



Best Practices for ILC Remote Operations Webinar Transcript | July 9, 2020

00:11:08.000 --> 00:11:11.000

» I know they provide cell phones for employees so if there's a situation where that happens, then that would be a tool.

» I have a question: Have any of the company like Verizon or sprint come up with plans specifically for association work or for members such as living centers that are discounted or perhaps improved capability and reliability?

» Not that I know of. Spectrum very quickly was mobilized to install internet in any house that had a child who was trying to go to school.

» Right.

» Luckily that is -- that is the internet provider up here

» Yes.

» I have not learned of anything.

We've been in touch with our representative. We've had a non-profit account with Verizon for a long time. So we were in touch with our representative. We did get some of the charges backed off. She was able to back some of them off saying it was by accident, we understand that.

» Yes, that's just good business practice as it seems

» Anything would you like to add or anybody else before we jump to the next slide.

» I believe Denise had a comment that was relevant. I believe Denise, you can unmute yourself and speak, if you like.

Yeah, I just wanted to add -- can you hear me?

» Yes.

» Good all independent living centers because of state contracts should be eligible for government contract pricing which does reduce your costs over the average business cost

» let's continue. I know video calls have quickly become part of new normal. We've been thrust into being camera ready as we know. There are popular platforms with pros and cons. Let's hear from Robert about Microsoft teams. Robert?

» Good morning, everyone.

» Good morning.

» So I am by no means an expert on this. I can tell you that. Office 365, basically offers pretty much all of the tools that you really need for remote work including a pretty vast number of apps that can be, you know, put into play. But teams allows you to basically set up work stations, channels, it is an excellent video conferencing phonecall system. We do all of our staff meetings using it. We are doing any future training with it. You can hold a large number of events. The regular conference system allows up to 250 people on the call. You don't necessarily have to own teams in order to participate as long as the folks who are managing the call send you an invite. There's also an events feature which allows a much, much larger group of people in the thousands as I understand it. There's a very good training system with office 365. Tons and tons of video. You know, I know that a lot of businesses have office 365 and we pretty much use the word and Excel products but there's so much more there, share point allows collaboration and documents that you can work on together in realtime. The biggest downside of office 365 and if you compare it to zoom from the articles we've read for the communications piece of it, they were they offer the same aspect and you get the integration with the office system.

Zoom is the biggest is the easiest platform to use whereas we have devoted and are continuing to devote quite a bit of staff time to training and we spend parts of our staff meetings training in various aspects of 365. Since we're paying for the platform it's all built to together. It's all in the cloud. There are HIPAA guidelines to set up security so it's a very secure system and it does meet HIPAA guidelines if you put your settings in the proper order. So there's a lot of benefits. The downside is the training.

» What else does anybody want to add about this office 365 or other ways of setting things up.

» If no one else has anything to add I'll talk a little bit Google meet.

» Okay.

» Like office 365 as Robert was indicating, it's an environment where the 365 is an environment where the office products are an environment which so many are familiar with. Like that, many of us are really familiar with the Google platform and with -- but don't necessarily know all of the tools that are available to us inside Google. And meet is one of those tools. At ADG we're using it for staff meets and interactions with each other. It's a Google environment. It allows us to share documents seamlessly, provides us cloud storage seamlessly. And the Google meet environment is a great environment and really easily accessible for meetings. We use our Google calendars with our client as well as with our staff among our staff. So if you are a Google user or work in a Google environment, those tools are available to you as well. You can turn on in the administrative features the ability to use meet and Google has extended the free meet for all users through the end of year to deal with the COVID-19 issues. Google meet is easy to use. It's attached to the calendar. We can turn on add Google meet to any business meeting we schedule on calendars and launch it directly from the calendar invitation. It is very easy and seamless and simple to use. It allows for us to see pretty much everybody on the meeting. The g suite version allows you to have up to 100 people participating with video on. It sometimes does slow things down so you have to have a pretty good internet connection to use the video with that many people but it does -- it's really, really easy to use. Very simple and much like zoom to the point where they are becoming a bit competitive with each other. The high point of Google is it's free. It is a cool that you do not pay anything additional for if you are a personal user of Google, you can meet with other people that have Google addresses. If you do have a g suite account which can cost as little as \$10 a month for business or free for not for profits, because they do provide it free for not for profits with unthe limited use, then going is truly free and the use of Google meet is truly free for you. It's a great option if you don't want to -- if you don't have the funding to do a Zoom or something like that.

» Any other thoughts or comments about Google meet?

» This is Aileen.

» Okay.

» We jumped on Zoom but we purchased the health care license which we were told is -- has better encryption than the regular Zoom meetings. We had to have a signed business mutual associate agreement for protecting health information and the minimal amount of training, not much training on managing registrations and waiting rooms. So I'm wondering if -- is Google secure? Could you have a support group on a Google group or is it just open format kind of software?

» Could you have a support group on Google meet provided that all the participants have joined through the internet. The place where you lose the security with a Google meet is if someone comes on on the phone. Then you don't have the encryption over the phone line that you would on Google meet, as you would over the internet. So the security is there but it would require that everyone be using their computers to sign on.

» Gotcha.

» Any other comments about this? Okay.

Let's proceed. Despite our affinity for emailing and texting these days, lots of folks on -- count me among them -- still prefer the good old fashioned phonecall. Aileen is going to share her information on voip, voice over internet protocol.

» Voip is a weird thing to say. We went with that two years ago, maybe more and have been extremely impressed. It is provided through vonage. It's a business platform that Vonage provides and rides on our spectrum internet. The phones are computers, technically. Looks like a phone. I agree, I like phonecalls, too. The phone looks like a phone and functions like a phone but you can plug night a cat five cable anywhere, anywhere and it acts as though it's a phone on the desk. That was one of the things that helped us go home quickly in march. Anyone could pick up the phone, bring it home, plug it in and you've got -- you know, we can intercom each other. Our receptionist can answer the phone at his couch up on tug hill and transfer a call to me in the St. Lawrence river as though we're in the same office. It's seamless. It's remarkable. If you don't have internet access Vonage has an app you can put on the cell phone. The cell phone can do the same thing. If you are, for instance,, talking to consumers if you use the Vonage app it's coming from your personal information is never disclosed to consumers when you use your cell phone as long as you are going through the app. It really is extremely impressive. One of the things we learned very quickly when we first installed it though is that if you have in one location our main officer has 33 employees who are all using the internet all throughout the day now, you need to include -- increase your band width. Limited bandwidth is not going to cover. It covered computers and that was great. But you doubled the number of computers basically using the internet. So you have to have enough bandwidth at your main office. We found that out quickly. Calls were dropping and choppy and everyone hated it until we increased the band width and then the tech guy was a hero again.

» Does spectrum charge extra for that piggy backing?

» No, charged you for the bandwidth but you buy it in big chunks. We're saving a ton of money over the telephone bill.

» Good for you.

» I would recommend it. I am not Vonage is not the only provider but it was recommended to us by the guy. Everybody is the guy, UPS guy or whatever. He's our copier guy. The guy who manages the

copier in the office which say little business who said why aren't you using this and we said huh, I don't know. Took him a while to convince me but I'm sure there's other providers.

» Is Vonage the only provider for voip? Or are other companies doing similar?

» In most areas there are different people. There's national companies that do voip. Here in the capital region at ADG we use first light. Used to be tech valley communications. They are very good and have really expanded their coverage as well. You can find those voip providers 234 different regions of the state. Another option is Google voice. Google does have a voiceover internet protocol and internet phone service that allows you to manage your phones on the internet in an internet browser. One of the interesting things about Google voice. Google voice does have a charge if you are a business. If you are not a business and want a personal number, a phone number, it is free. You can use, if you are a personal Google user, you can get a free Google voice number. And that can be managed online. You can get your voice messages on the internet service and whatnot and it can be used on the Android device. Most larger corporations have it figured out but in the case that you don't have a phone you are taking home with you. In our office a lot of folks have forwarded the business numbers to their phone. Some people are uncomfortable with that. Some people are uncomfortable giving their personal number to clients if you have a situation like that, one of the things you can do as an individual is get a Google voice number. You can put it on the Android phone and manage that on your Android phone without -- it will still forward to the same phone so you can have more than one number ringing on your phone so that you can manage your business calls separately from your personal calls. It is -- it's free. It's easy to manage and you can go to Google voice on the internet to set up a personal number for yourself. If you are interested in using it as a business level they have small business and enterprise levels. I believe small business levels starts at 10 per user and it would have a different line and number for each user but they are managed centrally, administratively.

» Interesting. There are other choices that work perhaps just as well. Some are free and some are not?

» Right.

» Does anybody else want to weigh in on Google voice?

» I just wanted to mention what we use for our phone system is we actually use Microsoft. So it's part of our Microsoft 365 subscription. And the phone system runs through Microsoft Teams. So we didn't have to physically bring home phones from the office. What happens is as long as you have the teams app on your computer on or on your cell phone, your phone ring as though you are in the office. So anywhere you have the Teams app is where it would ring.

» Good. Sounds like it works well for you. Any other thoughts about using Microsoft for this part of it?

» This is Aileen. I have a question for Brett. Do you provide cell phones for employees or are you asking employees to put it on the personal phone?

» Most of our employees put it on their personal phone. When we were looking for a new phone system, we actually polled the entire staff and this is what they chose. The reason they also like their own phones is a lot of our staff have particular phones for their disability and they are more accessible so they have to actually use their own phones.

» Good. Anybody else out there with any thoughts on this? Let's talk about the big person in the room, Zoom. Let's queue up the beautiful slide here if we have it. Very good. Two years ago, somebody mentioned they were going to zoom somebody. Would you look at them like they were not speaking clearly. Obviously it was the same with Google. You are going to Google somebody. 15 years ago you had no idea what they were talking about. Boy, if we bought Zoom stock prior to COVID-19 we would be retired right now and that would be good as well. Zoom is one of the most if not the most popular

platform were meetings and webinars. Here is something I didn't know before today, Zoom has the capability for encryption that gives an extra layer of privacy for staff or consumer calls. Our resident expert is going to tell us about the encryption with Zoom. Please, Aileen.

» Wow. I'm not an expert on encryption but what I needed to know and I called them up. It was pretty simple I told them exactly what we needed. He said this is the version of zoom that you want. It's a health care version and it has -- I don't know. It 256 encryption. I don't know what that means. I'm not the resident expert on that. I knew I wasn't going to be able to do anything without it except for maybe staff visits and that wasn't going to be enough. While the feds lessens some of the HIPAA regulations around tele-health and tele-visits, New York state office of mental health said you need to make sure that. You need to make sure it's secure. It was a little bit more money but not much. It was around 2,000 dollars. We have 52 employees who -- I think we have ten people who can set up meetings for all of them. And -- so it's not like one central person. We have ten people to set up a meeting. We can have meetings with up to 300 people. So it's all the same platform. It's like \$2,000 for a year which didn't seem like a ton of money for me with all after this going on. We've been using the health -- they sent us the business associate agreement. We had to sign it and send it back. We have a fully executed BAA on file. That's where we went with it.

» Good, good. Holly, something else about Zoom with encryption?

» Just that I found some of the conversation around the security with zoom interesting that a while back there was a big to do in the news about how Google which is -- I am a Google super user and fan but they put out a press release that said they are not allowing employees to download Zoom on to computers because security issues with Zoom. I found kind of self-serving because Google meet and Zoom are major competitors. But Zoom has done a fabulous job of addressing security issues as the use of it -- and so many different capacities has changed. I know it was just announced within the past week by the CEO of Zoom that they are hearing what people are saying because right now the free version of zoom if someone just signed on to this meeting with the free version, they would not have the same encryption that the paid version has. That has been an issue for some. So the CEO has launched a beta version of the free zoom even that is given encryption as long as the user is willing to sign on and provide identification at the beginning of each meeting, then they'll provide that level of encryption as well that. Is supposed to launch later this month. Certainly for health care purposes, you want to have the paid version with the end to end encryption.

» Anyone else about Zoom with encryption? Okay. Now there are some alternatives to Zoom and we're going to talk about that for a minute or to. I'd like to ask an open question for the entire group, listeners from around the state as well. I'm asking what alternatives you have used. Give me pros or cons and anything would you recommend or caution against. Please, open this up for everybody. You can type them into the Q and A or chat box at the bottom of your screen and we get those and read those to the group. Let's take a look here.

» I'm going to chime in here, Ron.

» Please do.

» and talk a little bit and maybe kick off some discussion. Alternatives to zoom, it depends on what you are using Zoom for. If you are using Zoom for internal meetings or client meetings, direct client meetings, there's some, you know, some platforms that are very similar that could meet your need. We mentioned Skype which is a great meeting tool. We mentioned Google meet which is a great meeting tool. Often we're using zoom for things like what we're doing now which is really a webinar. A webinar platform is a little bit different than just a video conference platform. I have used the -- the ones I like the most are Zoom and go to webinar or go to meeting. That is the go to webinar and go to meeting are part of the log me in family now. I find that go to webinar is really a very good tool, very similar to zoom. It's a bit more expensive than Zoom. It is very easy to use. It has excellent features. It allows in-meeting polling. It has automated surveys. Go to webinar has a module that integrates with our

database much like salesforce and Zoom could be integrated. Go to webinar could be integrated so people can register through your web site and receive their sign-on information directly from go to webinar and go to meeting. There's great integration tools there and the it's very easy to manage. Other platforms I have used included -- excuse me. What am I thinking of? I keep wanting to say Skypeing. Forgive me. WebEx is a platform used a lot of by the state of New York. Most of the webinars I participated in sponsored by state agencies have come through WebEx. It may be a platform familiar to you. I find it a little bit clunky and the not as welcome to the kind of interactivity that we're seeing more and more on webinars and presentations. I have sort of flight tested another one called webinar jam. Lots of bells and whistles in webinar jam. It's really great but I seem to find it more of a platform for people doing sales and marketing but it is a good platform if you are interested in checking out another up with. Go to webinar, go to meeting and Zoom are my favorites of all.

» Good to know. Who else wants to come up with alternatives to Zoom and what they recommend or recommend staying away from? Anybody out there with information on that, please? Robin and Holly I have lost the ability to see the chat box. I wouldn't touch anything because I don't want to lose anything. Look at the chat box and Q and A contributing on this.

» from Michelle they use a conference line through the phone provider instead of Zoom. Denise chiming in saying they use Zoom now but tried go to webinar and staff did not like it as much. Robert says office teams events is one of the platforms that they use and I can't see the name but ready talk and on 24. On 24 is an interesting platform.

I've just begun to see a bit about it. Who is -- if you can identify yourself. It might be Robert, I'm not sure.

» It's me.

» Hi robin. Do you want to talk about ready talk and on 24?

» I've only seen on 24 in demos and webinars I've attended. It seems like a really robust platform but we looked into it and it's pretty rich for our blood. I've used ready talk many, many times. It's fantastic and for people who are not very tech savvy they have support online for you the whole time. And they actually run it for you. So that's a real benefit if you want somebody to help run it for you and have someone online the whole time. That's a great feature of ready talk.

» Good to know.

» Has anybody else used anything else out there?

» I think Michelle wooden had her hand raised.

» Michelle?

» You may need to unmute yourself.

» She said it's by accident.

[Laughter]

» Okay.

» You are excused.

[Laughter]

But thanks for thinking of us, Michelle. Let's leave Zoom for the moment and -- buy stock if you can. Let's talk about managing band width here. That seems to be everybody's problem here. We're caught up in the spinning wheel of slow connections. It's one of the most frustrating circumstances and more common with everyone tele-commuting. Aileen is sharing tips on managing bandwidth and how to get the most out of that.

» Sorry. I was muted.

» There you are.

» Yeah, so communicate with your provider. Like I said as soon as we went on the voip with our phones we noticed we needed bandwidth right away. Managing bandwidth at home is a challenge. Again, that's also why we bought hot spot for some folks because an employer we have a responsibility of what we're asking them to do at home and what to reimburse for and how to manage that. Bandwidth is an issue when people are working from home. Before it was just the kids -- they weren't home doing their homework. Everything is at home managing, trying to get on what whatever they can. My advice is to have communications as much as you can. If you are finding your service is not good to contact your provider because sometimes -- sometimes there really are technical problems. It's not just that you need more bandwidth but there's problems with the connection that having them come and check can correct. You don't have to buy more band width, you just fix connections.

» install a new wiring or what have you. That happened to me. Anybody else on bandwidth? Holly?

» I am just going to confirm what Aileen said and make a couple suggestions as well. Spectrum is the internet provider for a lot of us in my area. They have multiple bandwidth packages available for homes. If you are not sure what speed you are getting, one of the things -- if you think you are having difficulty I recommend that you sign on to a web site called speed test. If you sign on to speed test and run a speed test it first runs a test and tell you what your download speeds are. Everybody thinks about download speeds. That's that high number if somebody is talking about bandwidth or speeds they give you two numbers. It's 100/10 or, you know, 100/20. The larger number is your download speed. That is the speed at which your -- you are, you know, transferring information from the cloud to you. Upload speeds are the smaller number and that is the speed at which you are sending things up to the cloud or over the internet. With video conferencing in particular, it's best to have a band -- an upload speed of 20 or more. Standard in a household is ten. But spectrum does have higher speeds available at very low rates and they also have upgraded their system. Everybody is eligible for that upgrade for free but it has not been pushed through to everybody. They were working their way through and pushing that system upgrade to everybody when COVID hit. And then they kind of got taken aside for -- away from that effort to making sure some people got internet access for school and business and things like that. You may or may not have received that upgrade yet. You might want to do a speed test and then call your provider and say this is the speed I'm registering at. I'm not sure I'm receiving the highest level of speed I'm getting from the internet. It may just be a simple adjustment over the phone and your speed improves. I recommend everybody look at what they are currently functioning at. Hard wiring is the best -- is going to be your best check to make sure you are taking advantage of all the bandwidth that you have. In the best of situations with WiFi router, you never get quite the bandwidth you get from a hard wire to the computer. Conversely also and you often are given a mode. And router connection. If you've had that more than a year or two, you have an old model. It may not function at the same level. Now that officer have opened back up or we have access to be aiblg to go to and receive service directly from speck item, you may want to -- spectrum you may want an upgrade of the modem that you have in your house. I actually made the choice personally because we do rent our modems from spectrum. I made the choice to purchase my own modem for just under 200. I think it was 185 dollars, I bout a modem router combination that boosted my WiFi on the computer. I realize that is not an option for a lot of people. Check with your provider to make sure you have an update updated modem as well.

» What was that web site as well speed test?

» Speedtest, no space, speedtest.com.

» Great. Any other comments or thoughts before we move on.

» This is Aileen. I wanted to reinforce the last upgrading your modem and router. I moved in the middle of all this and had spectrum come and install the whole thing. As he hooked it up to the wireless router he said wow you've had this a while. It shug chugs along but you improve your connectivity if you just go online and order from one of the -- anywhere so up grading your router like for 89 you can get a better wireless router if it is that multiple people are using wireless in your home.

» Good, good, thank you. Let's move on. Let's talk about managing people and emotional support strategies for staff and consumers. Last but not at least to this. The adjustment has been emotionally difficult on all of us. We've been physically isolated having to work in a whole new way. Many of us experienced a lot on a personal and professional level without having the tools to process it. They've implements practices to keep them engaged. Brett and Aileen I know you have tips to share. The floor is yours.

» I guess I'll start. It's Brett. We use through the payroll provider ADP we have an employee assistance line. Our staff really seem to like having it and every single staff meeting we do weekly staff meetings. We remind all of the staff about the line. We give out the number again. So that's been a really useful thing that we have in place. We don't pay extra. It's literally part of our payroll package. If you use ADP talk to them about the particular package it's a very, very useful thing that provides some extra support that, you know, our staff has really been taking advantage of.

» Interesting.

» We also offer an employee assistance program. We do our own payroll. We don't have the program. It's called ESI employee assistance program. I think we pay \$2,000 a year and covers 50 employees. It's extremely helpful on many levels. Yes, dealing with the emotional toll that COVID has brought to many, many families. But it also has online training, management training, personnel training. It has all sorts of tools online, career development training. They also do -- I don't think that people understand the EAP. They also have financial counseling. COVID brought a lot of financial challenges to people. So staff and their families so it doesn't have to be just a staff member but immediate family member can call and get assistance with, you know, all sorts of topics from family counseling to financial counseling to anything. It's really been very helpful. One of the things we have in our goal and this was actually a requirement from the state to provide the community based services that we do, we have professional supervision for our peers. We're a peer run organization. We've only ever had peers on the staff. The fact that we need aid professional to supervise was hysterical to me. We did contract with a legal psychologist has been a long-time fan and understands the peer movement. We have him on contract and he comes in once a week to do really -- it's called supervision but really it's like one on one problem solving and group support. I don't know how to quote my own fears talking them through it's going to be okay. He can help with all sorts of things like that. It's well worth what we pay him. I think we pay him 150 an hour and two hours a week. He has been well worth it to the support that staff felt being able to talk with him in that opportunity.

» That's very interesting. Thoughts on dealing with all of this? Anybody else in the field?

» Debra warton commented that isolation is a huge issue in their area. I think that that -- I'm not in a really rural area but I am, you know, in a suburb of Albany. It's not really, really rural and even here, I feel very isolated. You know, it's a different kind of work environment. You sit down at the computer during the day and it's very, very quiet. And it's not like being inside an office where there are other people moving around and there's -- you know, easy access to an occasional distraction. You sit down at the desk and work and stop stop and you have lunch. You sit down at the desk and work until the end of the day and you stop and you are still -- you don't even have that decompression time moving to and from the office. So it is -- it does definitely have its challenges and I think taking care of each other and checking in with each other periodically can go a long way towards breaking up that isolation. I think the employee

assistance programs are huge. But if just a reminder that we all have to take care of each other as well. I think it's great.

» I completely agree. So I have been as the director going through a list and calling. Just calling people on their extension saying, hey, it's me. I want you to know I'm out here and how are you and just finding out. You are giving them 10-15 minutes to say I'm so glad you called. It could be nothing. It could be I can't get the dog to stop barking on the phone. Yes, okay. Everybody does that, too, it's all right. It's been helpful. We also have been getting product through the United Way to share with consumers. For those who are isolated because it is far away and you have kids in the house and you don't want to take them out. Instead of home visits we do driveway visits. We find out what people need, maybe it's toilet paper, paper towels, sanitizer and a mask and deliver it to their homes. That has become the event. It's like -- it's kind of a western scene, you know, where it's like look, Ma someone is coming down the road. That's us. We're delivering product. We don't go into anybody's houses. We have a large family support program so the families are not feeling so isolated like my kids are driving me up the wall or I'm trying to work and my kids are all over me or whatever. It's a nice distraction for them to have somebody visit.

» We were talking this morning about the trade associations many of us belong to. It's the same with your profession as well. Without the meetings and how did you handle this and that that is evaporated. So, you are right, the driveway visits and visit from the mailman or ups driver has become the best friend. He has a mailbox out front. He is here three or four times a day it seems. You have to replicate if not replace normal professional associations as well. This is one small step as you can tell of getting together and doing these things and sharing the knowledge we've come to know, come to learn from trial and error. Any other questions or comments from the audience out there from staff people or directors. We'd love to hear from you in the last many minutes and what you have.

» I'm seeing in the chat a comment from Deborah who doesn't have a mic. It says I'm not sure if -- there are many places that don't even have cell phone service let alone WiFi. While while we've embraced using new platforms we've gone out school and sent out newsletters to keep people connected.

» Nice.

» When all else fails material in the mail sometimes works or dropping on the doorstep, whatever you have to do to let them know you are thinking about them.

» That old school mail, I have to tell you, I find myself going to the mailbox these days where for a long time I would forget for days. I stop and check the mail. It's so nice to get -- even that is a connection.

» It's true, yeah. A card a post card, send something out.

» It's something calculated that they can remember. Anything else from the field that you see coming in over the chat box or the Q & As.

» What I'd like to share is that what the -- electronic formats have offered us is an expansion to our service group, really. Because before it was a support group or the people that could get together. No everyone can get together. So we've had expanded support group participation and -- on the agency level. On the community level, as you mentioned, the trade associations, our rotary club now has people who drop in from all over the world because we're on zoom and that one is not secure and it's on the rotary web site. And people stop in for a rotary meeting to find out what is going on on the St. Lawrence river. It's fascinating.

» It's true. You become more connected to a way that you are disconnected. One thing leads to another. Anything else, Ms. Holly that you see.

» Not from me but the observation we're social animals and we'll find a way to connect.

» If we're doing this in person I would wish you all a great day. I want to thank you all for sharing your best practices today. We appreciate your participation and Holly Cargill. We appreciate everything you do day after day, year after year. We uploaded documents in the chat box and please complete the evaluation form you get in the emails and we value your input and encourage ideas for future programs. Check out a pen or pencil and mark your calendar to join us in three weeks for part two in the series called managing disruption and continuing to deliver. That is on Thursday July 30th from 10:00 to 11:15 a.m. We have Amy the Phd and director for the institute of mental health at SUNY new Paltz. Part three is remote staff supervision and that is given to you via webinar Thursday August 20. And I'll be hosting that with Donald and he is the founding principle. Another great program. Thank you all. Thank you for being with us today. Until next time be safe and well. Thank you for showing up.