Supporting Business Owners with Psychiatric Disabilities w/ Dr. Laysha Ostrow

Alexa Trolley-Hanson:

This call is being recorded and transcribed. The video and transcript will be available within a few days on the Center for Psychiatric Rehabilitation's website. My name is Alexa Trolley-Hanson, and I am an occasional therapist and a doctoral student at the Center for Psychiatric Rehabilitation at Boston University. I am the moderator for today's Making Sense of Employment Research webinar. This webinar is funded by the National Institute on Disability, Independent Living and Rehabilitation. The webinar content does not represent the views or policies of the funding agency, and you should not assume endorsement of the federal government. I'd also like to acknowledge that the territory on which the BU stands is that that of the Wampanoag and Massachusetts people and we honor and respect the history and current efforts of native indigenous communities. This webinar is being recorded, and just so, you know, again, close captioning is on. We ask that you keep yourselves on Mute during the presentation and we are going allow Dr. Ostrow to share her work with us, and then we will have a question and answer session at the end. If you have a question during the presentation, please post your question in the chat box, and I will read them in the order that they came in at the end. Also, if you have any questions about a slide or anything that's not clear, you can also chat that in the box and I'll make sure that we can pause and clarify those things before we move on.

I would like to welcome Dr. Laysha Ostrow, who is presenting research from her article, "Supporting Business Owners with Psychiatric Disabilities: An Exploratory Analysis of Challenges and Supports". Dr. Ostrow is the founder and CEO of Live & Learn incorporated and is the principal investigator on 2 federally funded field initiated grants: The Certified Peer Specialist Outcomes Study, and the Reclaiming Employment. Dr. Ostrow has lived experience with special education, Social Security and Disability, and psychiatric systems and is driven by a mission to improve these systems through research that advances the use of evidence-based practices in real world settings.

We are so excited to hear from you. Welcome, Dr. Ostrow.

Dr. Ostrow:

Yeah, Thanks for having me I'm going to go ahead and share my slides.

This is a nice format, because usually with these webinars, it's like you're just talking to a screen version of yourself, and you can't see anybody else. So, thanks to those of you who have your cameras on. So, as Alexa said, I'll be talking about an article published in 2021, which that project now seems very far away. This work was also funded by NIDILRR, this the survey that I'm going to be discussing was funded under Switzer Research Fellowship Grant, and then our work is continuing through the reclaiming employment project. I'm going to talk a little bit about that at the end.

So, first of all, I'm the CEO of Live and learn which is a social enterprise based in California that conducts research and development, consulting and knowledge translation. And we do projects that generate and disseminate actionable information related to peer support, workforce development program implementation and service user experiences. And in particular, we specialize in the inclusion of people who have personally struggled with their mental health in creating partnerships with community members, service users and behavioral health researchers to conduct these projects. And we are based in beautiful downtown Morro Bay, California, with a view of the Pacific.

So, a little overview of what I'm going to be discussing today. First, I'll give a definition of self-employment as it pertains to people with disabilities, talk about the Self-Employment Starts with You Survey, and where we got the data for this paper, specifically focusing on findings related to the challenges and supports the business owners faced, highlight some conclusions from the paper, and then I'm going to talk a little bit about how that led to creating a program of community support for business owners. And then we can move into questions and discussion.

So, what is self-employment? So, self-employment is sometimes differentiated from entrepreneurship. Although, I've been working on a paper for about 4 years now to highlight these differences and discuss them, and it's not gone anywhere, so, take from that what you will. So, self-employment we've defined as individuals, who work for themselves, either as an unincorporated sole proprietor, or through ownership of a business. And one way you could think about this, in some cases, is that it's an alternative to wage employment. It creates at least one job, that's a job for the owner. Entrepreneurship, on the other hand, is usually defined as being focused on innovation and growth, by bringing new ideas, businesses, or ventures to the market. And some other researchers who study self-employment and disabilities, have talked about entrepreneurship as a poverty alleviation strategy by creating potentially creating jobs for other people with disabilities. The Bureau of Labor Statistics in 2016, I think the statistic comes from, predicted that self-employment would increase to 10.3 million by 2026. With the pandemic, that estimate is probably even higher now. Overall rates of self-employment tend to be higher among individuals with disabilities. So, 10.3% of workers with disabilities are self-employed versus 6.1% of the general population. So, there's really an opportunity here to help these workers grow their businesses.

So, The Self-Employment Starts with You Survey was based on existing business entrepreneurship and disability surveys to gather information about micro businesses and their owners. So, micro businesses are defined, usually, as a business that has 5 or fewer employees, including the owner. We ask questions about business operations, the challenges that they face, and the strategies and supports that they had used to get through those challenges. The survey was conducted in 2017, and 60 business owners, with a psychiatric history participated. So, I wanted to give a word of caution. So, this survey was cross-sectional which means that the data were collected at one time point and so it's not possible to say whether the associations between the variables that I'm going to be discussing were caused by one another or even what proceeded something else. There's certainly some sampling bias here, because people volunteered for the survey and were recruited on social media. So, we can't necessarily generalize to the population of business owners with psychiatric histories. And nor do we even know what that population is because of limitations in federal surveys of business owners. There's probably some measurement error so not all the questions the survey were validated. They were created by an advisory group that helped me. Although we tried to use questions that are used in other surveys, both for validity and reliability but also to be able to compare some of the data. But we did conduct survey testing first.

So, 83% of the participants identified as female, 83% identified as white. So, you're starting to see some of the sampling bias here. 47% were over age 54, so it was an older group. 68% of these businesses reported that they provide a service or product that helps their peers, so other people with disabilities. 88% were operating a home-based business, and 60% were unincorporated, and I think, like maybe 25% had a corporation and/or an LLC. And then we did include some commercial nonprofits.

So, in terms of the revenue that they generated in 2016, the year immediately proceeding the survey, you can see that these are smaller businesses. So, we had, the advisory group recommended that I add, categories at the lower end of the spectrum, anticipating that a lot of these businesses would be smaller for one reason or another. And that was the case. So, if you look compared to the US Census Bureau, which collects data on small businesses across the US and the general population, you can see that they tend to be much larger. And in our survey more than half reported that their business earnings made up less than half of their personal income. So, they were getting income from other sources, either another job or disability benefits, veterans' benefits, or their families.

So, we defined the eligibility for this survey. Either they had to have reported using behavioral health services or receiving disability benefits and accommodations on the basis of a psychiatric disability. So, when we ask them specifically about service use. The vast majority, almost all of them, had used outpatient mental health services, and then smaller percentages, inpatient settings for either mental health or substance use. And then about a third, a quarter to a third, had received accommodations or disability benefits.

I wanted to share some comments from the people in this study just to give it a human angle, and it a break from some of the graphs. So, one person said: "I was told don't have huge expectations for your life, keep your goals very small or realistic, otherwise you'll trigger your illness." And a lot of you on this call, I'm sure either have personal experience with mental health problems and work with people who do. And I can say personally that this is a message that I also received. Another person said: "Bureaucratic things can be just overwhelming and intimidating, particularly if you have dealt with bureaucratic things in the psych system that have been just awful." And I think this comment is really important, you'll see it reflected in some of the results that I'm going to share about bureaucracy and institutions. Someone else said "It's not just… 'Oh, I'm my own boss, and I answer only to me' ..that also means you have to answer about your finances, you have to answer for your health care, you have to answer for dealing with other people." And another person said: "One of my biggest fears, is that while transitioning from disability income to earned income, they will remove my disability determination. But the freedom to make my own schedule and pursue my passions is the greatest contributor to my wellness."

So, about 60% reported that they had experienced, at some point, some employment discrimination, only 13% that they had never said that they had never experienced employment discrimination. And similarly, about 55% had experienced some discrimination in education. So, we're talking about people who have had significant barriers to work. And this is actually these data were reported in a separate paper, that's not the paper we're discussing today. But we also have, I think it's in this one or it possibly is in the previous paper, specific negative experiences that people had at work in terms of discrimination. And a lot of them are related to negative attitudes from their supervisors or their coworkers. A national poll in 2013 found that only 28% of Americans are willing to have a person with a psychiatric disability as a co-worker. So, you can kind of start to see the motivations for working for yourself in these data.

In terms of the challenges that the business owners reported facing. These are the top issues, this list is actually quite long, I'm only presenting the top ones here. So, business finances, personal and family issues, having a lack of basic business knowledge, those were the top 3. Filing and paying taxes, having access to the training education that they needed, and having legal missteps.

We asked them about the supports that they had received. So, the way that you want to read this graph is the purple bars are the supports that they used and found helpful and then the orange bars are the supports that they use and didn't find helpful, and then the gray parts are supports that they didn't use. So, you can see at the top here, getting support from other self-employed individuals, friends, online education, business mentoring self-employed individuals with psychiatric histories and financial experts were the top accessed supports and also found the most helpful. And then interestingly at the bottom, here the least accessed, least helpful supports were things like a business owner course, legal experts, Small Business Development Center (SCORE), vocational rehabilitation and the one stop job shop. So, the division here really

came out to sort of what we called informal interpersonal supports. So, things that can be more individually tailored, like talking to other individuals or friends, or a mentor. And then at the bottom, we generally categorize these supports as more institutional supports. And if you think about that comment from the participant at the beginning about, you know, having faced bureaucratic challenges, and you know, when you say bureaucratic challenges, it sounds so cut and dry. But actually, I can speak from my own personal experience here, and say that those institutional challenges can be really traumatic and really stressful. And so, having to face that again, you know How to access institutions? How are people going to understand you there? What kind of paperwork do you have to go through? And things like that can actually be quite a challenge.

But despite the challenges, we saw overall pretty high levels of personal satisfaction from running a business. Of course, a lot of you work in healthcare research or healthcare quality and know that satisfaction measures are usually biased positively. So, when you compare that to personal satisfaction on a 10-point scale, use to measure the general population. You can kind of see a similar distribution although there's a lot higher orange bar here, than the green one which is our survey. But overall, we had a mean of 8 on a 10-point scale in terms of satisfaction. When we did some cross-tabulation of the data, we didn't find that satisfaction was related to their revenue or their percent of the personal income that they got from the business. But it was related to the either personal, older age, or having a business that was older. They were more satisfied. And people who reported a lack of business knowledge were less satisfied with running a business.

So, then we looked at the relationship between some of the outcomes, including revenue and satisfaction with challenges and supports. So, I wanted to reiterate that you know you can't necessarily infer from this that one thing caused another because it was cross-sectional. But we do see these associations. So, people who had a business revenue in 2016 of greater than $10,000, more of them face legal challenges, or you could say, people who have faced legal challenges, had a higher business revenue. That, and the next item, the next 2 actually: financial, using a financial expert or support for employees, those folks tended to have a higher business revenue, which makes sense because you have more legal financial challenges when you have a higher revenue, and also are more likely to have employees. In terms of the age, we found that people who reported using SCORE had tended to have an older business and same with the one stop center, and people with the younger business were more likely to use self-employed peers or other people with lived experience for their support. And then in terms of satisfaction, again, lack of business knowledge was associated with lower satisfaction. Using the Small Business Development Center (SBDC), these are small business administration funded centers in every community that provide free support to business owners, they tended to be less satisfied. And similarly with people who took a business course. And then there's something here that this zoom bar is hiding, and people who use the coach or mentor also reported being less satisfied. So many of our participants had challenges around business basics. As I said, they more often use informal or interpersonal supports, and especially in

response to specific challenges with business basics. So, we found an association between reporting specific challenges and using those informal supports for those. And businesses older than 5 years use fewer informal supports and were more likely to access those institutional supports. So, perhaps, when someone is more established, they feel more comfortable in their business. For whatever reason they have more access to institutional supports like the SBDC.

So, the institutional supports overall will use less frequently and less helpful, those were the SBDC, coach, or a course and were associated with less satisfaction. So, when I went and looked into the reports that the SBDC as required to report to the small business administration. They ask about a lot of different demographics, you know, gender, race, things like that, veteran status, but they don't ask them a disability status, so we have no way of knowing. There's no this isn't being measured by the Small Business Development Center. They're not asking clients with disabilities whether they're satisfied with their services. I mean they are asking them because they're using the services, but we don't, we can't look at that data. They were… participants were more likely to use SCORE for financing challenges and to access vocational rehabilitation for personal challenges. And personal challenges could include, you know, like negotiating that line that that participant was talking about between, you know, your earned income and your benefits, and I'm sure you're all familiar with that dance that people have to go through so that they don't lose their benefits and their health insurance.

I always put success in in quotation marks. So, satisfaction is one measure of success. It was pretty high in the sample. Although not tied to expected reasons, you know you think "Oh, if you're making a lot of money, then you must be really satisfied". But that wasn't what we found. So, success as always is subjective, and you know, I think, for this group, given the challenges that they face in the workplace, experiencing autonomy and balance after those experiences that is, that's enough that's success. So, we found that self-employment can be satisfying, and people need support to get there.

The Bureau of Labor Statistics has found since at least the 1990s, that about 45% of new businesses fail in the first 5 years. So, again we're seeing that division sort of at 5 or 6 years, where something shifts, you know, in those first 5 years can be really difficult. And especially for people who have experienced challenges around employment. This group really seems to rely on their personal networks for help, either because for some reason they have less access to institutional support or less trust. You know, so, we haven't really disentangled that relationship.

So based on this research, we then developed an idea for creating some of that community support that's tailored to these business owners. And I'm going to go through a little bit of that, now. We are in the midst of that project at the moment. So, it's called Reclaiming Employment and it offers self-employment, education and support for people with mental health challenges around work. We offer, this is a virtual platform, where we offer self-directed, applied

asynchronous courses. I'm going to talk a little bit about those, a vetted resource library, and a moderated mutual support network.

So, it's an interactive virtual platform, my team is largely made up of people who experience mental health related challenges around work who developed this platform. And our goal is to prepare users for the both the logistics and the emotional ups and downs of business ownership. And I think some that emotional piece is probably what's not being addressed in those institutional supports.

So, we have tried to design a platform that is using universal design, compliant with accessibility guidelines, offering multiple means of action engagement, you know, through 3 different offerings. And we're currently in the midst of a 9-month research trial with 97 test users. This is our inaugural group. You know, and as they say in Silicon Valley, or they used to say, you know, launch early and often, so, you know, it's certainly a humbling experience this is my first foray into intervention development, and research evaluation. So, I'm excited to see the results. So, it's 39% of the users that are enrolled in the trial reported at baseline that they were currently self-employed. We have broken down self-employment into 5 stages. So, the "Just Exploring" group that's 5% of our users are people who maybe aren't interested in self-employment, maybe they're looking to get back in the workforce from disability or unemployment, and this is one option that they're just exploring. Then we have the "Aspiring" group who haven't started a business but are looking to do that. That's 30% of our users. 15% who are committed to starting a business and are in the "Planning" stage. 45% who already have a business and consider themselves to be "Managing and Maintaining" that business and then 5% who are looking to "Scale" up their business.

So, like I said, we have asynchronous courses here's a sampling of some of the ones we have lined live, now. We have a course on the key questions that you should be asking when you're starting a business that relates to some things like: What corporate structure should you use? Are you going to need legal and financial help? We have a course on developing your vision and mission statement. We have a course on preventing burnout and self-employment. A course on building blocks for communication: How to use communication strategies at work in business? We have a couple of courses on managing your tasks and your time. And then we have an in depth, very extensive course on using social security benefits and work incentives to start a business.

So, this is a screenshot of our resource library, obviously with more than 5 things. But you can see that we have crawled the Internet, and found resources, and then categorized them by the type of resource. So that's like an article versus a podcast versus video. The category that they're in, the topic that the resource addresses. Then we have categorized them by the stage of self- employment those 5 stages that I talked about, and then we've tried to get everything, only thing post things that are freely available. Some things do have a paywall and we've flagged that.

This is a screenshot of the Community Forum. So, we have a number of different groups. Some are related to the stage that people are at or different demographic groups. So, we have a group specifically for black, indigenous people of color. And then we have a group for each of the courses.

So, we got a little bit more finely grained in terms of asking users about their mental health related challenges around work. So, all of our users reported baseline that they've used mental health or substance use treatment. 72% have experienced burnout according to the World Health organization definition, 70% of experience psychological trauma that interfered with their ability to work. 44% have gotten disability benefits for a psychiatric diagnosis. 42% have used workplace accommodations for a disability. 31% identify as neurodiverse, and 26% have experienced a Covid 19 related mental health disruption.

We did, I've worked hard to improve our demographics. So, in this sample, 31% identified as black or African American, 2% as Asian, 12% as multi-racial, and 4% as something else. Still about half the users that are white. 11% identified as Hispanic or Latinx. And the age range still tends to be on the older side, although that's not that unusual when you're talking about people who are starting a business. They say the best time start a business is in your forties. But we have a good range from 22 to 74 years old. So, we have some folks that are past the traditional retirement age, although I don't think that really exists in the United States anymore and are working into their seventies.

We asked about their challenges. This is sort of interesting, because it basically breaks down to what we saw in the other survey. With finances, lack of knowledge, the legal missteps there as well. In terms of their sources of support that they had used before joining the Reclaiming Employment platform. Again, these are the same things that we saw in the other survey. So that's someone encouraging for me in terms of measurement error that that this group is mimicking the other group that was surveyed. And then these bars, the orange, are what they found helpful. And again, these are also supports that they found helpful.

We have improved our measure of life satisfaction. So, we're using a measure now that asks more specifically in domains of their financial satisfaction. How they experience time pressure at work, their emotional well-being, their emotional being at work, their emotional being off work, and then in general life satisfaction. And then our main outcome measure is looking at entrepreneurial self-efficacy.

So, this is a questionnaire that measures 5 different domains, and how confident that the person feels in terms of their business. So, it asked about developing their idea, their planning activities to convert the idea into a business, marshalling resources, implementing things with other people. Most of the people in our sample, this is not applicable because they're not employing other people and then implementing financial plans. So, these are not stages, but

everyone answers all of these questions and what we're hoping to see is that by the end of the trial that all of these have improved if they've improved in specific ways. And then we can draw some conclusions from that, and hopefully improve the platform in the future. So, I am going to be working on writing a business plan for Reclaiming Employment.

So, the benefits for end users we hope, is that it helps them attain their goals, advance their careers and something and improve self-determination. We're also hoping to see benefits for other stakeholders, including providing access to support tools that are tailored to self-employment and mental health, because this isn't an area that exists. There are supports for helping people get jobs, you know, through vocational rehabilitation, and they generally don't have a lot of expertise and self-employment. Very few people with disabilities, especially psychiatric disabilities, who access vocational rehabilitation end up, their cases closed, in self-employment. And then, of course, as we talked about, you know, there's a lot of resources available to help small business owners but they're not really tailored to people with mental health challenges. So, I'm hoping this can expand services available and ultimately contribute to economic growth and help start small businesses that can employ other people with disabilities.

Hopefully, I didn't talk too fast. And I think we can move into questions now, and if you have questions afterwards, you can email me. We're on social media, but I personally am not.

Alexa Trolley-Hanson
Thank you so much for your presentation. I just want to open it up now for questions. If you have any questions if you could type them into the chat, or you could raise your hand. There's a little reactions button at the bottom and then I will call on you, and you can unmute yourself and ask your question, if you would prefer to do it that way. I want to give people the opportunity to collect their thoughts. I'm just in awe of the work that you've done in this area in terms of identifying the problem, and then creating some really innovative resources to meet the need that you saw. I'm just really in awe of that. I don't want to mispronounce your name so if I do, I apologize, Fabricio?

Fabricio Balcazar

Yes, thank you. Very nice work Laysha, very nice, very impressive. I am curious because we are working at USC. in Chicago, developing a curriculum for youth in high school. We are trying to help them with, you know, learn a little bit about, you know, developing a business plan. And I was curious if you have developed a curriculum to help them develop a business plan, because we hear that is, for some of them, is very difficult to go through the whole process. Any thoughts about that?

Dr. Ostrow:

Yeah, you know we have..Well, first of all, so in our in our courses we always have panelist videos of like people who can speak to the specific experiences in the course and we have had a terrible time finding people who have actually made a business plan. Because we have.. we're about to launch next week a course on writing a business plan. And just in writing that course, and you know it's been a collaborative effort, but yeah, we all get stuck, first of all, at the financial section of the business plan. That part's really hard like predicting your revenue and expenses when you have it even started yet. I mean I'm not even sure I could do that now. So, we don't really have a curriculum because the way that we wanted to design this was to be really like, very flexible, so that people can kind of go and access what makes sense to them at the time. I have no idea whether that's the right approach or not. You know I think a lot of what we've had to do as a team is, you know, base things on our own experiences and you know, having a rigid curriculum, I think we felt, you know, that it was worth trying to have it be more flexible. So, like, if someone is struggling with communication skills, which is an issue in business and just in general, you know they can kind of start there, but if they're ready to go for the business plan, then they can start there. But I would be really interested in talking about the work that you're doing with you. So, are you just doing focusing on the business plan?

Fabricio Balcazar:

Primarily, yes, and we are getting a little bit of money for the kids to start, and we want to get, we are actually, to buy in to continuing the process because this is a NIDILRR grant so it's going to end. But what I love is that you talk about the issues with we are..Oh, my God, you know it's like it's so sad to see how often these counselors find themselves overwhelmed…

Dr. Ostrow

Yeah…

Fabricio Balcazar

…because they have so many cases. So they don't..

Dr. Ostrow

Yeah

Fabricio Balcazar

..that's a perception that I have, that they don't have the time to really help, you know the people who are pursuing this goal because it's much more easier to for them to find them a job somewhere in the community, than to go to the whole process of helping these people start a

business. So that's problematic, and you know. So, we are talking with VR here in Illinois to see if they could invest. At least, you know, the money for the startup with the kids in the schools.

Dr. Ostrow

Yeah, I think the other issue is that business is a lot like peer support, like you have to have been there in order to help somebody else. And obviously the VR counselor is employed, you know, by an agency or by the state so they don't have that lived experience of starting a business. Yeah, and then, I forgot to mention there is there was some research done. On the SBDC working with people with disabilities, and a lot of times they don't want to work with clients to have disabilities, because they're not necessarily, they get measured on like how much revenue they're their clients are generating, and as we saw like these businesses are much smaller, people are working in them part time for one reason or another. And so, they're not really like attractive clients to the SBDC. And so, there's not, you know, the means there...

Alexa Trolley-Hanson

We do have another question asking if any of the participants are service disabled or experience PTSD?

Dr. Ostrow

Yes, I have that data somewhere else. So, we have we didn't do a good job on recruiting veterans. We were hoping to. We have, like a you know, an online group for them. I think the problem was…. I mean, I think, that our recruitment of like racial and ethnic diversity and gender diversity, gender identity improved because our team is much more diverse. And so I neglected to get someone on our advisory board on our team who was a Veteran, and I think you know, I spoke to some people who work in Veterans, you know Veteran's services, and said, you know there's a trust issue there is with everybody. So, if we don't have a Veteran our team we don't. I think we have a very small percentage that identifies Veterans, we do have like, I think, like 20 something percent are people who have been incarcerated. But we have people on our team who work that population and have that lived experience. So that's a lesson learned for me next time is the diversity of your team is really going to impact the diversity of your participants.

Alexa Trolley-Hanson

Are there questions, oh here we go-what is your timeline n opening the Reclaiming Employment platform beyond the pilot group. Is there a way to be notified when it's open to the public?

Dr. Ostrow

Yeah, so, as I said, I'm working on a business plan for commercialization, our grant ends next August. The users will be out of the platform in December, and then we'll have another follow up data point in February. You know, despite my best efforts, I still identify as a researcher more than a entrepreneur, I think. And so, I really want to know, like, how did this work for people? Did it work for people? And how can we improve it before launching into a commercial space? Because I don't want to be selling people something that doesn't work, and I hoping that we have enough time between closing the trial and the grant closing to make the improvements that we need to. But you can email me or you can go to the Live & Learn website, which I think is in the chat with the resources and sign up for our newsletter.

Alexa Trolley-Hanson

I see a number of just really lovely comments in the chat. So, I want to make sure that it's or any other questions that we have the opportunity to ask them. I am going to give people another minute or so.

Dr. Ostrow
Oh, I wanted to acknowledge that Dr. Jane Burke Miller is, is here and is a co-author on this paper. So, thank you, Jane. And she also is working on the Reclaiming Employment project.

Alexa Trolley-Hanson
Alright, well, just wonderful comments in here talking about how important your work is, and how important for people in, who are looking for, or have those goals for self-employment but also the importance of being very, very conscious about growing diversity within the organization, but also in the recruitment of the people. And it just really this idea of trying to reach it as many people as possible. And that was one of my questions. Seeing that this is an online technological program I'm assuming that at some point, maybe part of your business plan will be that you can have a wider reach, right? Not just bigger but much wider right?
Dr. Ostrow
Right, yeah that's our hope. I mean. So, yeah, we have participants from around the country now. We're only we did get a number of people from like Canada and Australia, who wanted to join. We've limited it to the US partially, just because, you know like, businesses are operating in a in a local economy, and it's just very so much across the world.

Alexa Trolley-Hanson

Alright, well, thank you so much for sharing your work with us. I just, if there are no more questions, I want to thank everybody else for taking time out of their day. And you to Dr. Ostrow for taking your time to put together this wonderful presentation. But for taking out of your day to participate in this Making Sense of Employment Research Webinar. The video of this presentation will be posted online at the Center for Psychiatric Rehabilitation's website in

case you would like to access it later. Also, I'll will be emailing you all out a survey as well as some a links to the Live & Learn website and some other resource materials that Dr. Ostrow provided for us. And we're really hoping that you'll just take 5 min to fill out that really quick survey for us, it helps us continue to choose topics and find topics for this webinar series. And I just really appreciate you all in all the wonderful work that you do. So please take care and have a great rest of your week.

Dr. Ostrow
Thank-you everyone!