

**OPERATOR:** Welcome and thank you for standing by. At this time, all participants will be on a listen-only mode until the question-and-answer portion. If, at that time, you'd like to ask a question, press star-one. Today's conference is also being recorded. If you have any objections, please disconnect at this time. And, now, I'd like to turn the call over to your host today, to Ms. Tara Nokelby. Ma'am, you may begin.

**TARA NOKELBY:** Thank you! And good afternoon and thank you for joining us today. My name is Tara Nokelby, and I will be facilitating your webinar this afternoon. Today's webinar will be on the Eldercare Locator, and your presenters will be Patrice Earnest with the National Association of Area Agencies on Aging and with some assistance from Cole Ward with the National Resource Center on Native American Aging at UND. There will be a question-and-answer session at the end of the presentation. To open up your line, like the operator said, please press star-one. You may also use the chat box in Webex, and I can read them aloud. This presentation will also be recorded and posted on Older Indians at a later date. And, at this time, I will turn it over to Patrice. Thank you!

**PATRICE EARNEST:** Thank you, Tara! And thank you to everyone for joining us today for an overview of the Eldercare Locator. My name is Patrice Earnest, and I serve as the director for the Eldercare Locator, which is administered here at the National Association of Area Agencies on Aging in Washington, D.C. The Eldercare Locator was established in 1991 and it is funded by the U.S. Administration on Aging of the U.S. Administration for Community Living and is administered here at n4a, the National Association of Area Agencies on Aging. We serve as a trusted gateway to accessing information and resources that are crucial to one's health and wellbeing. And today you're going to learn more about how you can use the Eldercare Locator to access important information about programs and services in your local community.

A little bit of background on n4a, the National Association of Area Agencies on Aging is a non-profit membership association representing America's national network of 622 area agencies on aging and providing a voice in the nation's capital for the over 250 Title VI Native American aging programs. Our mission is to build the capacity of our members so that you can help older adults and individuals with disabilities to live with dignity and choice in their homes and communities for as long as possible. For today's webinar, we're going to break this session up into four parts. We want to provide a description of the Eldercare Locator and the services that are provided through the National Call Center. I want to give you a little bit of information about the types of calls that come into our call center. Thirdly, I want to provide an overview of the key resources and materials, and we're going to focus on the recent refreshed update of the Eldercare Locator website, which is very exciting. And then, lastly, we'll have some time for questions and answers. And, as was mentioned, I'm very excited to have Cole Ward to join us in this session to discuss the Native Service Locator that the Eldercare Locator is partnering with in accessing information today.

I want to start our talk today with a little bit of information and background. I hope that everyone on this call has been able to view the National Title VI Program Survey that was released in 2007. It's a publication that n4a, along with Miami University in Ohio, released and is a result of the surveys that were provided through the Title VI aging services network. It provides an important look at the trends and the key points about providers and programs of

Title VI. And many of these key points that came out from this survey have a direct connection to the services that are often offered and requested by callers who are calling for information and referral services. And I wanted to go over some of the highlights of this survey, some of the important key points that our agencies actually provided to us. And you'll see the connection as the callers request for the services.

A few of the highlights and points of the survey include the fact that tribal communities provide services and supports that enable elders to live safely with independence and dignity in their homes and communities. And that, again, is the goal of what we all are striving for. Title VI programs noted that the strengths of their programs included dedicated staff, who have the ability to provide quality services to elders in need and the ability to overcome many challenges in the delivery of services. And those challenges include covering vast distances, facing IT challenges due to factors such as lack of Internet access, cell phone coverage, appropriate equipment, and addressing many of the needs of community elders with very limited resources. The majority of the Title VI programs serve a rural or remote population. And some of the Title VI programs provide services over large land areas or over difficult terrain. And, in fact, some of the service delivery sites may be hours away from program center. These factors can really lead to increased cost of providing the services. Many Title VI programs operate with limited staffing. And, while most Title VI directors are full-time, their time is often split between the time between Title VI programs and other responsibilities. And my guess is that that responsibility includes the provision of information and referral services. And then, one key point from this survey in pointing out the types of services and programs, that most Title VI services offer at least one elder abuse prevention or intervention service. However, elder abuse services are primarily funded through non-Title VI funding streams. The most commonly reported unmet needs from this survey are related to money management, home modification, chore assistance, and legal assistance services. And all of these are key points and considerations when accessing information in referral and support services.

So a little bit about the Eldercare Locator. As mentioned, we are a trusted gateway to accessing services and programs, and we take that very seriously. The Eldercare Locator is a service and a tool for elders and family members as well as professionals. Through our nation's National Call Center and Toll-Free Hotline and websites, individuals are connected to reliable resources. The Eldercare Locator was established in 1991 and is funded by the U.S. Administration on Aging, which I mentioned, a part of the Administration for Community Living. And, of course, administered by here at n4a. Our Washington, D.C.-based office operates Monday through Friday from 9:00 AM to 8:00 PM Eastern standard time. And the reason why we are open to 8:00 PM Eastern standard time is to ensure that we are operating at normal business hours for West Coast.

Over four million people have connected to local programs and services through our National Call Center. In the spring of 2018, we reached our four millionth call. Callers call from all 50 states, the District of Columbia, and most U.S. territories. It's important to note that even after hours, our system has what we call an automated voice prompt system that allows callers to have direct connection to agencies that are still open. If an individual calls after 5:00 PM Eastern standard time, they can enter their zip code area into our automated phone system and will hear information about their local area agency on aging. They can also elect to leave a message as well. If that agency is open, they can be transferred directly to that agency. And

there are about three to four agencies that we're aware of that are operating on a 24-hour basis in the U.S.

Little bit of information about how the Eldercare Locator works. We, at the National Call Center, have a team 17 information and referral specialists, who are all certified through the Alliance of Information and Referral Systems, known as AIRS, to be certified information specialists. Our call center environment is different from an assessment center environment in that we are averaging calls for only about seven minutes in length. This is very different from normal information and referral programs in which individuals may be doing a complete assessment and obtaining a lot of information. We do not collect individuals' names nor do we collect any personal health information or personal identifying information. Our main goal at the Eldercare Locator is to ensure that people are getting connected to those local resources and that they're not having to repeat a lot of their information to get to the same source.

Over half of our calls at the Eldercare Locator are actually referred by another federal agency, primarily social security, and the Centers for Medicare and Medicaid Services have callers who have connected to us through those entities. It's also important to note that we have a two-tiered system with the Eldercare Locator in that the call average time is seven minutes to get the individual to the right place at the right time, but, also, you never know what that next call is going to be. And, from time to time, we do get crises calls. We do get calls in which consultation needs to take place. And so, our team of specialists also include enhanced services counselors who can handle more complex calls. We average 1,200 contacts each day at the Eldercare Locator. Most of those calls are through the telephone, but we're also handling chats and emails, as well as written letters. It's very interesting that, over the last couple years, chats have actually replaced the number—replaced the higher number than emails that come into the center. Those chats and emails all stem from the Eldercare Locator website that we're going to spend some time on. And you see here on this slide the website [eldercare.acl.gov](http://eldercare.acl.gov). And I encourage you to include our website on your websites or in your materials as a very important resource for information.

We do use what they call a customer relation management system, an information and referral system, and that basically is our ability to capture a little bit of information as to what the caller is calling about, where they're calling from, if they're over the age of 60 or under the age of 60, so that we know what some of the ager service area needs are. We use a taxonomy classification system, and that is, basically, a structured system that allows us to make sure that we're classifying the need categories so that we can look at what the major needs are. Very importantly, when an individual calls for resources and information to the Eldercare Locator, we are using resources that have been approved by the Administration for Community Living. We do not have information on local service providers necessarily, but we want to get people, again, to those local communities and those local providers, such as Title VI organizations—[audio cuts out]—you know your local community, and you know the local providers, and you know the main resources that individuals should connect to. We do have additional resources that we're going to talk about that are critical resources in—[audio cuts out]—that people are connected to resources such as Adult Protective Services, Long-Term Care Ombudsman Programs, legal assistance programs, and some other services that we're going to talk about a little bit. But what's so important is that, as we're a trusted service, that we are in a partnership approach in making sure that all of our information is accurate, reliable, and up-to-date.

I want to switch gears a little bit and talk to you a little bit about who calls the Eldercare Locator and what some of our statistics and major findings are and how they, actually, pretty much match what we just talked about with the survey findings from 2017. At the Eldercare Locator throughout the years, our calls have continued—[audio cuts out] Last year we had over 300,000 calls that came into the Eldercare Locator. But what is also so very important to know is that not only has the call volume increased but the complexity of those calls have increased. They include escalated calls from individuals who are reporting suspected elder abuse, there are calls that are from individuals who are in crises, looking for shelter information, for example, as well as calls that can happen from individuals who are experiencing disasters, natural disasters. Our calls no longer are what we call a one-request type of service for the most part. They're multi-layered in many cases. They're complex calls, which can sometimes require several different resources.

Over the years, transportation has been a major resource for the Eldercare Locator, and it continues to be our number one service request. Transportation to medical appointments, in fact, is the reason that so many people are calling us. In addition, we have seen an increase in request for supportive in-home services to the Eldercare Locator. [Audio cuts out]—these two services are about 38 percent of the calls that come into our center. We, again, are referring to local services for transportation, and we're going to talk a little bit about the resources that we have that we provide to individuals for transportation—[audio cuts out].

I mentioned the unexpected events that we have had, especially over the last couple years, hurricanes in particular, that has caused the Eldercare Locator to spike in the number of calls that have come into the Eldercare Locator. I want to just share with you a couple examples, and these are examples that our staff have provided. And, again, in acknowledging confidentiality of all calls, these are general in nature, but I wanted to share them with you to give you an idea about some of the requests that come in to the Eldercare Locator. One individual called about transportation to their home from a medical appointment. The challenge was is that they lived in another county, and the local service transportation provider only had one resource and did not cover that particular county. That person was referred to their local Area Agency on Aging to see about what other transportation options might be available for them. Another call came in from a caller who was affected by Hurricane Michael. In the wake of the storm, he had to work extremely long hours at a construction job, which meant that he really didn't have time to reach out for himself and didn't even know really who to contact for help and assistance after the hurricane hit. Specialists provided to him, again, the Area Agency on Aging, but also provided services information with the United Way and made sure that he was connected to—[audio cuts out].

And then, lastly, calls regarded suspected elder abuse. And, in fact, last year, the Eldercare Locator had over 6,000 calls from individuals who wanted to report suspected elder abuse. The majority of those calls are persons suspecting financial elder abuse. And, in this particular example, this was an individual who was concerned about their relative who had power of attorney and felt that they really needed some legal assistance to be able to see if everything was really being dealt with in an appropriate manner. We provided the referral to the Legal Aid Assistance Program and, also, to Adult Protective Services.

I want to point out a really good resource that I hope everyone on this call is connected to regarding Elder Justice Initiative through the National Indigenous Elder Justice Initiative

Program through the University of North Dakota. I attended the Title VI conference and training last fall and was able to really get a lot of information about the services that are provided through that organization that the University of North Dakota's Center for Rural Health provides. And there are tools and resources that you have available for implementing a Tribal Elder Protection Team, and other resources that may be helpful in your program.

Now we want to go to the third part of our talk this afternoon and want to talk about the Eldercare Locator's website. As you can see here, we're going to look at a few snapshots of the Eldercare Locator website. And my hope is, is that following this webinar, that y'all will take a minute—in fact, we'll probably end this webinar a little early so that you can still go to the website within this hour's timeframe and walk through the different pages and see the resources and services that are available on this site. Earlier—or later, I should say, in 2018, the Administration for Community Living launched the revised website, and we are so excited about this new website. We think it's much easier to navigate and it contains some very good resources and services. I want to give a shout out to Sherri Clark with the Administration for Community Living, who did a lot—who did so much work in making sure that this website, coordinating with her IT staff, is something that is a useful, helpful, reliable tool. The website itself, many months has over 40,000 visitors to this website. So, again, it is a critical tool for anyone in aging services.

We're going to look at three areas of the website. We're going to look at the resources found on the database. We're going to take a look at the information that is located within the database—within the website itself. And then, lastly, I want to share with you some of the materials and resources that you can download, you can print out, you can use in your programs and services. On the front page of the Eldercare Locator website is the Caregiver Corner, and the Caregiver Corner has 15 major questions that we have found from caregivers who call us that ask. They include, "Can I get paid for caregiving?", "What programs could my parent be eligible for if he is a veteran?", and then, back to our most requested transportation services questions that we have. Users can actually go to these questions, click on those questions, and the answers will be found. For example, if someone clicked on "Am I concerned about a situation involving a neighbor? Where do I report suspected elder abuse?" Of course, we want to make sure that individuals know that, in the event of an emergency, that 911 should be called, and then, we also want to make sure that individuals know about the Adult Protective Service—[audio cuts out]—from this slide that we actually have a link to older adults and elder abuse. And individuals can find their local Adult Protective Services following that link. The website also contains information about the featured topics such as housing, elder rights, supportive services, insurance benefit programs, health, and transportation. So when you go the website, on the homepage, please click on these pictures and learn more about the resources and services and programs that are available.

I want to spend a good portion of our time talking about the database because, again, this is a tool that we hope that you will use to be able to connect to those critical resources and services. This slide actually shows, if you look to the left, the different pages that the Eldercare Locator provides, including the page about Native American programs. And, again, you can see the bright blue bar that is at the top of the page where an individual can enter their zip code or city and state to be able to connect with the services and programs in their area. So what we want to do is kinda walk through an example, if we can, and I also want to make sure that

you're aware of the major categories and services that are listed in the database. Those services include information and assistance programs, primarily offered through Title VI programs as well as Area Agencies on Aging, aging and disability resource centers, Area Agencies on Aging, Title VI Native Indian, Native Alaskan, and Native Hawaiian programs, state units on aging are listed in the system—[audio cuts out]—discussed, the Adult Protective Service information. Health insurance counseling programs would include statewide state health insurance counseling programs known as SHIPs—[audio cuts out]—aid services programs, state legal programs are on the system as well. The ninth category, as you can see, is the category for Long-Term Care Ombudsman Programs. Ombudsmen are advocates for those who reside in nursing facilities and assisted living facilities—[audio cuts]—advocate for the rights of residents in those—[audio cuts out].

So we're going to go ahead and do a walkthrough of how the search works on this system. And, as I say, if you will, following our presentation here, enter us some zip codes, go ahead and check and see, and, as I said in an earlier slide, this is a partnership approach with the website, with the Eldercare Locator website. If you're looking at information, if we need to correct information, I'm going to be giving you a website that we actually monitor to make sure that our information is updated and accurate. So this slide actually shows a search example for Sacaton, Arizona. And what I really want to point out is the information here where it says, "To locate additional services for tribal elders in your state, visit the Native Service Locator." That's an important connection to the University of North Dakota's website that we're going to link over to—[audio cuts out]—but you can see here that we put in the zip code 85147, and we came up with Gila River Indian Community Elder Services Program, and you can see the address, the website that individuals can click over to, the contact information in this case is Mary Weston, who is one of our Title VI Advisory Panel members that help us in guiding us to make sure that the Elder Care Locator is a useful tool—[audio cuts out]—Title VI programs. And then you can also see directions, hours of operation.

When you click over to the Native Service Locator, you're going to connect to the National Resource on Native American Aging through the University of North Dakota. And, at this time, I'm going to turn things over to Cole Ward, who's going to share information about the services that are—and the information that is offered through the Native Service Locator. Cole?

**COLE WARD:** Hello, yes. Good afternoon, everyone. I'm Cole Ward with the National Resource Center on Native American Aging, and I work as the research specialist with the program. As Patrice had mentioned, we have the Service Locator through our program, and it's available on our website for services throughout the United States. And some of the programs who try and track the tribes who freely participate are some things you'll find on the n4a website, such as adult daycare, caregiver programs, case management, elder abuse prevention programs, emergency response systems. Some of those Patrice talked about were legal assistance—what are the other ones? And elder abuse. And, typically, how we collect information, staff, such as myself or another member of the team, will call the Title VI directors throughout the nation, and we will sit down and talk with the Title VI director, and we will update information as it changes. Other ways that we're trying to be more vigilant doing this is we actually, when we send out the surveys during the Title VI Needs Assessment Survey through Cynthia LaCounte's

office, we will send out a survey for Title VI directors to fill out allowing us to update their services that they provide and know that the tribe or their programs will provide.

The other neat thing about this is that you can compare through other tribes as well. Many tribes who we've talked to have talked about how they use the website to compare with other tribes either in the area, within the state, within a region, see what programs offered and to contact each other to see how they're doing and how they got about a certain project. Again, not all states participate, only the states that are on here, the ones who have tribal programs who truly—who choose to participate. And with regards to that, I'll turn it back over to Patrice.

**PATRICE EARNEST:** Thank you, Cole. And I do have a few additional slides that show the information from the Native Service Locator. And you can see here that the Gila River Indian Community is also located on the Arizona map. And then I also have the page, Cole, that actually shows the interactive map itself. Do you want to share just a little information about how that is best used?

**COLE WARD:** Yes, I can definitely. Thank you for actually putting this on there, again, Patrice. So one thing that's neat is—so if I were to pick, and I'm from South Dakota, you could hover over South Dakota, and you could see all the tribes who chose to participate again with our program, and then, you can go through each object that's on the map, and you can click on those and see the tribes who participate. And then, as you see that, like as Patrice had done with Gila River, you can go through their services and find their contact information. Typically, it's a Title VI director. The other way—and you can look at the services provided. And we try and update this, if not quarterly, at least every other month, if not quarterly. We try and keep up-to-date as much as possible. And then, you can also compare them by regions, by states. You will notice, too, that the map is color-coded. And the color-coding signifies, for example, the orange is one to two centers, green is three to four centers, and the centers—I mean, tribes or Title VI programs who choose to participate with this program. And blue is five to ten, and then, the pink-reddish is eleven or more centers who participate and share their information with us. And the ones who are not color-coded, more of that off-white or beige, if you will, those are states who have not or do not provide us with information or tribes are maybe not located there.

**PATRICE EARNEST:** Great, Cole. Thank you so much.

**COLE WARD:** Thank you.

**PATRICE EARNEST:** One of the areas that is so important, I think, on this page as well is your dropdown box for your service areas. And that's where you're really getting to what specific services, that Cole just mentioned, that that particular tribe may offer. For instance, with the Gila River program, I know they have a caregiver program so that you can actually search by those programs that would provide those particular services—[audio cuts out]. That is a great service, Cole, and it helps to really understand the whole perspective of the service delivery—[audio cuts out]—Title VI programs.

**COLE WARD:** And I think—if I may add one more thing, too, Patrice—sometimes we do get phone calls from tribal members seeking advice for their parents or grandparents, and they do use the Service Locator. The services that are provided are not to say that every Native elder is a benefit to those, sometimes it's—due to resources—it's either locally or, in some cases, just tribal membership. So please be aware of that as well. And I do—we do try and assist as many callers as we can who do call in, but it's always best to check with a local tribe to see how they offer those services themselves.

**PATRICE EARNEST:** That is such an important point here at the Eldercare Locator as well. We often get calls from individuals looking for services, and we always—[audio cuts out]—that, in addition to connecting to the local services, to be aware that services may have waiting lists. Eligibility may differ from state to state and not all services may be available—[audio cuts out]—very important, but it's actually reality in the service funding that we often have for our programs. So we hope that we will hear from you about how our connection with University of North Dakota is working in terms of making sure that the information is accurate, reliable, and a helpful tool to not only consumers but professionals as well.

We're now going to go into a little bit of information about what services and—[audio cuts out]—consumer publications are available on the website. And, again, I strongly encourage you to go to the resources section when you're visiting the website, and you can see our library of services and publications that are available for downloading. I've highlighted just a few that I think—[audio cuts out]—helpful. The *Brain Health* is a publication that really helps to really focus on becoming engaged and active and—[audio cuts out]—looking at different programs to help to stimulate one's brain and is—[audio cuts out]—very positive article. *The Road Map to Transportation Independence* is our number one brochure that we hand out at the Eldercare Locator that provides information about transportation options. We recently updated that brochure, along with the National Aging and Disability Transportation Center—[audio cuts out]—brochure. Expanding Your Circles was a recent Home for the Holidays campaign—[audio cuts out]—really trying to reach those who may be lone—[audio cuts out]—or isolated and encouraging individuals to get involved in their community, to—[audio cuts out]. The last brochure on this page actually shows you the *Guide to Benefits*, and that is a publication—[audio cuts out]—with the National Council on Aging. Very helpful benefit guide that outlines some major national benefit programs and services.

This is the slide that shows you our Eldercare Locator main brochure, and it is a slide that we have—er, it is a brochure that we have that is in English and in Spanish. And the brochure also allows agencies to put your information on the back of that brochure. So, again, this is in response to making sure that people know about the local services and programs in their areas as—[audio cuts out]. We also have brochures on major topic areas, *Protect Your Pocketbook*. As we've mentioned in this webinar that financial exploitation is one of the top reasons—[audio cuts out]—call us concerning elder abuse. [Audio cuts out] publication has very good helpful tips and suggestions and ways—[audio cuts out]. Recognizing that falls at home are something that should be avoided, this publication actually provides some helpful tips of how to prevent falls at home. And then, lastly, a transportation options brochure is, again, a publication that we put together with the National Aging and—[audio cuts out]—really helps to



guide people in looking at what some other transportation options, such as public transit, might be available for older adults.

Last year, our Home for the Holidays campaign focused on living well with dementia in the community and really focusing on how we can support those who live with dementia and their caregivers to have communities that are supportive and caring for those with dementia. This past year, we developed a series of what we call "Critical Conversation Pieces." [Audio cuts out] very straightforward, easy-to-print fact sheet that really focuses on some of those critical conversations that we have seen here at the Eldercare Locator. There are three in the series. This one is addressing the issue of older adults and elder abuse. [Audio cuts out] provides a very important information on looking at ways to prevent elder abuse, how to spot elder abuse, and shares information about the—[audio cuts out]. Again, it can be downloaded and printed out from the Eldercare Locator website. The second critical conversation piece that we published is *Helping Older Adults Weather the Storm Before, During, and After Disasters*. And then, the third piece that we have is a fact sheet that addresses older adults and medication safety. It really is a great piece that really offers tips for wise use of medication—[audio cuts out]—again, that you'll be able to print that information out and to use the—[audio cuts out]—publications.

Lastly, I just wanted to share information about our Home for the Holidays campaign. Hopefully, people on our line here have heard about the campaign. We have had some stories in local newspaper articles about how we are focusing on reaching out to long-distance caregivers. [Audio cuts out] Caring Across the Miles really provides some information about resources that are available. During the campaign, one of the things I think—[audio cuts out]—really important for many people that I've talked to, that they did not realize that they may be a long-distance caregiver if they live—[audio cuts out]—hour away from the person—[audio cuts out]—caring for. [Audio cuts out] several people, including a dear friend of mine, when I shared that information, it was like a lightbulb, and they really recognized the challenges that long-distance caregivers have—[audio cuts out]—individuals—[audio cuts out]—they know that the Eldercare Locator is a resource that they can use—[audio cuts out]—caregiving journey.

So we've covered the Eldercare Locator's information on resources. We've covered the Eldercare Locator's information on the database and how to navigate through the database and other information that's available through some of the pages that are located on the [eldercare.acl.gov](http://eldercare.acl.gov) website. We've also talked about some of the call center examples and the needs of individuals who are calling the Eldercare Locator. I can't stress enough how important partnership is in providing access to service—[audio cuts out]—making sure that our information is reliable and trusted. And I hope everyone on the webinar today feels that same way, too. I do hope that you'll take a moment and look at the website. Check to see if the information, if you are with an organization, is accurate. If you would like to talk further with us about the resources that are found on the website, I know Cole and I are always interested in making—[audio cuts out]—is correct and accurate, so we would love to talk to you about—[audio cuts out]. And, at this time, I think we can open up the webinar for any questions that come in. Tara?

**TARA NOKELBY:** Great! And so, operator, if you could please make an announcement. And, again, if you would like to just type any questions that you may have in the chat box on Webex, I would be happy to read them aloud as well.

**OPERATOR:** Yes, ma'am, thank you. For audio questions at this time, if you would like to ask a question, please press star-one. Again, to ask a question over the phone, please press star-one and record your name. One moment. [Pause] One moment, we do have a question. [Pause] And your first question comes from Shelly, your line is open.

**SHELLY:** Hi, everybody, I'm just Shelly calling from [unintelligible 44:12] in [unintelligible 44:13], in Hawaii. And, I'm sorry, my—the reception wasn't great, so I wasn't able to hear how to navigate to the Native Eldercare Locator, and I was wondering if you could just walk through that one more time?

**PATRICE EARNEST:** Sure, sure. And, Cole—

**SHELLY:** Thank you so much.

**PATRICE EARNEST:** —if you're still on the line, you may want to give that direct number—that—your direct website. But if you are coming to the navigator site from Eldercare Locator, you will go ahead and put your zip code in the information. And then, at the very top, should there be a tribal organization in that zip code area, you will see a link over to the Native Service Locator. Cole, you can also navigate over to the site directly, too, as well, correct?

**COLE WARD:** Yes. Actually, and I can give that web address, too. It's going to be nrcnaa, that's going to be nrcnaa.org.

**SHELLY:** Great, thank you.

**COLE WARD:** Yes, no problem. And then, you should be able to—through the dropdown boxes, be able to navigate to the Service Locator from there.

**SHELLY:** Okay, great. I got it now.

**COLE WARD:** Okay, sounds good. Thank you.

**OPERATOR:** And, once again, to ask a question over the phone, please press star-one. [Pause]

**TARA NOKELBY:** And it looks as though Webex has actually, for some reason, signed us out. But for any of you that may want the PowerPoint presentation, this will be posted on OI in about 30 days or, if you'd like it before then, feel free to email me directly. I'm the one that sends out all the blasts, so you can just hit reply to the blast, and it'll come to directly to me, and I can get that PowerPoint over to you. So we won't be taking any questions via chat, but if there are any additional questions via phone, we can open up the lines for you.

## January Webinar

**OPERATOR:** And, once again, for questions, please press star-one. [Pause] And, ma'am, I'm showing no questions.

**TARA NOKELBY:** Thank you! So that concludes today's call. Thank you so much to both of you, Patrice and Cole, and, also, thank you to everyone that signed in today. Again, if you have any follow-up questions or you'd like to be put in contact with either of them, please feel free to email me, and I can get you over to the right person. And thank you and hope everyone has a great day.

**PATRICE EARNEST:** Thank you!

**COLE WARD:** Thank you.

**OPERATOR:** Thank you and this does conclude today's conference. All parties may disconnect.

[end of recording]