

DOWNTOWN CASE AIDE ASSISTANCE: END OF YEAR EVALUATION REPORT

AUGUST 2017

INTRODUCTION

For the 2016 Service and Budget Planning cycle, a proposal was brought forward by two Social Workers from the downtown branch to hire a Case Aide to provide housing support and expertise to that branch. Specialized support in housing was identified as a growing need for downtown clients as the housing market in the GTA continues to grow more precarious in terms of severe shortages in affordable housing. For example, the City of Toronto has stated that “over the past six years...the cost of rents increased by 13%...” (TO Prosperity: Toronto Poverty Reduction Strategy, 2014). The Case Aide proposal was approved, and in September 2016, a Case Aide started with JF&CS on a one-year contract.

The primary focus of this position was to assist clients with housing related issues such as: accessing affordable housing; ensuring they are on the appropriate wait-lists for affordable housing; supporting them in keeping housing; and liaising with community and government partners related to housing. In addition to this new function, the Case Aide was also responsible for continuing to provide ongoing financial assistance and counselling support to clients, similar to other Social Workers located downtown.

An evaluation plan was created to understand whether this new position increased the capacity to respond to the housing-related needs of clients from the perspective of our clients and our staff. Our expectation was that clients who received housing support from the Case Aide would self-report greater satisfaction on housing items than those who did not work with the Case Aide. In areas where service delivery was the same for both groups (i.e. non-housing support), we did not expect a difference between them. We also anticipated that Social Workers would self-report, both qualitatively and quantitatively, several positive outcomes related to the introduction of the Case Aide role.

METHODOLOGY

A mixed methods approach collecting both qualitative and quantitative data was established in order to evaluate the Case Aide role.

Table 1 – Data Collection Plan

Participants*	Data Collection Tool	Date of Collection	Completed Responses
Staff – Social Workers who consulted with Case Aide	Baseline Online Survey (Appendix A: Staff Feedback Baseline Survey)	January 2017	9 Social Workers from both the Downtown and Central branches
	Year End (Post) Survey (Appendix B: Staff Feedback Year End Survey)	June-July 2017	8 Social Workers from both the Downtown and Central branches
Clients - Financial Assistance clients (mix of clients who worked with Case Aide and with other Social Workers)	Baseline Online or Paper Survey (Appendix C: Client Feedback Baseline Survey)	April 2017	36 clients <ul style="list-style-type: none"> - 7 reported receiving support from the Case Aide - 21 reported working with other Social Workers - 2 reported that they were unsure if they worked with the Case Aide
	Year End (Post) Survey (Appendix D: Client Feedback Year End Survey)	June-July 2017	43 clients <ul style="list-style-type: none"> - 9 reported receiving support from the Case Aide - 27 reported working with other Social Workers - 5 reported that they were unsure if they worked with the Case Aide
Case Aide	Year End (Post) Key Informant Survey (Appendix E: Key Informant Year End Survey)	June 2017	1 response
<p>*Note. There likely is variation between the baseline and year-end participant groups in that some clients and/or staff may have completed both of their respective surveys (baseline and year end), or only one of their surveys (baseline or year-end) – depending on when housing support was required and consultation with the Case Aide took place.</p>			

Participant Profile and Data Collection Tools: Staff

Staff (Social Workers) who consulted with the Case Aide completed an initial online survey in January 2017 (Appendix A: Staff Feedback Baseline Survey). This survey contained questions relating to the amount of time (hours) they spent per week engaging in a range of activities related to both the housing and non-housing needs of their clients. Staff were also asked to provide comments about the impact of the Case Aide role on their work, and on their clients. Staff completed a second survey in June-July 2017 (Appendix B: Staff Feedback Year End Survey) which was similar in scope and content to the initial survey. See Table 1 for additional details.

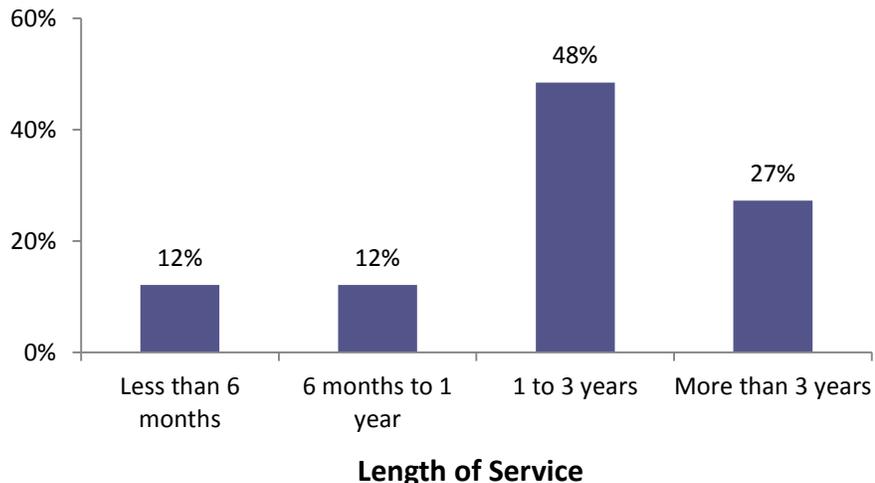
Participant Profile and Data Collection Tools: Clients

In April 2017, clients who were receiving services at the Downtown branch completed a survey that inquired about their housing and non-housing needs, as well as the types of support they receive (e.g. counselling, ongoing financial assistance; Appendix C: Client Feedback Baseline Survey). Clients then completed a second survey in June-July 2017 that collected similar information to that of the initial survey (Appendix D: Client Feedback Year End Survey).

Client Length of Service

In the Client Feedback Year End Survey (Appendix D), clients were asked how long they had been receiving services for their housing needs. Nearly half of clients with housing needs (48%; n=16) reported being mid-to-long-term clients, and just over a quarter (27%; n=9) reported being long-term (Figure 1). Staff who consulted with the Case Aide were also asked about client length of service (Appendix B): All but one of the Social Workers reported that they primarily consulted with the Case Aide on mid and long-term cases. Given that the majority of these clients are mid to long term, we know that they precede the initiation of the Case Aide role. They also remain open to date; as such, we can infer that the Case Aide's experience and expertise was focused on multi-faceted and complex housing need cases, as opposed to short term cases with housing needs.

Figure 1 – Percentage of Clients With Housing Needs by Self-Reported Length of Service (N=33)*



*“Does not apply” (n=9); “Skipped” (n=1)

Client Housing Concerns

Clients were asked to list up to three of their main housing concerns (Appendix D). The most frequently-mentioned issues were ‘cleanliness’ (e.g., pests, mildew), ‘waitlist support’ (for affordable housing), and issues related to ‘fit’ or ‘preferences’ (e.g., having pets live with them, living above ground instead of a basement, location, proximity to amenities, quiet environment, etc.).

Systemic and Interpersonal Issues Facing Clients

Social Workers were asked to comment on what they believe to be the top three systemic housing issues that clients are up against, as well as the top three interpersonal issues that may exacerbate clients’ housing needs (Appendix B). Not surprisingly, ‘affordability’ was the most frequently-mentioned systemic barrier, along with ‘availability of co-signers’ and ‘stigma’ or ‘discrimination’. The most common interpersonal issues mentioned were ‘mental health’, ‘physical health’ and ‘isolation’/‘lack of social supports’.

FINDINGS

Staff Allocation of Time

There was an expectation that the Case Aide role would reduce the hours Social Workers spent on housing-related activities with their clients, and there would therefore be a concomitant increase in the hours spent on non-housing-related activities. At baseline, Staff were asked to report their weekly time spent (in hours) for 11 different activities – nine of which were housing-related. The total number of hours spent on *all* 11 activities, for *all* nine Social Workers combined, was 145 (Table 2). To calculate the proportion of time spent on a *specific* activity relative to all activities combined, we divided the total number of hours spent (by all nine Social Workers) on a *specific* activity by 145 hours. Staff were asked the identical question at year-end which allowed us to measure whether the distribution of time spent on activities at baseline was different from the distribution at year-end. Overall there was a small decrease for only two non-housing activities as well as the two housing activities (Table 2). The remaining activities showed small increases – from 1-to-5%. It is not clear whether this is a true increase because when staff were asked directly whether they spend *more, less, or about the same amount of time assisting clients with their housing needs since the Case Aide started*, 100% (n=8) of staff reported that they spend ‘less time’. The apparent increase in the reported number of hours spent could be attributed to a number of factors: For example, the increase in time spent on non-housing items may be a natural increase as staff spend less time on housing activities with the addition of the Case Aide; staff are benefitting from the experience and expertise that the Case Aide provides and are therefore focusing more attention on clients’ housing needs; and possibly, individual responses could have skewed the results because of the small sample size.

Table 2 – Total Number of Hours Spent Per Week on Activities

Activities	Baseline	Year-end	Difference
	n=9	n=8	
Housing	Total hours spent on activity (as a proportion of total number of hours spent on all activities)		
Assisting clients to manage their expectations for available apartments in line with their income.	23 (16%)	27 (12%)	-4%
Keeping updated in my knowledge of community services and government resources which would affect Agency clients related to housing.	5 (10%)	25 (11%)	1%
Remaining fluent in the area of landlord/tenant disputes.	5 (3%)	16 (7%)	4%
Finding available and affordable housing for clients.	7 (5%)	21 (9%)	5%
Engaging with landlords on behalf of/with clients to resolve housing crises (e.g. hoarding moves).	6 (4%)	17 (8%)	3%
Liaising with other agencies focusing on issues of homelessness.	11 (8%)	16 (7%)	0%
Assisting clients to have conversations with prospective landlords.	11 (8%)	13 (6%)	-2%
Completing all paperwork and forms leading up to a successful lease agreement.	6 (4%)	14 (6%)	2%
Accessing government funds through the Housing Stabilization Fund.	7 (5%)	14 (6%)	1%
Non-Housing			
Keeping updated in my knowledge of community services and government resources which would affect Agency clients related to financial support.	28 (19%)	33 (15%)	-5%
Remaining fluent with Government assistance programs such as Ontario Works, ODSP, Old Age Security, Employment Insurance, HSF etc.	26 (18%)	29 (13%)	-5%
Total number of reported hours spent on all activities combined	145	225	

Staff Use of Case Aide’s Expertise and Impact on Staff

Use of Expertise

Staff were asked to rank the various ways in which they leveraged the Case Aide’s skills and knowledge. *Finding and accessing affordable housing* was the number one use of the Case Aide’s expertise, followed by *managing client expectations* and *accessing liaisons at housing programs* (Table 3). The Case Aide was asked an analogous question (Appendix E), and her response confirmed that *assistance in finding housing* was the main reason staff reached out to her.

Table 3 – Top 3 Ways Staff Used Case Aide

Topic	Ranking
Assistance in finding housing	1
Assistance in managing client expectations regarding housing in line with their income	2
Access to liaisons at community and government housing programs	3
Assistance in engaging with landlords	4
Understanding community and government housing programs/resources	5
Understanding landlord/tenant dispute resolution	6

Impact on Staff

Staff were asked to provide comments in both surveys about the Case Aide’s impact on their work. The top three benefits that staff mentioned were that the Case Aide role:

- freed up time for them;
- reduced their level of stress; and
- increased their capacity to manage housing-related issues with clients.

Staff Testimonials

“It is a blessing to know that I can access the Case Aide’s knowledge and energy to assist me in service”

“Helped to relieve workload by assisting clients with time consuming housing matters”

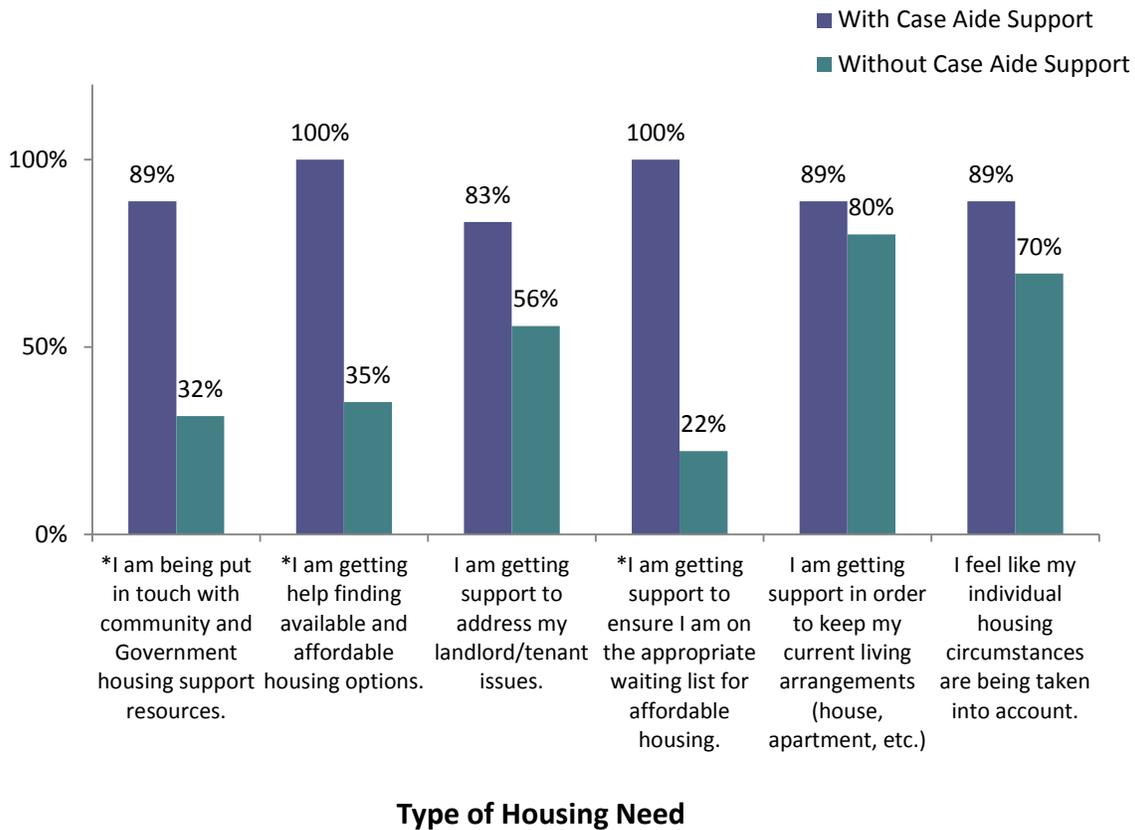
“Provided information to the branch and staff to keep knowledge and contacts up to date”

Client Use of Case Aide’s Expertise and Impact on Clients

Use: Housing items

Chi square tests were used to determine if there were differences between the proportion of clients who indicated that their housing need was met when they worked with the Case Aide and the proportion of clients who indicated that their housing need was met when they did not work with the Case Aide (Figure 2). For three of the five indicators related to housing, there was a statistical difference in the proportion of clients reporting that their need was met. That is, a larger proportion of the clients who worked with the Case Aide reported that their need was met for the following items: *I am being put in touch with community and government housing support resources* (χ^2 (4, N = 30) = 10.13, p = .038); *I am getting help finding available and affordable housing options* (χ^2 (4, N = 28) = 11.72, p = .02); and *I am getting support to ensure that I am on the appropriate waiting list for affordable housing* (χ^2 (4, N = 29) = 13.92, p = .008). Consistent with results from the baseline survey, there were no significant differences between the groups for *support in keeping current living arrangements* (p>0.05); or for *support with landlord/tenant issues* (p>0.05). These indicators may require more time to show a difference in the support provided (i.e. once affordable housing has been secured and individuals move, get organized, etc.).

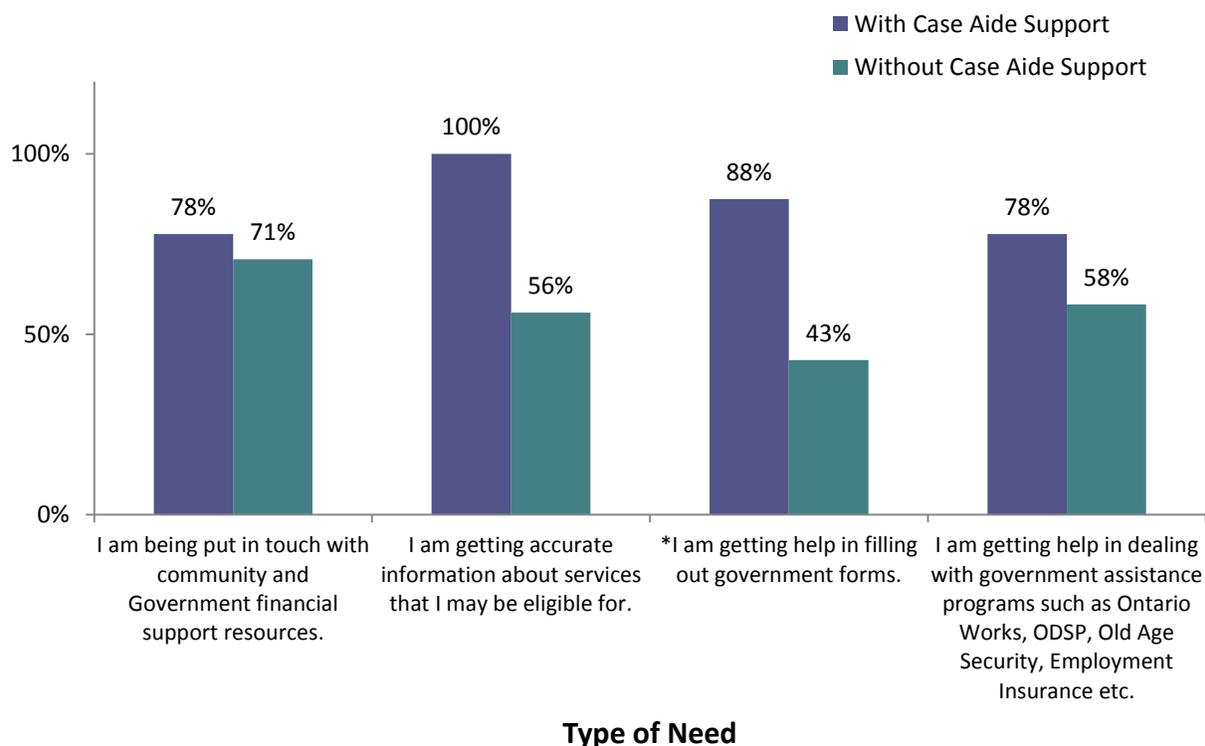
Figure 2. Proportion of Clients Indicating that Housing Need was Met by Type of Housing Need



Use: Non-Housing items

Chi square tests were also used to determine if there were differences between the proportion of clients reporting that their non-housing need was met when they worked with the Case Aide and the proportion of clients reporting that their non-housing need was met when they did not work with the Case Aide (Figure 3). These results were nearly identical to baseline survey findings, with one exception – at baseline, none of the tests were statistically significant, meaning that (as hypothesized) there were no differences between the two groups in their non-housing needs being met; at year-end, all but one of the tests were also not significant (receiving help in filling out government forms). For the most part, this supports our hypothesis that we did not expect a difference between the groups in areas where service delivery was non-housing-related in nature.

Figure 3. Proportion of Clients Indicating that Non-Housing Need was Met by Type of Need



Impact on Clients

At year-end, Social Workers were asked to identify “the main ways the Case Aide role has impacted clients”. The mentioned benefits that fall into three broad categories, including: (1) getting clients housed; (2) providing a range of supportive/supplemental housing-related services (e.g., referrals and advocacy, searching for accommodations, accompaniment for viewings and landlord interactions); and (3) ‘therapeutic’ capacity building, for example – helping clients to “learn the importance of their participation and responsibility in accessing housing”, managing client expectations about housing, and validating clients’ individual circumstances. Clients were asked at baseline how the Case Aide role benefitted them. Their responses overlap and align with those of the Social Workers (Client Testimonials).

Client Testimonials

“I was in need of finding apartment. [The Case Aide] helped me to find and do the contract. I’m so happy with the apartment now”

“She supported me in finding a place; accessing help to move; accessing rent and followed up after move”

“She has applied her full concentration to my situation and offered executive level strategy, planning and engagement to help me overcome my housing crisis”

CONCLUSION

The results of this evaluation demonstrate that the Downtown Case Aide position is having a positive impact on both clients and staff.

The pattern of findings indicate that for the most part, a greater proportion of clients receiving housing support from the Case Aide – compared to those receiving housing support from another Social Worker – reported that their housing need was met. For non-housing related matters, there were no differences between these two groups of clients. Furthermore, open-ended feedback provided by Social Workers and clients about the impact of the Case Aide role on clients was consistently positive, both at baseline and at year-end.

Regarding Staff, although there was no observed re-distribution in the amount of time that Social Workers allocated to housing and non-housing-related activities, there is sufficient evidence to substantiate the Case Aide’s positive impact on Staff, namely:

- 100% of staff reported spending less time *assisting clients with their housing needs since the Case Aide started*;
- Staff reported in an open-ended question that the Case Aide role ‘freed up their time’, ‘reduced their stress levels’, and ‘increased their capacity to manage housing-related issues with their clients’

The proposal for a Case Aide position to assist with housing issues was brought forward by two Social Workers in 2016. Since that time, there has been no relief in the GTA’s affordable housing crisis.¹ It is easy to assume that, because the lack of affordable housing is a systemic issue, a social service agency like ours would be hindered from having an impact on the lives of clients we serve. This evaluation shows that despite a difficult housing climate (over which JF&CS has little-to-no control), the Case Aide role nevertheless had a strong, positive impact on both on clients and on Staff. Indeed, this evaluation sheds light on a complicated indicator of poverty – housing – yet demonstrates the meaningful ways in which we are able to support our clients.

¹ 13th Annual Demographia International Housing Affordability Survey: 2017, Rating Middle-Income Housing Affordability

APPENDIX A: Staff Feedback Baseline Survey

Please read the statements below and for each activity indicate (in hours) the time spent on each activity weekly. You may not know the exact amount of time and time spent may vary so please use your best estimate.

This information will be used as a starting point to understand how much time you devote to various aspects of your role. Time spent on the same activities will be tracked at some point in the future to understand if there have been changes (or not) in how time is spent on activities listed below due to the addition of a case aide.

1. I primarily work at the following location:
 - Downtown
 - Central
 - North York
 - JDD

2. Please provide the weekly time spent (in hours) for each activity listed below:

	Hours Spent
Keeping updated in my knowledge of community services and government resources which would affect Agency clients related to housing.	
Keeping updated in my knowledge of community services and government resources which would affect Agency clients related to financial support.	
Remaining fluent with Government assistance programs such as Ontario Works, ODSP, Old Age Security, Employment Insurance, HSF etc.	
Remaining fluent in the area of landlord/tenant disputes.	
Finding available and affordable housing for clients.	
Engaging with landlords on behalf of/with clients to resolve housing crises (e.g. hoarding, moves).	
Liaising with other agencies focusing on issues of homelessness.	
Accessing government funds through the Housing Stabilization Fund.	
Assisting clients to manage their expectations for available apartments in line with their income.	
Assisting clients to have conversations with prospective landlords.	
Completing all paperwork and forms leading up to a successful lease agreement.	

3. In your opinion, what has the impact of the case aide been to the clients?

4. In your opinion, what has the impact of the case aide been to yourself and your colleagues?

5. How has the case aide position changed the capacity to work with clients who have financial and/or housing needs?

APPENDIX B: Staff Feedback Year End Survey

The purpose of this survey is to gain a better understanding of the housing support provided to clients downtown in the last year and since the Housing Case Aide started back in September 2016.

1. As part of your continued service and support to clients, how many hours per week would you estimate spending on the following items:

	# of hours per week spent on topic
Keeping updated in my knowledge of community services and government resources which would affect Agency clients related to <u>housing</u> .	
Keeping updated in my knowledge of community services and government resources which would affect Agency clients related to <u>financial support</u> .	
Remaining fluent with Government assistance programs such as Ontario Works, ODSP, Old Age Security, Employment Insurance, HSF etc.	
Remaining fluent in the area of landlord/tenant disputes.	
Finding available and affordable housing for clients.	
Engaging with landlords on behalf of/with clients to resolve housing crises (e.g. hoarding, moves).	
Liaising with other agencies focusing on issues of homelessness.	
Accessing government funds through the Housing Stabilization Fund.	
Assisting clients to manage their expectations for available apartments in line with their income.	
Assisting clients to have conversations with prospective landlords.	
Completing all paperwork and forms leading up to a successful lease agreement.	

2. In your opinion, what would you identify as the main systemic housing issues clients are up against? Please list up to 3.
3. In your opinion, what would you identify as the main interpersonal issues that may exacerbate a client's housing needs? Please list up to 3.
4. Since September 2016, have you consulted with the Case Aide on any of your cases? *Consulted meaning asked for expert advice on any of the housing items listed above, asked for assistance in serving your client directly or indirectly, etc.*

IF NO

5. If no, why not?
 - My clients did not have any housing needs
 - I was unclear of the role (e.g. I didn't know the Case Aide was available for consultation)
 - The Case Aide was unavailable at the necessary time(s)
 - I felt I had the knowledge and expertise to meet my client's housing needs and therefore did not request the Case Aide's assistance

6. Is there anything else you want to share with us at this time?

IF YES

7. Are the cases you have consulted with the Case Aide on primarily for short, mid, or long term financial clients?

8. What were the top 3 topics you consulted with the Case Aide on?

Topic	Rank top 3 by using 1,2,3
Understanding community and government housing programs/resources	
Understanding landlord/tenant dispute resolution	
Access to liaisons at community and government housing programs	
Assistance in managing client expectations regarding housing in line with their income	
Assistance in finding housing	
Assistance in engaging with landlords	
Other (please specify):	

9. What would you identify as the main ways the Case Aide role has impacted clients? Please list up to 3.

10. What are the main ways the Case Aide role has impacted you and your service provision? Please list up to 3.

11. Since the Case Aide started back in September 2016, would you say you spend more, less, or about the same amount of time assisting clients with their housing needs?

- More time
- Less time
- About the Same

12. Do you feel there is a need to expand this type of housing service provision to each location?

- Yes
- No
- Not Sure

13. Is there anything else you want to share with us regarding the Case Aide role?

APPENDIX C: Client Feedback Baseline Survey

We are asking clients to think about how we are doing in providing financial assistance services to them. This survey is an opportunity for you to tell us how we are doing in meeting your needs. The Report produced on this survey will only provide data based on all respondents and so no one individual person's responses will be able to be tracked.

1. Please indicate your level of agreement with each of the statements below:

	Not at all	Rarely	Sometimes	Often	Always	Does not Apply
I am put in touch with community and Government resources related to housing support.						
I am put in touch with community and Government resources related to financial support.						
I get accurate information about services that I may be eligible for.						
I get assistance in dealing with government assistance programs such as Ontario Works, ODSP, Old Age Security, Employment Insurance, etc.						
I get the help I need to fill out government forms.						
I get help finding available and affordable housing options.						
I receive support for my landlord/tenant disputes/issue.						
I get the support I need to ensure I am on the appropriate						

waiting list for affordable housing.						
I get support in keeping my housing (e.g. moves, organizing etc.).						
I felt like my individual circumstances were taken into account when providing service.						
I felt like my individual circumstances were taken into account when providing service.						

2. I have/am currently receiving help from the downtown [Case Aide]:
 - Yes
 - No
 - Unsure
 - Other (please specify)

3. Is there anything else you would like to tell us about the financial assistance services you are receiving? This feedback can be positive, negative or neutral—please just share any thoughts we may not have covered in the items above. If this service does not apply to you, just write, “not applicable” or “N/A”.

4. Is there anything else you would like to tell us about the housing support services you are receiving? This feedback can be positive, negative or neutral—please just share any thoughts we may not have covered in the items above. If this service does not apply to you, just write, “not applicable” or “N/A”.

APPENDIX D: Client Feedback Year End Survey

We would like your feedback to better understand how we are doing in providing housing support. This survey is an opportunity for you to tell us how we are doing in meeting your needs. Your responses to this survey will be confidential, and will in no way affect the service you receive.

1. Please indicate the type of support you are receiving:

	Yes	No	Not Sure	Does Not Apply
I am being put in touch with community and Government <u>housing</u> support resources.				
I am being put in touch with community and Government <u>financial</u> support resources.				
I am getting accurate information about services that I may be eligible for.				
I am getting help in filling out government forms.				
I am getting help in dealing with Government Assistance Programs such as Ontario Works, ODSP, Old Age Security, Employment Insurance, etc.				
I am getting help finding available and affordable <u>housing</u> options.				
I am getting support to address my landlord/tenant issues.				
I am getting support to ensure I am on the appropriate waiting list for affordable housing.				
I am getting support in order to keep my current living arrangements (house, apartment, etc.)				
I feel like my individual housing circumstances are being taken into account.				

2. How long have you been receiving services for your housing needs?

- Less than 6 months
- 6 months to 1 year
- 1 to 3 years

- More than 3 years
- Does not Apply

3. Are you receiving or have you received help from the downtown [Case Aide]:

- Yes
- No
- Not sure

4. What are your main housing concerns? Please list up to 3.

1.
2.
3.

5. Overall, do you feel that your housing needs are being met to date?

- Yes
- No
- Not Sure
- Does Not Apply

6. Is there anything else you would like to share with us at this time?

Thank you for your feedback!

APPENDIX E: Key Informant Year End Survey

1. How many housing cases have been assigned to you since starting your role in September 2016?

2. How many non-housing cases have been assigned to you since starting your role in September 2016?

3. How many cases assigned to other Client Service Providers (CSPs now known as Social Workers) have you provided housing consultations for?

4. When working on cases assigned to other CSPs, did you ever work directly one-to-one with these clients?

5. Specific to housing related items only, what percentage of your time do you spend on each item listed below? *This should include housing assistance provided to all clients, regardless if they were your own or assigned to another CSP.*

Topic	% of your time spent on topic
Acquiring and maintaining up-to-date knowledge of community and government housing programs/resources that would benefit clients with housing needs (i.e. OW, ODSP, etc.)	
Acquiring and maintaining fluency in landlord/tenant dispute resolution	
Developing partnerships and liaising with community and government housing programs or programs looking at homelessness	
Assisting clients in managing their expectations for available housing in line with their income	
Finding available and affordable housing for clients	
Addressing landlord/tenant issues (e.g. dispute with neighbours, hoarding, moving, attending tribunals, etc.)	
Other (please specify):	

6. What were the top 3 needs of clients specific to landlord/tenant issues?

Topic	Rank top 3 using 1,2,3
Coaching client on how to deal with landlord	
Attending landlord mediation	
Mediating between landlord and client	
Dealing with landlord on behalf of tenant	
Connecting client with community programs for assistance (i.e. Tenant Board,	

etc.)	
Understanding landlord/tenant rights	
Other (please specify):	

7. What were the top 3 needs other CSPs came to you for?

Topic	Rank top 3 by using 1,2,3
Understanding community and government housing programs/resources	
Understanding landlord/tenant dispute resolution	
Access to liaisons at community and government housing programs	
Assistance in managing client expectations regarding housing in line with their income	
Assistance in finding housing	
Assistance in engaging with landlords	
Other (please specify):	

8. Can you tell us about how you developed this role over the last year (i.e. how did find resources, what was your approach for developing partnerships, how did you consult with other CSPs, etc).

9. What would you identify as the top 3 interpersonal issues related to housing for clients?

1.
2.
3.

10. What would you identify as the top 3 systemic housing issues clients are up against?

1.
2.
3.

11. What would you identify as the top 3 issues within the housing market that you feel JF&CS needs to be aware of/give more attention to?

1.
2.
3.

12. What would you identify as the top 3 issues with community and government programs that you feel JF&CS needs to be aware of/give more attention to?

1.
2.
3.

13. Did you find that the housing needs/challenges for clients varied by geographic location (i.e. living downtown vs. living in York region)? If yes, could you provide some examples?

14. Did you find that the housing needs/challenges for clients varied by other attributes (e.g. gender, marital status, age, those with pets vs. without, etc)? If yes, could you provide some examples?

15. Do you feel there is a need to expand this type of housing service provision to other locations?

16. Is there anything else you want to share with us regarding this role?