools and systems for problem solving, building independence, and exercising self-advocacy. We created the following video to showcase some of the individuals we supported through this work. Each person gave permission to be filmed, wrote their own script, and agreed to have you view it today. So, I hope you enjoy these stories. Or next slide. And let's show the video please.



## National Center on Advancing Person-Centered Practices and Systems

### **Video Audio 47:41**

I am 25 years old and live in apartment above mine by myself. I moved to Philadelphia from Chicago a few years ago as my mom and my dad. We lived in a house together for a few years before I moved out on my own. In Philadelphia, I live in a high-rise in Society Hill. Before I move out, I had meetings with Alexa and my mom. We talked about all the things I need to do living on my own. There's some things that I can do on my own. You know the things that I eat Hubbard I parents and mentors in my job coaches all work together with Alexa to help me be a binder. This binder has a lot of pitches some other things in the webinar a West base with pitchers toes in routines and checklists for the morning and the night now that I have my which is mostly said Lexa and I talk twice a week for boring meetings we do things like review my schedule a talk about my permit maturities me playing to this organism my calendar just me creatures for different problems like know which chickens are close to it with different weather on Mondays a plan for my work for my week was to shop and have a cooking club. On Tuesdays I take the bus by myself and had to work I you know with a fun and Wednesdays I do chores with a mentor and then a volunteer at a place called mana. Then in those days I head back to Independent Living in my own apartment that we do all the different things I like to do. One of my favorite things to do is sell bicycles, my friends in new food tools, and apartment by myself. For all the devotees have learned this year level, living on my own is fun.

### **Video Audio 50:30**

I enjoyed learning about all the places in see good things happening. I have a roof over my head, and I pay my bills since September 2021. I have personally in the house of a faculty, Paul project, Abby comes to my house a couple of times a month. And we work different projects together. Some of the projects we have worked on are a one page profile about me that I can share with people a list of instructions so that I can change my Brita water filter myself a calendar to keep track of my appointments. I can advocate for old people with disabilities by sharing my stories. Maybe there are other people out there who are not sure whether they should live on their own, maybe by themselves, or maybe with a house name, I would like to tell them that they can be successful with more work in the right support.

### **Video Audio 51:59**

I'm Laura and I have been living in this home for 10 years. With three kids. If you met me like in real life, it's like all these corporate emergency things like come up or whatever to where like I need to talk to Amber about something or if I feel like something's being threatened, or if I feel like I don't understand a piece of mail or something. They kind of say No, it means this. So yes, I can read it. But I don't necessarily understand quite what I'm reading or especially the law part of it, they can kind of help me through it. And that's where my support comes in.

**Abby Martucci 52:53**

Hi, everyone, I'm Abby Martucci. My pronouns are she her and I'm a white woman, my 40s with glasses, and today I'm wearing a pink sweater. I'm here with someone you may recognize from the video you just saw. Mike, would you like to introduce yourself and share what you're wearing for folks on the call who might need that?

**Michael Knox 53:11**

My name is Michael Knox, you know, wearing a blue shirt and blue pants and white socks in black sneakers, black sneakers.

**Abby Martucci 53:22**

Thank you. And I've had the privilege of working with Michael on the housing facilitation pilot project. And we've continued to work together after the project ended and his self-advocacy and home management skills have really continued to grow. So, is it okay if I share a quick update? Yes. Okay. So, Michael owns his own home. And a couple of weeks ago, he had a rough day as a homeowner, right. So, both his bathroom sink, and his heater broke on the same day. But he drew on his education as a self-advocate. And using the go to List city mentioned in the video, he was able to successfully schedule those repairs for both problems, as well as manage the visits from the plumber and the HVAC repair person when they came. And he checked in with the support team for advice. I know you called checked in with me and your sister. But he really took charge of the situation, which might not have been the case if this had happened a few years ago before he spent all the time working through the housing facilitation project to learn how to advocate for himself and to learn what to do and who he can turn to when things go wrong. So that's a pretty big milestone. And it's also an illustration of how education and support programs can really help people to thrive as homeowners in the community regardless of their disability status. And Michael is continuing to work as an advocate for himself and others. So, do you feel empowered as a homeowner? Do you think? I feel great, awesome. So, while we'd be happy for you to talk with you all day and share all of the awesome things that Michael has been up to in the interest of time. We're going to turn it back over to Marian.

**Marian Frattarola-Saulino 55:11**

Thank you, Abby and Michael and Michael, we're really happy you got through that that crisis. Again, thank you for setting such a wonderful example. Next up is more panel presentations. I'm going to introduce Dr. Amber Borelli first. And then Robert Sania. So, Dr. Borelli is the housing Resource Coordinator with values into action. She leads the housing resource team and supports people in their families living in central and eastern Pennsylvania. And she and her team help folks to find and obtain housing that is separate from their services. The team also works to deliver the housing transition and tenancy sustaining service. But for the purpose





of this presentation, Amber's going to do her best to condense a lot of years of work into a few minutes. So, Amber, your energy, and your housing expertise has been instrumental to the successful outcomes of this project. So, I'm really excited for you to present before I turn it over to you. It's also my honor, and with pleasure, I introduce Robert Zotynia Robert is an artist, self-advocate, and a change maker. He is employed by self-advocates united as one as a power coach. And he contracts with us values into action as a self-advocate advisor. And one of the things that he has done in that role certainly has been to successfully co-chair the project advisory committee for our housing demonstration grant. And Robert's leadership has led to the success of this of this grant and the work thus far. But I think Robert has done so much more in terms of setting. Just a really clear example of what commitment to social justice, and the commitment to your community truly looks like so I'm going to turn it over to you Amber and then you'll turn it to Robert. Robert is then going to introduce our closing speaker, Jeremy Yale from the Office of Developmental Programs. So, it's yours.

### **Amber Borreli 57:24**

Awesome. Thank you, Marian. I am Dr. Amber Borreli. I'm a white woman in my fabulous 40s. I have brown slash gray hair. It's tied back in a messy bun and I'm wearing glasses and a sage green shirt. And there's a chalkboard in the back in my background with hearts and words of affirmation, and my pronouns are she her and hers. As Marian said, she told me I have about five minutes to recap the last five years of my work. And so, I figured that the best way to do that would be to give a few examples of the people that our team had the privilege of supporting on their housing journey through these projects. You saw Miss Laura on the video, she is now living in a new apartment that is subsidized and allows her to use the savings from her employment on her everyday needs. She often neglected before because she just couldn't afford them. She continues to meet with our housing resource specialists monthly to get support with tracking her household budget and spending. She's gaining confidence through rebuilding her credit and her rental history. And I'm so excited to see where Laura goes over the next year or so. Obviously, no two housing situations are alike. We heard from our friend Lisa at the Developmental Disabilities Council about how her family looked for a house and everybody's process and is different. So, at values. Much like our friends at PA Health Law, we use a person directed housing planning process and assessment process and this assessment and plan help people and their families and the people that are supporting them to really take a look at how they would like to do this thing called housing up someone is telling me my microphone is a little bit goofy. So, give me just one second. I'm hoping that this is better.

### **Marian Frattarola-Saulino 59:30**

It's better Amber, thank you.

**Amber Borreli 59:32**

No worries, sometimes technology you know, we just got to be flexible, I guess. So just like being flexible with our technology. We have to be flexible when we're planning for housing. No two people, no families, no supports look the same. And the goal of the housing transition and tenancy sustaining service is really to help people figure out what their ideal housing situation is, and what steps they'll need to take to get there. This person Listen directed approach really puts the housing seeker in the driver's seat. We're working with one family now to help them identify their next steps to home ownership through a rent to own program that's available to anyone in their community. So, we're really super excited about helping people with homeownership. Another person we support is currently living in a transitional living program that's available to, again, anyone in the community experiencing homelessness, and he is working to obtain his first apartment. We have two people who decided to be roommates. And we did a lot of work helping them plan for that. And now when we're meeting with them to kind of see how things are going being roommates, they're talking about next steps of after they're done being roommates with each other, moving on to start families or live with a partner, things like that, that really just have been amazing journeys to be allowed to witness and help to facilitate. Many of the folks who participated in our project weren't necessarily ready like right this minute to get up and move. They weren't packing boxes, but their parents are getting older, things like that, where they feel like maybe it's time to start exploring. Or maybe I'm starting to feel like mom and I or dad and I are having some conflict, I'm ready to kind of live on my own. I'm working with a young lady; her name is Stacy. And she and I talked a little bit about this presentation and what her experience has been. And she had a lot of anxiety about just being on her own and moving out from mom who is her best friend. So, we really meet virtually to just talk about a list of things that Stacy made of things she wants to do without her mom's help, we really move at her pace, and work on the things that she wants to work on. And the super cool thing about that is she does work on those things. And her mom is really excited about the progress that she's making on becoming more accountable for her routines, her schedules, getting out of bed, taking care of her hygiene, really doing some amazing, she's really doing some amazing work. But I think my favorite part of this job of all of it is just communicating all the aspects and the requirements and the rules around homeownership and renting as a real possibility for somebody with disabilities to begin to say, hey, this should have been available to you all along because it's available to everyone else in our community. So, let's dream big. And yeah, maybe we don't have the resources for the mansion on the beach. I don't either I cry about it all the time. But I bet we can work together to find the most important pieces of that dream house that make you feel most at home and help you to make a plan to put that into steps that aren't can be a reality for you. Again, it's been a pleasure working in the housing transition and tenancy sustaining service and within these projects and learning the different ways in which each person that we've supported with a disability has been able to



identify and obtain they're finally home. So now I'll hand off the pin screen to my friends and colleague, Robert Zotynia. Robert, take it over.

**Robert Zotynia 1:03:34**

Thanks, Amber. I'm Robert. I'm a 36 year old white male with dark curly hair sitting in a wheelchair and I'm wearing a black and white Johnny Cash t shirt. My pronouns are he/him/his. I want to tell you why I got involved with the housing demonstration project. Throughout my life, people have tried to tell me what is best for me. They're well-meaning people, but they don't always understand what I want. I have some challenges. I use a wheelchair for mobility, various alternative communication techniques, and I have complex medical needs and receive behavior supports. But I also have a ton of abilities. I know what I want. I want to control my life, where I live, where I live with what I do and who supports me. For a brief period, a few years back, I lived in a group home, my family and I thought it would be the best way to support my needs. But it didn't work out the way we thought it would. I wasn't able to do everything I wanted or needed to do. For example, I wanted to get a job. People kept telling me I wasn't ready. I wanted to go out at night visit the local pub like other people my age do that didn't work out with the staff schedules. And I wanted to decide who I shared my home with like Did initially meet a guy who was going to be my housemate and we hit it off really well. But then he changed his mind and decided to stay where he was. So, I did get a housemate, but I didn't meet him until he moved in with me. He was a nice guy we got along, okay. But the point is, I didn't get a choice. There were other issues that I won't go into. Let's just say everyone agreed it wasn't working out. The providers sent my family a letter telling them they would be discharging me in 30 days. That's not a lot of time to plan. But my mom helped me, we decided I would move back home, and we would share our home. I also want to tell you that we got a lot of help from the Office of Developmental Programs to plan my transition. So, I came home and decided to use self-direction. I no longer wanted to depend on providers for everything I do. I hired and managed my staff with help from my supports broker. I got a job working as a power coach for self-advocates united as one. I volunteer in my community. And I go to the pub whenever I want. My life is good right now. And I want to keep it that way. The one concern we all have is what will happen when my mom isn't here anymore. Right now, we share our home and split the bills. But she owns the house. It's a cool house. It used to be a one room schoolhouse about 100 years ago. But old houses require a lot of maintenance. So, we recently decided to look for a different house. And when we find the right one, we're going to buy it together. That way I will be a co-owner. So how does my story relate to the work of the housing demonstration grant, when values into action was awarded the grant from the Pennsylvania Developmental Disabilities Council, they needed to create a project advisory committee. Marian asked me if I was interested in volunteering my time, and I jumped at the chance to have an impact on how people like me find their finally home. For the



first four years of the grant, I co-chaired the committee. We met regularly to review the work in progress, provide feedback and guide the future direction of the work. At some point, I think year three, I was brought on as a paid consultant. This was about the time we were working on compiling the deliverables we worked on to create the finally home housing toolkit User's Guide. It was a lot of work. I reviewed it many times provided my feedback to make sure it made sense and to assure we were using plain language whenever possible. We're in year five now, our final year. This year, we pivoted our work to focus on advocacy. We changed the project advisory committee to the housing advocacy workgroup. We brought a new partners some more here today and others who have expertise in the housing world. We did a lot of work helping the Office of Developmental Programs understand what works and what doesn't work. We're working in partnership to develop a process for providers to meet the qualifications for the housing transition and tenancy sustaining service. Throughout the grant, we supported 12 people and met with several others who were initially interested but decided to wait or change their mind. Three people move to their new home and everyone else has a copy of their assessment and Person Centered housing plan to continue to work towards their goal. In addition to the project participants, as of the end of March, we support 40 People who are authorized for HTTPS, and we're continuing to get referrals. So far, eight people moved to their new home and 32 are in the planning process. It's been an exciting project. And the result is and will be that people like me will have more control of where and with whom they live. Next slide please. And now I have the great pleasure of introducing our next speaker. My friend Jeremy Yale, Mr. Yale joined the Office of Developmental Programs low DP in January 2019 as the Director of the Bureau for policy and quality management. In this role, Jeremy contributes as a senior member of the offices leadership team by managing the divisions of Policy and Innovation, quality management, training, and communication. Prior to joining ODP, Mr. Yale search for five years as the County Administrator for the Lackawanna, Susquehanna, behavioral health intellectual disabilities and early intervention program. Jeremy, you can take it from here.

## **Jeremy Yale 1:09:42**

Awesome. Great. Thank you, Robert. And good afternoon, by way of visual introduction. I'm a white male in my mid-40s. I have brown hair and wearing brown framed glasses. Today I'm wearing a pink button down shirt and a blue sports coat I have a blurred background, and my pronouns are he and him. Before getting to a few updates from the Office of Developmental Programs, I'd really like to just extend my sincere appreciation to all of the co-presenters on today's webinar. Projects like these are really driving innovation and helping to inform future models and practice within Pennsylvania and hopefully within other states and other parts of the country and in world. So, I'd like to do maybe just a little level set on some foundational background on the service that was referenced earlier in the presentation, housing transition



and tenant tenancy services, we could probably go to the next slide, there we go. So, this, this service was added to our 1915 C waivers back in 2017. So, it's now you know, five and a half, six years later, and we're finally beginning to see some progress. In 2019, to better understand some of the slow adoption that we were seeing with HTTPS, we ODP convened a discussion with some of our providers and other stakeholders, really to try to identify the success that providers were having, and also identify some of those barriers. So, two themes emerged. Really, there was a lot of support for the service definition itself. But there was slow adoption due to low rates. So, in January of 2022, we nearly doubled the rate of this service from 1048, a quarter hour to 2020 for a quarter hour. And again, I think, in addition to the HTTPS curriculum that was described, this, this rate change will really help us advance. So where are we today? In 2022, after approval from CMS ODP implemented an incentive payment for providers of residential habilitation, specifically designed for individuals interested in transitioning to supported living model, that is, people living in their own apartment or home while receiving supports from a provider. And generally, the way it works, providers can earn an additional \$30,000. And so, \$15,000 would be available when that individual moves from a residential setting to a supportive living setting. After six months and determination that it was a successful transition, the provider can earn an additional \$15,000. So why did we do this? A few reasons and for starter quality of life. One thing that we know from our National Core Indicators data is that it really indicates better outcomes for people living in supportive living and in their own apartments and in their own homes. Higher we see higher satisfaction, better community integration and better access to natural support. This model also lowered costs. So, to give you the sense of the scope of that, so including the \$30,000 Incentive Payment successful, you know, successful transition would result in an average net savings of about \$85,000 per person annually. And what that essentially does is it helps us to really address our waiting list, which currently is about over it's over 12,000 individuals waiting for services. So, this this also encourages residential providers to offer a continuum of residential services. And given the national DSP workforce shortage, it expands on a survey on service models really that are less reliant on a traditional workforce. So where do we go from here? In government, we tend to watch for opportunities to advance good practice. Timing is not always on our side, and sometimes it is, as David and Pam mentioned, the Office of Developmental Programs is forming a committee to study housing. But this opportunity presents itself primarily because Pennsylvania has recently closed to state ICF ID centers. And so, Pennsylvania is legislature has marked as it has earmark any direct savings from those state center closures to be directed to a home and community based services, augmentation account for individuals with intellectual disabilities and autism. So, these funds can really only be used in very specific ways, primarily to address direct support professional, the quality of support, as well as for housing for individuals with intellectual disabilities. So, there are plans to direct these funds. And we are engaging stakeholders through our information sharing and advisory committee.





And, and really looking to our Deputy Secretary is very interested in exploring how things like housing subsidies might be integrated into expanding housing, as well as opportunities for housing development that will ultimately help individuals gain access to affordable safe housing options. So really exciting opportunities. I think combined with the innovative projects described today, systems collaboration, the integration of technology, and really some of these dedicated funds to expand housing, Pennsylvania really appears poised to support individuals to realize their own finally own moment. So that concludes my update, I would again just like to really thank my co presenters today for all the great work and to NCAPPS and ACL for hosting this webinar on such a timely topic. So, thank you.

**Bevin Croft 1:17:06**

Thank you to Jeremy and to the wonderful panel of presenters, telling your stories and sharing about this innovative practice. My name is Bevin Croft and I co-direct the National Center on Advancing Person-Centered Practices and Systems. I am a white woman with hair pulled back in a ponytail hoop earrings. And I just had to step away from my home office desk to shut the doors so that you don't see my partner in the background. We have about 10 minutes for questions and answers. There have been some excellent questions posted in chat. So, I'll start with those. If you have any other questions, you may enter them into chat, we won't have time to get to all questions. But we will post written responses to the questions on our website along with the recording and the slides. We've had a number of questions and then sort of echoed really interested in understanding whether and how these projects and this this this this project you've engaged in can be inclusive of people who have more complex support needs or higher support needs. And this was touched on in some of your presentations, but we'd love to open up the floor to folks who'd like to speak to that question in a little more detail.

**Marian Frattarola-Saulino 1:19:01**

This is Marian, hi Bevin. Which of the panel presenters would like to take that question?

**David Gates 1:19:10**

Well, I'll take a piece of it. Okay, the only one. Okay. So, we have to as housing counselors, we have to be aware of the broad range of services and the limitations on services and engage closely with the support coordinators. So, one of the things we do is we map out what kind of supports will person who have significant knees would need if they were in their own home. And we have a process in Pennsylvania that allows an individual through their supports coordinator to request up to 24/7 staffing, staffing throughout the week, 24 hours a day. So, we assist in informing the individual of that we assist the supports coordinator in developing this form for what's called a variance. So that's one of the things we do. I will say that, although we don't do this formally, as housing counselors within the housing transition service, we will inform people the option of creating a model we call micro boards. So that's something that I





have done either been some of these around the state, which is a model that we have had to turn to, in some cases, for individuals with high support needs, which is basically a family run provider entity. But I will say that those entities have been able to support individuals with extremely high support needs. But that part is a lot of work. And I'll cede the floor to anyone else who wants to talk about this issue.

**Marian Frattarola-Saulino 1:21:06**

This is Marian again. Pam Zotynia. I didn't know whether you maybe wanted to answer that question about, because there were several throughout the webinar that showed up in the chat about for people who need or looking for 24/7 staff supports, how is this possible to separate out housing from their services?

**Pamela Zotynia 1:21:29**

Sure, thanks, Marian. I'm sorry, I had to step away for a minute to help Robert. But Robert happens to be a person who has 24/7 supports through the waiver. And it is possible there are several other people with support across the Commonwealth, who also have that it has to be justified, of course, based on their needs, is a process that you go through with the Office of Developmental Programs annually, to reach out to find that they call it a variance. We have done it now for several years. And you know, some people think that's horrific process, but it really is quite easy. It's just, you know, if the need exists, and you are able to respond to the questions with your support coordinator, who typically does that on your behalf, variances will continue to be approved? I hope I'm answering the question. And I apologize that he didn't actually hear the entire question. So.

**Marian Frattarola-Saulino 1:22:31**

No, you're good. I was thinking you also play a role on the Office of Developmental Programs, tech Task Force. And I know that this is also a consideration. Jeremy touched on the fact that there's other options, they're supported living, there's live share. So yeah, just trying to give the participants a sense of, you know, that individualized nature of the planning for one's home can take a variety of paths.

**David Gates 1:22:59**

Jeremy mentioned briefly, yes, I do want to mention, we have a model here, a life sharing model, which I call reverse life sharing, which is something we don't have time to get into, but can also be very useful where the person lives in their own home, but can bring someone in to live with them in their own, you know, bedroom, that can provide a higher level of support without utilizing paid support 24/7 Or without utilizing a group home.

**Bevin Croft 1:23:36**

Thank you to Dave. And to Pam.

**Jeremy Yale 1:23:41**

Maybe Bevin, just one more comment on that I would just get a plug in, you know, so thinking about individuals that have complex needs living in their own space, right, remote supports are doing some really remarkable things. And if you're unfamiliar, we generally have direct support professionals and an offsite location with a relationship with that individual that they're providing care to being able to interface and have real time two way conversations, you know, that might not fit all the time and care that that individual needs, but it can fill some of that time. So, thank you.

**Bevin Croft 1:24:23**

Thank you, Jeremy. This is Bevin again. I would like to ask a related question that I think is important and that's that, you know, we hear a lot of thinking about family living and living with family. But we did get a question in chat, you know, how might this look for somebody who does not have family in the picture to participate get assistance with this type of program and if anyone would like to come off mute or just put your camera on, I'll know that you're, you'd like to speak to this piece.

**Bevin Croft 1:25:11**

It's me again Bevin because I just can't stand the empty space. Right. So, does any of the panelists want to take that knowing there's only a few minutes left? I was trying to also respond in the chat. And I'm sorry. So, I didn't get the full question. There you are, Jeremy.

**David Gates 1:25:26**

But I'm just simply going to tee up, David, because I know that he has worked with some folks where, you know, trying to create some symbiosis where individuals that may need a roommate to help out with rent, but are also you know, willing to support someone with a disability to kind of get up and get moving and you know, medication prompts and whatever else, what other any other supports that that person might need. really innovative and successful model for folks. So, David, I don't know if there's other points to that. Well, actually, I would like to point out, we've heard from Abby from Families Can who is supporting Michael, who is really, I mean, he has a sister who lives some distance away. But I mean, so certainly, our contractors worked with individuals directly. Not necessarily always with the families and, and so yes, we have supported individuals, where the primary focus has been the individual



NCAPPS

## National Center on Advancing Person-Centered Practices and Systems

with much less family involvement. So, it I mean, Michael is an example of how that can be done.

### **Bevin Croft 1:26:50**

This is Bevin Thank you, David, and, and all. I of course, we've run out of time, there is some excellent information in chat. If you would like to save the chat conversation, you can click on the three dots at the bottom of the chat window and save the trap chat transcript yourself. We will also include links that were shared contact information, all of those things in the write up with the Q&A on our website in a few weeks. And just one more very warm thank you to the team from Pennsylvania that shared this rich, important information from so many different perspectives we value you and the work that you're doing. And it's so important to us at endcaps to highlight really innovative practices that embody person-centered thinking, and this is this is clearly one of those so, so thank you to all before you leave, we would appreciate it. If you could please answer the six questions that popped up on your screen. These are our webinar evaluation questions. We look at them every time and use this information to improve our webinars in the future. We hope that you join us for future webinars, keep an eye out for announcements on our mailing list. And we hope to see you all again soon have a wonderful afternoon.