

City of Pittsburgh/Allegheny County
Task Force on Disability
Monday February 23 2015
Meeting Minutes

Members in Attendance: Paul O’Hanlon , Co-chair, Dr. Kate Seelman, Co-chair, Jeff Parker, Rich McGann, Karen Warman, Joe Wasserman, , Aurelia Carter-Scott, Milton Henderson, Janet Evans, John Tauge, James C. Nochese

Task Force Members Absent: Gabriel McMoreland, Sarah Goldstein

Also in Attendance: Mary Hartley, Carla Falkenstein, Joy Dore, Lee Mueller, Steve Evrard, Dan Wood, Chuck Keenan, Tom Cummings, Mary Van Shura, Karen Brean, Megan Hammond, Ali Abdullah, Joe Elliott, Robin Smith, Chris Myers, Mick Keroulac, Councilman Daniel Lavelle, Richard Meritzer

Welcome

Action Items:

Review and Approval of Treasurer Reports:

Mt. Tauge: Just a couple comments on the report. One of the items was providing support for the National Council on Disabilities meeting – we budgeted for \$1,600 and we’ve only used \$1,000. Kate suggested we move it to another category and I was looking to shift it to an area where we haven’t spent any money at all, the 25th ADA Anniversary. Is there anything we need to do to assist in that process? If we move the \$600 we’ll have \$2,200 to provide for support. For support do we need to provide for interpreters or anything like that? I want to make sure we have our bases covered if there is something we can do.

Dr. Seelman: Maybe we should have the organizing committee to come give a short report.

Mr. Tauge: I think that’s a good idea. Should I go ahead and have a conversation with them?

Dr. Seelman: Yes, the chairs of the committee should be enough to let us know what exactly they need.

Mr. Meritzer: Mary Esther has something.

Ms. Van Shura: Richard and I attend those meetings and can report on what’s going on; they are in the last stages of finalizing their budgets. We’ll communicate and, John, they should report to you.

Mr. Tauge: Yes that would be great.

Mr. O’Hanlon: I think it would be valuable and can spend some time at the next meeting having a discussion about it.

Mr. Nochese: I like your comments, Kate, and your recommendations about having the chairs come to the group but I think we need some type of recognition of where to use this \$600 to support them. It would be helpful if people could recognize us and realize we helped support this.

Mr. Meritzer: Mary Esther's Office and our office have representatives on the social media committee so we'll be able to make sure those recognitions can be made over social media.

Ms. Dore: What would our level of involvement be with that \$600 sponsorship in terms of publicity, dinner or any other kind of involvement?

Mr. O'Hanlon: Because we're talking about this so early we're not sure at this point where that would fit into. At this point we need to gather information and see how to spend it in the best way.

Ms. Warman: So we're not quite sure, at this point, where it's most needed?

Mr. O'Hanlon: Yes, we need to gather more information to see what we can do.

Ms. Carter-Scott: It would be great to have representation on this, Milton and I are actually on the ADA committee as well, it would be nice to have them come and update the group as a whole. And is the \$600 the fixed amount the task force is saying it will dedicate?

Mr. Tauge: Just a clarification: The extra \$600 was left over from what we allocated from the NCD meeting. Kate emailed me and said that initial \$1,000 is probably all they were going to spend and if we could allot the extra \$600 elsewhere. Moving it to the ADA anniversary gives us now \$2,200 to work with.

Mr. O'Hanlon: Is it \$1,600 or \$2,200?

Mr. Tauge: We budgeted \$1,600 for both the Anniversary and the NCD meeting. Moving the extra \$600 into the Anniversary budget would make the total \$2,200.

Mr. O'Hanlon: Ok, thank you. I have a motion to approve the report?

Mr. Wasserman: Second.

Report approved.

Review and Approval of January Minutes:

Mr. Wasserman moved to approve, Mr. Tauge seconded.

Minutes approved.

Consolidated Plan:

Mr. Mueller: Good afternoon. My name is Lee Mueller of Mullin and Lonergan Associates and with me today is Karen Brean of Brean Associates. The City and Allegheny County are both federal grantees, they receive CDBG funds emergency solutions grant funds, investment partnership funds and the city also receives HOPWA funds.

Allegheny County is in the process of developing its consolidated plan and if you're a federal grantee HUD requires that you do a consolidated plan every five years. It's to serve as a guide for investment with regards to the different grant programs the county is involved in, specifically for housing development and economic development needs. In addition these needs are meant to focus on low/moderate income citizens & special needs populations, the disability community is one that falls within that parameter. This particular plan is for July 1st, 2015 through June 30th, 2020. It's also preparing its action plan for July, 2015 through July, 2016.

There are several overarching themes the county needs to keep in mind when developing this plan. One is affordable housing, another is to provide suitable living environments, and the third is to expand economic opportunities. I quickly want to review the schedule we have on the one page handout and I'll turn it over to Karen.

Last month and into the first half of March we are conducting stake holder interviews and going to meetings to learn what the needs are. Next month there will be a public hearing on housing, development and economic development needs; also next month we will be working on a draft consolidated plan and action plan.

Mid-April to Mid-May- the draft plans will be on public display. In early May there will be a public hearing on the plans. Both of the plans need to be submitted to HUD no later than May 15th. Then the counties program year begins on July 1st.

Ms. Brean: I'm sure there are many needs that need to be addressed and the time here is short. There will be a follow up meeting with the representatives from this group and I'll talk to Richard about setting that up. We also have an online survey and if anyone needs a more accommodating way to access that we are more than happy to help. We want to make sure that you have an opportunity to look at the questions before we have a follow up meeting so that you have the opportunity to make your needs known to us before we go in. We would, however, like to take some time now to get into that discussion.

Mr. O'Hanlon: If I could, for just a second. There is an article on the back from Philadelphia and in it says "the housing need for the disabled far exceeds the supply". What they talk about the number of units that come available on an annual basis. It seems to me that we have a tremendous need for data as to how many units we need. Many are inappropriately housed in nursing homes, personal care homes; we have a whole younger generation who is at risk. We need to quantify the predictable annual need for housing and I think there's virtually nothing that exists. I understand the role of the consolidated plan, but it's not just public bodies that use planning documents that quantify needs, private entities that

make market based decisions with it too and we often see a ripple effect that overlooks a need that often goes invisible. I'm not sure that a survey is going to get the correct information. People in nursing homes won't have access, people in personal care homes won't either. There are limitations to what you can get from that and there is a real need to quantify that information in addition to the type of quantifiable information that Philadelphia has.

Mr. Henderson: To add, access in affordable housing most importantly keeps families together and cuts down on economic costs and finding numbers like that would be really useful.

Ms. Brean: Paul, your point is really well taken. This is only one step towards analyzing needs and I think Lee could expand on the analysis portion.

Mr. Mueller: Paul, I'm very saddened to hear you say that. With every area we have done consultation, the lack of data has been universal. We come up with anecdotal evidence, often a group will say "we have 10 or so on a waiting list" others will say they simply don't know and we can't accurately quantify. HUD doesn't count that kind of information and it is missed. The best we could do is to provide anecdotal evidence by talking to agencies and asking for their best estimates.

Ms. Dore: What types of data have you looked at so far or what service providers have you gone to gather information? The final thing: the housing waiting lists are currently frozen, have you looked at anything like that?

Ms. Brean: We're reaching out to developers in groups, for and non-profit both, housing authorities, affordable housing etc. This is also one of the groups that we have chosen to open this discussion with and we're looking to do a blitz over the next month to get the information we're looking for. Upon meeting with them we ask who else they know who would be a good resource to reach out to and we get a lot of organizational contacts that way too.

Mr. Mueller: I want to add, the housing authorities are one of the few agencies with data like "how many people are on the waiting list with disabilities". The lists could also be closed so the data they give us may not be near up to date.

Dr. Seelman: The data issue comes up all the time no matter what we're looking at. The Department of Human Resources puts out good studies and they do have a person who is a good data cruncher and I'll find his name, he would be a good resource. They have also worked with CDC and Mercy behavioral. There is a survey by way of CDC that may give you some good numbers.

Ms. Evans: I'm the vice chair of the housing board, what exactly are you looking for? Each person who comes in for housing is different and needs different equipment. The problem sometimes is accommodating those. There could also be a live in aid so you may need an extra bedroom, for example.

Ms. Brean: There are definitely needs that aren't taken into consideration. At the LHOT meeting we were hearing that there was a need for Wi-Fi in apartments and people who are hard of hearing require that for their equipment which is something I didn't know about. So there is definitely a need to record on things like that which aren't typically reported.

Ms. Hartley: It sounds like part of what you're doing is something we've commissioned Action Housing to work on. It might be that you're gathering the data and making a comparison; that report should be out in March. It's encompassing of all the Allegheny organizations you mentioned and a 300 person survey that went out that measured how they wanted to live, where they wanted to live, if they wanted roommates etc. It might be a good comparison study and might build up your database of information.

Ms. Brean: That's great, Action Housing is one of the organizations we've identified and will be meeting with them. That's very helpful information.

Ms. Dore: I forgot to ask before- have you looked at some of the referral services like 211?

Ms. Brean: We have not, thank you for the information.

Ms. Carter-Scott: Are you relying mostly on organizations to get this out to consumers or are there other ways that you're going to try and capture meaningful information from people who really need the housing?

Ms. Brean: We have taken the organizational approach. That said your point is well taken and we can certainly look into other ways of getting information.

Mr. O'Hanlon: We really need to come out of these meetings with a sense on the quantification of need. It's not only the number of units we need, but the affordability. A part of the disability experience in the U.S. is also an experience of poverty; SSI, social security, disability etc. is poverty level income. When we start to talk about affordable housing in this country the affordable aspect is way above what people on SSI or SSDI can afford. We need to quantify the real populations and know what we're dealing with. The anecdotal information just isn't good enough.

Dr. Seelman: To add, the federal benefit rate for SSI in 2014 is \$721 per month.

Mr. O'Hanlon: With the federal affordability standard at 30% you're looking at a very inexpensive apartment or a heavily subsidized one.

Ms. Carter-Scott: I also want to make a point to say when talking about affordable housing it is important to be very intentional to consider cross disabilities so that everyone can benefit and that's something that should be taken into consideration.

Mr. O'Hanlon: I know we're running a tight schedule at the moment. I want to thank you for coming to present and discussing this with us. Perhaps we can schedule another time to come back to this; it appears to be a hot issue here.

Ms. Brean: The point to come back is well taken and we are hoping to have some data and do that sooner rather than later.

Mr. Wasserman: I believe you said there would be public hearings? Are there dates for those so that individuals and agencies can attend?

Ms. Brean: We do not have the dates or place yet, we are trying to lock down transportation and things like that. Once we have some things nailed down we will be communicating those dates, times and places.

Mr. Meritzer: Often people in the community who work can only attend meetings at night; with others they can attend meetings earlier in the day. It may be good to schedule public hearings for both morning and evening and coordinate with Access so that people have transportation to either, whichever they can make.

Ms. Brean: That's great, thank you.

Disability Agenda 2000 Retrospective: Housing

Mr. O'Hanlon: Let me start with a brief introduction: this is the 25th anniversary of the ADA and the task force had pondered the question as to what we could do to mark the occasion. The idea was suggested to us, which I loved, to do a retrospective of Disability Agenda 2000 which was a blueprint developed 15 years ago to map what kind of progress the disability community wanted to see in certain sectors and what entities could fulfill on that. Today we are covering housing and we have a 5 page report on the Housing, Planning and design sector. I co-chaired this committee with Sil Damianos who was a nationally renowned architect and we identified needs and worked with hundreds of people to address what we could do. It is not such a radical idea now that all units should be accessible and visitable. There would be accessible toilets, hallways big enough for wheelchairs to get through etc. At the time there was no such thing as visitable housing and this was the first step in that direction. For market incentives there was selling advantages of accessibility and transportation, enlist realtors to support universal design and need for lifetime homes, create a database of housing to meet specific needs etc. At that point we were trying to establish a connection saying that if people with disabilities do not have transportation accessibility near their residence then you create a different problem.

I want to give a few minutes for the people on the panel to introduce themselves, I'll introduce a few things and we'll start from there.

Mr. Keenan: Good afternoon, my name is Chuck Keenan and I work at the Allegheny County Department of Human Services. I currently administer the Bureau of Homeless Services and I am also the housing coordinator for the department. A lot of the population we serve is at or below poverty level and a lot of them also have disabilities.

Mr. O'Hanlon: Chuck was also the staff person to the task force right after the drafting of the blueprint. Soon after he went to the Housing Authority right at the time there was a lawsuit going on for the accessible units and what they had and after the Housing Authority built around 300 or so accessible units so he has a wealth of information that be very useful.

Mr. Cummings: Hi, I'm Tom Cummings I'm the Housing director for the URA. We receive all of the city's home funds and we also receive some of the CBBG funds, a portion of which is delegated for housing.

Ms. Falkenstein: Hello, I'm Carla Falkenstein with PA Housing Finance Agency. I am the Western Director and Allegheny County falls within my purview. This document certainly reflects the history of PHFA as we were looking a lot of the same things at the time. We also fund the current PAhousingsearch.com database. As funders we are very interested in these types of concerns and want to address what we can and we want to make sure that the data base is meeting the needs of landlords and individuals seeking properties.

Mr. Elliott: I'm Joe Elliott, like Chuck I work at the Allegheny County Dept. of Human Services, I mostly just follow him around. I also oversee the Allegheny Link which is an aging and disability resource center. I've worked for the county for the last 11 years and worked a lot around housing via the calls we get to Allegheny Link.

Ms. Hartley: Hello I'm Mary Hartley of 21 and Able at the United Way of Allegheny County. 21 and Able has been interested in what Paul called the "graduating class" – what they want to do, what are their interests, what type of housing they want/need and we have been particularly focused on the challenge that there hasn't been any data and as a matter of fact we have been looking for reports, I have contacted many of you about these reports, and the only piece of information that was picked up in a questionnaire was "is there anybody in your house living with you that has a disability?". That means that disability is really not part of the population fabric when people are going out to capture community data.

Mr. O'Hanlon: The idea for each of you here is to talk for about 5 minutes, the hope is that after you've talked we'll have questions and an interactive process and we'll be done. Carla I want to start with you. When we started looking at these things we thought "wow, we've really accomplished a few of these". I think for PHFA the two things I would tout are the housing search website and the 10% PHFA standard of housing improvement. I wanted to tee it up for you hear and get your perspective on it.

Ms. Falkenstein: Thanks Paul. We have been very successful in what we have done but there is a long way to go. I feel comfortable with all of the universal designs we have in place for all of our new development. We finance apartment development throughout the state, we have a very competitive process about 1/4th of applications coming to us get funded. Universal Design at this point is a requirement for funding with us. As Paul said typically a 5% marker for accessibility exists but we incentivize that up to 10% with our developers. As a result of that, in 2005 we created the requirement that 10% of all of the units are affordable at 20% of the area median income and that's huge. It's changed the dynamic throughout the state. Currently about half of those units have to be accessible, the other can be standard units.

Paul's point about data systems is critical. We get pressure every day from developers who say "we can't fill our accessible units" and that "PHFA is being unreasonable in its requirements." Having a real data set so we can stand up to the development community and project real need.

I'd also like to quickly address PA housing search. It didn't exist until 2011; it started with our database now we have a statewide system but is only as good as the landlords who use it. We are currently trying to make sure everyone that we have financed since 2005 is on there and we're trying to focus on our

pipeline units so that when we finance something in 2014 that people know within 90 days that it will be available. Down the road the database will be much more comprehensive but this is a huge undertaking and within 3 years all of the PHFA financed units will be listed. An issue Paul mentioned that we struggle with is adaptability and we'd be grateful to take any direction on that front. Is it more valuable to do a certain percentage of our units accessible vs. adaptable? I'm not sure we're the experts on making this decision and would benefit from input from people who know better than we do.

Mr. Cummings: To be honest with you the comment you made about business accessibility – I can't personally speak to that but it does sound like it would be a good policy for commercial improvement. To piggyback on what Carla said – the majority of funds we receive for home funds or CDBG funds we are often jointly funding projects with PHFA. While we do not have de facto universal design policy, in reality we are working with developers who need to secure the PHFA funds so they would need to meet those requirements. Like I mentioned the bulk of home and CDBG funds go into affordable housing development and we are typically a very small financing entity in those projects.

Another area we like to promote is accessibility home improvements. We do have a series of programs where we work with people who own their homes in the City, many elderly and people with disabilities; we encourage accessibility improvements by providing grants to cover those costs. I know that's dealing with the person as opposed to the unit but is something we have done for quite a while.

Mr. O'Hanlon: Thanks, Tom. The visitability ordinance and the housing authority process of constructing accessible units are some big accomplishments in the last decade. I'm not sure if there is a quick way to address these?

Mr. Cummings: Sure. In terms of the visitability ordinance one of the things we learned was that our topography can actually help us overcome one step barriers. What isn't good for us is the age of our housing stock and issues with renovations.

The housing authorities were another really good outcome we have here. 8-10 years ago HUD began to take its duties more seriously especially with section 504 and the Fair Housing Act. It was a bit painful at the start but what it resulted in was a huge improvement to service delivery to people with disabilities in the city. When I started we didn't have any units compliant with uniform accessibility standards; the housing authority claimed to have a couple hundred but none met the uniform requirements. The upshot was that the housing authority saw that HUD was serious about enforcing regulations and it really required them to take compliance seriously. We did about 400 units in my time there.

Mr. O'Hanlon: One thing we've become aware of is that each disability group has a different set of experiences. I want to make sure we're not just focused on one area.

Mr. Cummings: Sure. We did Mackie Lofts with the deaf/deaf-blind community in Uptown with Action Housing. They set aside 10 or 11 units of an affordable housing development to be used specifically for that community.

Mr. O'Hanlon: Is there any way you could speak to quantifying demand or need?

Mr. Cummings: Need is hard because there are so many people living in places they don't want to live in. In my perspective the largest need we see is in the private affordable housing sector. It's good at new building but the rent is high. Public housing is good but 500-600 a month is tough to find for folks who have disabilities because of the age of the housing stock, it's just not set up for it. That low end accessible housing, especially those with section 8 vouchers is where I see the most need.

Mr. O'Hanlon: Joe, I'm hoping that you could give us some perspective about what you see from people calling in and what their concerns are.

Mr. Elliott: To build off the last thing Chuck said around centralizing data: We know there is a huge need for more accessible units. We have more demand than we have supply and looking at the more immediate needs I think is more of education for our professionals on the housing system as it exists today. I think that is something that many professionals are missing from their toolbox – how to navigate the system, what the rights of people's with disabilities are, and where to turn if people feel they aren't being heard.

The first month Allegheny Link was open Judy Baricella and I were working with this gentleman who needed to move out of a personal care home and by happenstance, an accessible unit was available and we were able to move him out of the personal care home and into the unit but that wasn't his ultimate goal. Professionals need a little more education and unless you're the savviest housing person around you'll need a little bit of assistance navigating the system. Helping people understand that while you may move into a subsidized housing apartment or unit that might not be the last place you live. If there are 5 available units, apply to all of them. You may not get the ideal right away but it's a building/waiting process. Professionals need to know about people like Ali and Robin at the housing authority or Megan Hammond at the county partnership whenever they feel like they need guidance.

Mr. O'Hanlon: Mary, if you could go next.

Ms. Hartley: Sure. Just to follow up, one of the things that could come out of this report from Action Housing is a concept we've been talking about a lot: a connection organization that can connect people to all of those resources. We need housing counselors to help people navigate through this immensely complex process. Following someone through the system whether it is public or private is key.

It is key to have a little more support for what people are looking for and on the same token I think we need to be talking to more developers. This was in your millennial report, I think what's next is an excellent system of working with developers – 15% accessible units looking at universal design standards as a business model. If they're going to attract people to come live in the city it's critical that we make these things attractive, innovative and help their bottom line.

One of the major challenges we see is the waivers themselves. People with disabilities can't live with people who have other disabilities because their services don't co-mingle. That doesn't make any logical sense. If someone has an IDD and is not comfortable with the stove and the other person cannot use their hands to cook, it would make sense if their aid could cook. To share those services would be cost saving to the wavering body. You know, you think about graduating and the benefits of adulthood: you

graduate and get money, you can do things with it but many people don't leave their home until their parents die and that's very unhealthy. We encourage people to get out of the house and establish independence early in the process. Key to a lot of these challenges is advocacy. Although a lot of organizations have taken up the mantle on what those challenges are, I think it's sort of like ADA. You have the tools but you have to sue to make something happen. The connection piece is key - we'll I.D. recurring barriers and see ways to address and change them.

The opportunity for things like accessible units being unused – that's unacceptable. People say that they have trouble finding housing but we know it's there. We need to discover ways to find people, find housing and connect the two. From my mind, the challenge of that report is connecting on that kind of scale.

Mr. O'Hanlon: One thing I want to add briefly to the mix is the whole housing choice voucher section 8 things. We have a problem in our community where people with the voucher have a hard time finding a unit appropriate for them. I think the statistic is that for every five people who experience this problem, 2 end up losing their voucher and can't find a unit in time. When they lose the voucher they go to the bottom of the waiting list, they may not live to see that voucher again. It seems compounded by affordability issues and neighborhood barrier issues. In some neighborhoods you just cannot find a willing landlord to accept a voucher and as a community we really need to look at that. At the moment the problem is really on the shoulders of the voucher holders and we need a way to have it be our problem as it affects all of us.

I want to open it up for questions.

Ms. Dore: I want to thank you for all of the good information. I had two questions: 1) you mentioned earlier about calling Allegheny Link and 211 and for some of us who are non-verbal people that are deaf etc. – are there other ways to contact you?

My second question is have you looked at information on helping people get extensions? Do they know that there is a way to a reasonable accommodation for a disability extension for section 8?

Ms. Falkenstein: PHFA doesn't handle the housing choice voucher, that's with the housing authority but I think your comment points directly to the need for housing counselors. They can walk them through that process and provide them that kind of knowledge.

Ms. Dore: I know PCSI has a lot of information and has a housing list, I don't know if you've partnered with them.

Ms. Falkenstein: We're working with them to make sure that list gets on PA housing search so that it's available to everybody.

Mr. Elliott: The Allegheny Link does have an email address and we use it frequently to communicate with folks who require that. It is alleghenylink@alleghenycounty.us.

Mr. Nochese: I can't speak to 2-1-1 exactly, I know they were working on texting, but look at the potential for email and I'll get that information to you.

I've been a landlord for over 40 years and I've compared things to the old times and today. Before there were some great things going on but today it's much more difficult. I'm required to do many more things and fix these areas in the housing before people move in. I admit I want to rent to people who are easier and complain less. Maybe the building isn't quite up to code, but it's always these tiny things that need to be fixed that don't seem necessary. I have two people under section 8 right now, one under the old system and one under the new system and I see a huge difference in them. I wonder if other landlords out there are ready to deal with these kinds of things.

Mr. Tauge: Quick comment Carla. I used the site earlier in the summer and it was good but when I was searching for accessible and the form dropped down I noticed a lot of missing information. The second thing was adaptability: the thing you said about our involvement with that would be very helpful to PHFA.

Ms. Falkenstein: We'd absolutely welcome that. If you have any feedback for improvements for the housing search we'd love to hear about it. One question for Chris, are you listed on PAhousingsearch?

Mr. Nochese: No. I have looked at it but have not yet gotten my information on it. At this point I have no vacancies and no interest but as the need arises it is something I will revisit.

Mr. O'Hanlon: Karen.

Ms. Warman: What happens if you don't live by yourself and don't want to be put into a home or similar situation? You want to live in the community but aren't able to currently.

Ms. Hartley: One thing we've really been investigating around the country is new models in housing. How can a community set up to support people with disabilities to live by themselves or roommates or whatever they want to do. Co-housing is a new community based model which connects everyone to one another. People are trying to live and share support with every one, it could be anybody. Generally they are homeownership models but they could be renter models and they are happening everywhere now. There is one happening locally and it is very exciting.

Mr. O'Hanlon: I think something in the same vein is the Fair-weather Lodge Model. People live cooperatively in a house but they share common space, kitchen, very family style. It's interesting because not everyone does well living by themselves or wants to. Living with a bunch of individuals, you don't want the burden to coordinate that all, so having a coordinator like a Faith-weather lodge would be an interesting model.

We're cutting close on time so I want to give people with a burning question the opportunity here at the end to ask.

Ms. Hammond: I just wanted to second what Chuck and Joe were saying in terms of local housing. We look into design and construction laws at the Fair Housing Partnership and affordability is certainly still

an issue with our luxury \$1,000 apartments. In the fair housing world inclusionary zoning is very popular so every point of construction must meet certain designs and be built across a range of income levels. Also the point Joe made about housing education is well taken. I worked with him in a reasonable accommodation which was pretty complex and it was his professionalism and willingness to understand and learn what that process was that enabled us to work with the housing authority to keep the tenant in the housing they had at the time. Those two points, especially with what I do was spot on.

Mr. O'Hanlon: Aurelia?

Ms. Carter-Scott: From the standpoint of a family member it would be great to have more opportunities and through 21 and able we've had the opportunities to help our sons and daughters. I would like to encourage that there needs to be opportunities for common folk to understand.

Mr. O'Hanlon: I want to echo that. One of the things I've been doing is working with case managers at Mercy Behavioral Health. They've been trained in different areas but not in searching for housing; their knowledge base is no more refined than your average person. So although there are areas where we can say we made progress there is a way to go before we can sleep.

Ms. Falkenstein: One last thing. PAhousingsearch does have a call center and case management and can guide you through the process. And a lot of these models we're talking about we have examples of around the state. Often it's not about reinventing the wheel but finding a way to use it in a new way.

Mr. O'Hanlon: I want to thank everyone for the discussion. Everyone had important and valuable information, thank you very much.

Adjournment

Next Meeting: March 16th, 2015