

March Webinar

OPERATOR: Good afternoon and thank you all for standing by. I'd like to inform all participants that your lines have been placed on a listen-only mode until the question-and-answer session of today's call. Today's call is also being recorded. If anyone has any objections, you may disconnect at this time. I would now like to turn the call over to Lan Marshall and Chrissy Hudgens. Thank you, you may begin.

CHRISSEY HUDGENS: Alright. Good morning everyone. Thank you and welcome to the Title VI webinar on using AGID and accessing your Title VI data. We'd like to thank Cynthia LaCounte and the rest of the Title VI office for inviting us to share all of our nerdy wisdom. So my name is Chrissy Hudgens, and I'm a social science analyst here in the Office of Performance and Evaluation at the Administration for Community Living. And my colleague, Lan Marshall, and I are excited to talk to you today about how to use ACL's AGID system and access Title VI data over the years.

And if we have some time at the end, I'll talk a little bit more about data review and data quality and some exciting things coming your way in the world of Title VI reporting. Indeed! So our session goals are essentially to give you a live demonstration of how to access and use AGID, which Lan will be doing for us, and specifically focusing on how Title VI programs can review their data going all the way back to 2002 in some cases, which is a really great resource for you if you don't have your own records going all the way back to 2002. And so, without further ado, I will hand it over to Lan, who will give you an overview.

LAN MARSHALL: Thanks! Hi, my name is Lan Marshall, and I'm the research analyst here. And I just want to go over the Aging Integrated Database, which is AGID, and we're all data nerds. And so this is really exciting for us because we live to see what the results of all the data get to, which is on this website. And it provides you access to all ACL-related program performance results, surveys, and other data files for Title III, Title VI, and Title VII annual reports. And on this website, you can access the data, produce the tables, maps, and other information from ACL data-related files and surveys. And also, we have census base population and demographics characteristics that's accessible to the public. So most of it we downloaded from census, but there are also additional data that we buy from census that's not available on the census website.

And I'm just going to go over really quick, but today, I'm going to focus on Title VI. The first one is State Program Reports, and it runs from 2005 to 2017. And then this also includes Title VII Elder Rights Program, Title III and Title VII, and then National Ombudsman Reporting System, which is NORS, it runs from 2000 to 2016, and then there—we also have—2017 will be uploaded soon. And mainly, our favorite is Title VI data from 2002 to 2016. And we're—Chrissy is working very hard on finalizing the 2017 data, so it'll be posted in a couple months. And then there's, we call it NSOAAP data, which is the National Survey of Older Americans Act Participants data. It runs from 2003 to 2017. And this is—covers service quality and consumer-reported outcomes, and then their census data, population estimates from the census and the American Community Survey demographic data. And you don't have to memorize all of this, of course, because we can provide—we're working on one or two-pagers to give you a nice summary of this, like an aerial view of this, so you can see what's available.

And this is the list of what's in the current AGID system, so we kinda give you a little aerial view or what's available and what's not available for you. And then I'm just going to— from here on out, I'm just going to go ahead and do a live demo. So the PowerPoint is pretty much for you to keep, to follow, but I'm going to go to the live demo now. This is the AGID website. And here, it's a What's New? section. And then here, it's Resources. The What's New?, when I have data uploaded, pretty much we do an update and we put the date and what's on here. So I think the next one we're expecting is the census data, so it's going to say Census Data. And if you click on it, you can see the full view of all the listings here. So here, you can access, there are four main features. There's Data-at-a-Glance, State Profiles, Custom Tables, and Data Files. You can click on here or you can click on here, so it's up to you. Personally, I like the middle because the map is pretty.

So here you can go to Data-at-a-Glance, that's the first feature. And then, here, Title VI is right here, and you can click on Title VI. And here, you see a map here, and anything that's colored, it has data. Anything—or has activities. And here, anything that's gray, it has no activities or no data. And here, you're going to see the legend from 0 to 25,000. So the color corresponds to the legend. And I'm just going to go ahead and show you here, Title VI Service—and there are other things on the menu here, but we're going to do Title VI. And you click on the year, so I'm just going to do—here, some features, you can do multiple years, you can do multiple choices. So some features you don't. Some are limited and some are not, but here, you can only click on one year at a time.

And geography, you can go by state or you can by region, so I'm just going to go by state. And I'm going to click on Grant Amount. So I'm just going to pick NSIP. And if you look on here, you're going to see NSIP listed by all the states, and then you see the total here. And if you click on here, anything that has a little arrow, but sometimes it doesn't have an arrow, but here, anything that kinda gives you the little feature here, geography, you can go ahead and sort it here. And it'll go from reverse, Wyoming all the way back to Alaska. Or you can click it back here, and here, it will also sort it for you from least amount to most amount. So you can do that. And then here, you can do a line graph. So let's just say you want to go to line graph. I'm just going to pick a state. So here, it's going to give me a line graph.

And then here—so I picked North Dakota. So I think I'm just going to compare it with South Dakota, and it's going to give me South Dakota. And here, I'm just going to say recent ten. I'm going to compare it to recent ten. So it gives me this option. So down here, you have other options. I want to compare it with the total. So that's what it gives you. So here you have many choices—here, Census Regions, U.S. Divisions, so it's a pretty nice menu.

CHRISSEY HUDGENS: And one thing to also note is that, at the bottom of the graph, it gives you the key.

LAN MARSHALL: Oh, yes. Thank you. Yeah, the legend. Thank you! And, so here, you're going to see the legend here. And if you want to click on it, you can also make it disappear. I don't want to see North Dakota, I don't want to see South Dakota anymore, I just want to see this. And so you can make it appear again. So they've got some pretty cool features here that you can play with. And then—

CHRISSEY HUDGENS: And then does that [unintelligible 08:29] what happens below, Lan?

LAN MARSHALL: Yeah, yeah, it actually does. You're right. Thank you! See, Chrissy is my sidekick because a lot of things I forget because there's so many features. So I'm going to sort it, and I can sort that year here, grant amount. I want North Dakota and South Dakota to disappear. Actually, it's supposed to disappear, but I guess it didn't.

CHRISSEY HUDGENS: Maybe you need to have it—

LAN MARSHALL: Yeah.

CHRISSEY HUDGENS: But in terms of how this might be useful for Title VI, if, for instance, you wanted to look at something like the NSIP funds for all of the Title VI grants in your state, and then you wanted to look at, you know, what your NSIP funds look like compared to that. Or if you wanted to look at, for instance—can you look at Units? Yeah, you can look at Units or Clients and like what your share of service was for the entire state, which is a nice way to get a ready-made bar chart out of this at the state level.

LAN MARSHALL: And then, so there's also a bar chart.

CHRISSEY HUDGENS: That was probably a line graph.

LAN MARSHALL: Oh, yeah, that was a line graph. And so let's say you want to go do bar chart. So here you want to do bar chart like Chrissy said. So say I want to compare North Dakota to South Dakota. So here, and then I also want it to say, I just want to compare it to the total US here. And so you get the bar chart. So you get, you know, different options. Here, you don't get a choice of clicking here, but you get the bar chart. Bar chart is pretty simple. Let's just say I want to—see, here, you don't have that choice. The other one, you have a choice. So here, actually, you have Congregate Meals here, but Units, but you can't—I want to go back into Grant Amount. You can only get one or—so some places are limited. You just kinda have to play around with it.

CHRISSEY HUDGENS: The other thing I want to point out here is that, as you can see, since Lan has included the 50 states, that it throws off the overall scale.

LAN MARSHALL: Yeah! And I did that on purpose.

CHRISSEY HUDGENS: Yeah. So it might not be—it's—yeah.

LAN MARSHALL: Yeah. It might not be ideal, but I was just trying to make a point. So let's just say you want to compare it to the region, so you can see this, too. Yeah. I'm not a big fan of bar chart, but that's just a personal preference, just a choice for you. So let's go back to my favorite, which is a line graph. So here—

CHRISSEY HUDGENS: Line graph is nice.

LAN MARSHALL: Yeah, I love line graph. So here, let's just say you want to save it, so there—you have three options here, Save, Share, or Print. So you can save this as a chart. You could do that, and it goes into a zip file. And here, you can open it up and you can see this, and you can play around with it, manipulate it however you want, or send it off to your friends. And here, it goes into a different feature on the web. And so, Share, you can email it. So it just kinda gives you the link, and then you can email it, send it to myself. Or you could print. Now, I like printing because you can print the chart, or you can print the table. So you print the chart, this is just a disclaimer telling you the orientation of it. So when you print it—I'm sorry about that little mumbo jumbo, I've got to get that fixed.

So here, I usually print it to pdf file. You can print it to a printer, or you can save it as a pdf. I usually like to pdf it for whatever reason, do demos or for any reason. And then here, you can print the table, just the table by itself. And here is just the table, and it prints the table. Or you could do both. So that's the Data-at-a-Glance. Then we're going to go—I think we're pretty much done with Data-at-a-Glance. And then, State Profiles—oh, sorry, before we go further, I just want to let you know, the main topics for Title VI is usually—so it's just Clients, Units, Staffing, or by Funding Source. Those are the main topics. And we'll make sure we'll put it on a one or two-pager for that one.

CHRISSEY HUDGENS: That's in Data-at-a-Glance.

LAN MARSHALL: No, in all the—yeah, across AGID. So basically, Title VI has Clients, Units, Staffing, and Funding by Funding Source. So those are the four topics. And so now, we're in State Profiles. This map, I like it just because it's pretty. And it looks like a lot, but here, you have SUA Location, AAA Location, and Tribal Organization Location. And I'm just going to mute SUA, AAA, because it doesn't pertain to me. So it will show you all the tribal organization location. And then here, if you mute that, it's just going to show you the states. And then you can turn it back on. And, of course, you could save this map, you could share, or you could print the map.

And then here, you could just go into—I'm just going to pick Alaska. So here's Alaska. And again, I could just mute the AAA and just show the tribes. But down here, it will show you everything that is in Alaska. So SUA, Tribal Organization, it'll give you the tribal organization and the address. And we try to update this as much as we can. A few might be outdated. But if you spot anything, please, please, let me know. And here you can get the directions. And it will take you to Google Maps and show you pretty much where it's at. You can enlarge it if you want to enlarge it.

So here is State Profiles. So there are two features for Title VI here, State Profiles, which you see Part C here, Title VI Grants in State, Comparison, you're going to see Title VI Grants in State again, Part C, but this National Tables does not have Title VI. National Table is strictly for the SPR, which is Title III. So I'm just going to click Title VI Grants in State, and you're going to see here, this is Alaska in 2016. But let's just say I want to compare all five years, and it will show you all five years. And here, you could scroll back and forth, you could see the five years. If I want to see 50 states and territories, it will show—oh, so here, it will list you 50 states and

territories. Or if I just want to go back to Alaska—unfortunately, this you can only do one at a time. You can't just put Alaska, you know, and other states or total, so. So there are there limits to this. So I think that's pretty much it.

For this one, we turn to Map. I like the map sometimes just to show people and get the addresses. I do use this a lot for SPR. Title VI, it has limited information, but, of course, you know, you can use this. Oh, and also, I want to show you this [unintelligible 16:34] label. You could click on that. You could show that different label. And so this one, it's kinda cool, you can go back and forth. And then, of course, you could save, you could share, or you could print. So that's this one. So this is—I like this feature the best because it can show me all the—it can list the states, and it'll just show me right there. And here, you can print different state profiles on here or you could just share with your friends or you could just print it out into a report.

And let's go on to Custom Tables. This is my personal favorite because it's a la carte. Custom Tables, a lot of people use it, a lot of researchers, states. Especially, a lot of states, they use it for Formula Grants, legislation, because this a la carte. This is where you can query pretty much whatever is available for you. And so here's Title VI right here. And we have available to 2002 to 2016. So you click on this, and you can—I'm just going to do—let's just do five years. And let's say I made a mistake, here, so I'm just going to Clear All. I'm going to clear. I'm going to start over. So if you make a mistake, you can always Clear All. You can save your features. Of course, you can clear, and you can go Next. Sorry, I'm just going to go back to my five years, and then I'm going to go Next.

And here, you can have different data elements. Let's do Grant Amount. I like Grant Amount. And then you go Next. And here, the reason why this is my favorite feature, because it lists by all states. Here, and you can have U.S. Totals here. You can have Regions here. But my favorite, it's here, only here, it has a list of all tribal organizations. And so—

CHRISSEY HUDGENS: By state.

LAN MARSHALL: Yeah, by state. So here's California. It lists all the tribal organizations for you. So that's a nice feature. I say let's just shoot for the moon and do all California.

CHRISSEY HUDGENS: Sure.

LAN MARSHALL: And go Next. So here, you're going to see a list over here. And this is your results right here, but here, you could view the alternative version of the results. Let's just say you want to show this as a demo to someone, and here's the alternative version. And so you can see on here—

CHRISSEY HUDGENS: A more reader-friendly version, I think.

LAN MARSHALL: Yeah! Me too! So here, it doesn't stretch all the way across, but it says here, to scroll horizontally, simply hold the shift key. So I'm holding the shift key, and sometimes it works and sometimes it doesn't. Actually—oh, you know what? I have only Grant Amount. If I have more, and you hold the shift key, it will shift to the right. It'll go all the way to the right for

you. So, maybe I should go ahead and re-query so they could see. Sorry, let me re-query it so you could see all the data elements. Let's do all units. Let's just do a lot of data.

Okay. So this has a lot of data. So you go scroll all the way back, there are about 20-something fields here. So I want to go view alternative version of the results. Sorry, my computer is just a little slow on some . . . so here, if you want to hold the shift key while using the scroll—see, if you scroll on—I'm using my mouse—and go up and down, it takes you back and forth. If you're lazy like me and you don't want to print it out, you just want to see what's available . . . and then you could see all the data '13, '14, '15, '16. Once you get down here, you could scroll it back and forth. And then up here, you go back up here, you could sort this by geography group, or you could sort by geography. You could sort this by units, we'll go from lowest to highest. And units here, you can—anything that has that little line, you can just sort it however you want.

So then, if I want to go back to Results, I'm just going to go back to Results, it's going to take me back. So here, you can save. I, personally, like to save in an Excel because it's easier to manipulate the tables. But my Excel sometimes acts up and it doesn't work like right now.

CHRISSE HUDGENS: You can do it!

LAN MARSHALL: Come on, you can do it!

CHRISSE HUDGENS: Sometimes it just takes a little while.

LAN MARSHALL: Yay! It's working today. Okay, so this doesn't match, but I'm just going to bypass it. And so here you are, you get the whole Excel table. And I use this a lot. So what I do is I just go in here, I manipulate the data, and I could just, you know, choose whatever I want. I can draw a graph, chart, whatever I want with this, send it to my friends who care. So the saving, you can save it in—I'm just going to do csv file so you can see what it looks like. It's not my favorite, but—I don't know who uses csv.

CHRISSE HUDGENS: I think you would csv if you wanted to put it into like a—I mean, I'm sure there are people that like csv, but if you wanted to put it into a statistical software—

LAN MARSHALL: Right. Yeah. True.

CHRISSE HUDGENS: —SPSS or SAS or something especially nerdy.

LAN MARSHALL: Oh, right, right. The super nerdy people.

CHRISSE HUDGENS: And you need to put it into csv.

LAN MARSHALL: Yeah. So here it looks a little—

CHRISSE HUDGENS: But you can see it's much harder to read, like human read.

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LAN MARSHALL: Yeah. It's not easy on the eye. I don't really use csv, but like Chrissy said, there are options. So here you could share, you could email it again, and then here, you could print. And you could print as a pdf file if you want. I could save as pdf, and again, it's got that weird mumbo jumbo up there that I need to fix.

CHRISSEY HUDGENS: And some funky spacing.

LAN MARSHALL: Yeah, it's got some weird funky spacing that I need to fix, but I think once it hits pdf, it's okay. I think, once it hits pdf—let me just see if I can view it, but I think, once it hits pdf—I have printed out before. It looks okay, but I need to fix that little weird headline. Sorry about that. I just figured that out today. I said, "Why does it look so funky?"

CHRISSEY HUDGENS: And one of the things to note about the—unless you were going to say this—in the custom tables and with AGID is that you can only access certain buckets of data at a time.

LAN MARSHALL: Yes, yeah.

CHRISSEY HUDGENS: Which is something that ACL is aware is a limitation of AGID, and we are currently in the middle of working through how to create an update to AGID in a new website.

LAN MARSHALL: Yeah.

CHRISSEY HUDGENS: It's going to be a couple years down the road, though, so don't get too excited.

LAN MARSHALL: But it will happen.

CHRISSEY HUDGENS: It will happen where—so if you go back to Data Elements, you can only choose Units and get everything under Units or Staffing.

LAN MARSHALL: Yeah. But see, if I go to Clients, it won't make me do Units. So I have to pick one or the other.

CHRISSEY HUDGENS: If you're trying to pull all of your data together, you would need to, basically, generate the four different buckets into different Excel worksheets, and then you can combine them together, but it is a manual process at—

LAN MARSHALL: Yeah. And that's what I have to do a lot of times, is the manual process. And I'm used to the labor work, so once—if they ever have this new data set, I would be so happy. It will save me a lot of time. But like she said, the limit is the data buckets. So, you know, you just kind of have to cut and paste, cut and paste, cut and paste, that's your best friend. And then here, in case you want to know what Stratifiers are, that's not available to anyone but the National Survey. Because the National Survey has stratifiers, so for us, it doesn't pertain.

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And then let's see what I have. We have a couple tips and tricks for you, too, after this. So, but Data Files here, it's just showing just what data files we have. And then Resources, it just shows you what resources we have. It's kinda like an overview. So if you go here, you could see what is available for Title VI. And then, if you see the little green ones, you could just—takes you back to Custom Table. So you can click on there, but here, I downloaded the PPR for you. So in case you want to download the PPR for your convenience, you could find it here also. I didn't have it for a long time, and I thought, you know, people might need this, so put it on there for your convenience. And then it's FAQ, Chronic Conditions Warehouse, this part of the data, the CMS data in case you want to know.

And then About. In About, there's Support & Feedback. And if you have any questions, of course, you can always email Chrissy or me. Or if you're lazy, to just put it in here, and then it goes to me. So—

CHRISSEY HUDGENS: Or if they forget your email address, they can just go here and find you.

LAN MARSHALL: Yeah, yeah. You could just go on there and, seriously, you could just complain, your website is too slow, I don't like the color, anything, anything, and we listen. And that's how we improve. And we actually have a little bit of an enhancement that's going to be probably posted in about a couple weeks. I'm still QAing it. But it's going to have a little dropdown in Data Files, Resources. So it's going to be a little convenient for you. And so that's just a little bit enhancement. And like Chrissy said, they're working on bigger and grander and better things. And in a couple years, you're going to have a lot of good things coming.

So we have a couple tips and tricks for you before I move onto one little other bonus point. So we just want to tell you that there are limitations of using data at the state level, so keep that in mind. And if you have any questions or queries, of course, you can always let us know. The way AGID is set up, you have to pull down the buckets of data at a time, and then you have to manually combine, so that's another limitation. And Chrissy will be at the Title VI Conference doing office hours, and she will be happy to help people access their data and put it into Excel files for them. And if she has any questions, she will call me, and I will do it for her. I'd be more than glad to do it for her.

And use the Excel feature instead of csv because it's easier to make sense, easier on the eyes. And then we're working on—like we said, we're working on a brief cheat sheet for you. And then I just want to show you this, there's a profile Older Americans that Kristen Robinson and I work on every year. And I actually have older data than this, which I archived. But if you have any questions, you can ask me. I have older data. But this one is the—the latest one, the newest one is probably going to come out in a month. And this is the 2017 profile, which we just put out last year. And if you look at this, you can download the book, it actually has many topics here that you could see, and it has some type—some Native American data on here. And so you could just look in here and overview. There are maps, there are really cool stuff that you could see for people, Older Americans here, from so many topics. And so take a look at this if you have a chance. And—

CHRISSEY HUDGENS: And—

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LAN MARSHALL: Oh, go ahead.

CHRISSEY HUDGENS: And to clarify, this data isn't all ACL's data, it comes from a—

LAN MARSHALL: No, census, yeah.

CHRISSEY HUDGENS: —variety of different—yeah.

LAN MARSHALL: It actually—we actually have a little footnote—thank you, Chrissy, for letting me know. This comes from census, current population surveys, social and economic supplements. This is not ACL data. This is pulled from other public sites, correct. And then there's another one that I'm—that I really like that we had for the last few years is the Minority Aging. In Minority Aging, we have four groups here, and one of them is American Indians and Alaska Natives Age 65+.

And this has the data of 65 and over, and you can see there's Centenarians, Residents, Education, Marital Status, Disability, and then it has a list of folks 65 and over by state. And you can take this, and it has little notes. And this, you could actually print it out, it's a one-pager. And this one, a lot of folks, they use it as handouts. And our assistant secretary actually takes it with him wherever he goes. If he goes to speak, he just takes this, and he hands it out to people. So it's pretty convenient. And our next one, we're going to—I'm working on finalizing this, so we're probably going to come out with it next month.

CHRISSEY HUDGENS: And that's based on census data as well.

LAN MARSHALL: Yeah.

CHRISSEY HUDGENS: Lan, can I ask you to go back to AGID and the Resources page really quickly?

LAN MARSHALL: Yeah.

CHRISSEY HUDGENS: One of the things that's up here is the SPR redesign and, as you all know, that the PPR for Title VI is being redesigned as well. So this will be—there will be a number of places to access that information, but that information will be here on AGID as well. And we hope to make AGID a—and its successor—a one-stop shop for ACL's data and reporting as well, so.

LAN MARSHALL: Yeah, so it's going to get its own page, and it's going to look like this, except not ugly like that. It's going to be much prettier.

CHRISSEY HUDGENS: Yeah, it's going to be prettier because it's Title VI and not Title III, not complicated Title III.

LAN MARSHALL: That's right, and because Chrissy is going to work on it.

CHRISSEY HUDGENS: And the other thing is—to point out—and, you know, there are a lot of limitations with the census files, and that's something we could—would be better done in a different webinar, but we do have census files that are specific—that ACL pays for, right? So they're specific to, you know, age—is it 60+ or 65+? 60+.

LAN MARSHALL: 60+, yeah.

CHRISSEY HUDGENS: So you can find different data that way, which is—it can be very useful, depending on what you want to use it for. In a—Kristen, who we had mentioned, and I did a presentation once before on AGID and some of the census files. And we actually looked at—because you can get data for like tribal geographic areas, and so we looked at, for instance, what we could find for caregiver—or grandparents caring for grandchildren, which is something captured in census, and then looked at, you know, what that looks like in terms of—because we don't currently collect in the PPR, but we do collect it in the applications, the Title VI applications—and we did some comparisons. And the data are very different. So there's a lot of under-reporting in census data, depending on where you are. So it's definitely a limitation, but it is still a great resource that, you know, there are certain shortcuts in AGID that don't—you have to do yourself if you were using census data, straight census—

LAN MARSHALL: And, you know, it's something to work with. Like here, at Data-at-a-Glance, you can find the population estimates. And then you look down here, you can find different race and ethnicity, and here, you can find Native or Hawaiian Pacific Islander, not Hispanic, Native American alone, not Hispanic. You know, I just wish we had more data, but this is something to work with.

CHRISSEY HUDGENS: And we're actually talking about buying more from census that are better suited to Title VI based on some of the things that we've heard from the Title VI office, and then also from grantees about their needs to use census data. So, you know, how do—so for instance, you can get, you know, number of people that live in a—like a tribal homelands and reservations as one of the categories in census, but you can't get over 60, and you can't get AI and alone and in combination, so you'd have to still go into—so we're talking about what we would need to do to, basically, purchase that data from census, to get them to run the numbers so that we can make it more easily available. And that's a conversation that's ongoing with the Title VI office about how to better support you all with that kind of data.

LAN MARSHALL: And for years—to double what Chrissy said—for years, I campaigned to have more minority data on here. And so we've come a long way, but we really need to have more minority data. Just the fact that the population in America is growing, minority population is growing. And there's not a whole lot for people to work with. And a lot of states have complained to me, and said, you know, they're trying to serve a certain community, and they don't have any data on it. Certain states have certain different communities. So the more you learn more about the minority groups, the more you are more savvy and know how to serve specific communities. So we really try hard. Hopefully, we're going to get there.

CHRISSE HUDGENS: I have plans.

LAN MARSHALL: Oh, good! Christy has plans, y'all! I will execute it. Thank you! Thanks so much. And we're all data nerds, so please, feel free to contact us for anything. We live for this stuff.

CHRISSE HUDGENS: Yes. So really quickly—because I think I've seen that a couple of people have put up their hands, so I feel like there might actually be questions, which is very exciting, and I want to make sure that people get a chance to ask Lan about the intricacies of AGID—but really quickly, I just wanted to sort of go over a couple of things like, so what? You know, why—what can you do with any of this data? What do you—why do you care? So I'm sure all of you already know this, but just briefly, data is important because a lot of decisions are based on data. And essentially, you know, that's definitely happening more and more, and certainly at the federal level and with other funders.

And having data makes your work visible to others. If somebody says, "Oh, that's great," you know, "You have this program," you know, "How many people do you serve?" and you don't have your data or you can't say like, "Oh, well, you know, we've been increasing by this much," or, you know, whatever that looks like, you don't have as much to put into the conversation, right? You have anecdotal data, right? Which is that, "Oh, I'm pretty sure that we served more people this year than, you know, we did three years ago." But without having the actual data, the actual numbers there, you can't say, "We've increased by 30%," or whatever that may be. And so it's less impactful to not be able to share hard data, hard numbers.

And having good data allows you to actually see how your program is doing, right? If you have numbers that are increasing in some places or dropping off in others, then you can see that there are patterns, right? And then you can say like, "Oh, that's really strange. Like why did we increase all of sudden by, you know, 50% in this service area, but over here, we dropped?" You know, like, "What happened there?" And so you can actually look into it and figure out, "Oh, you know, people really didn't like—we got a new cook that year, and people didn't like the way that, you know, they prepared the meals, and so we had a drop off." But, you know, "Once we changed the cook, that's when people came back." Or you recognize—you can better recognize where there are gaps and issues, and then you can actually address them. So it gives you actionable data. You can do stuff with it.

So this chart is fun. Here's a case of what I refer to as "funky data." So for the Title VI Conference last year, I was trying to chart out this, you know, awesome data for staffing, and I was looking at all of Title VI from 2002 until 2015, and I got this really weird, crazy spike that you can see in the graph on the left. And I couldn't figure out what was going on. So then I had to go back through the data, and I had to comb through, and I had to look at what happened between 2014 and 2015 that made the data so weird. And I found that one singular grantee had information that indicated that they had 30,000 staff. So, obviously, an entering—like an error in entering the data. But it threw off the entire graph for the like all of Title VI at the federal level. And it looked like—you know, I mean, you can look at it and you can see how it looks like everybody is at zero until, all of a sudden, we have like 30,000 people. So you can see how that can skew things. When I went back and fixed the issue—I think they actually had like

three staff—and fixed the data, and then you can see in the chart on the right, that's more of what our—of Title VI staffing looked like. And you can see that, you know, for Nutrition, Supportive Services, Full-time, Part-time, and Caregiver Full-time and Part-time.

So I'm using this example as a way to demonstrate in a visual way how important your individual data is, even for an individual data element like staffing. That, you know, when we're not careful about data and we make mistakes—and it's fine, you know, everybody makes mistakes with data, it's very easy to do. But when you don't check your data, then your mistakes can become a much larger mistake for other people. Here's another example of the importance of data review and understanding data trends. So I pulled data for 2014, 2015, and 2016 for this one grantee. And here, you can see some really improbable data with data increasing by 100 every couple of years. It either goes up or down by 100 and always yields round numbers. That is not impossible, but it's highly unlikely that a program would always have round numbers, and especially just go up by around 100 people.

So, you know, this is something that, let's say, you know, for instance, we know that there's a lot of turnover often with Title VI program directors. So being able to sort of go back and understand what has been reported in the past, and then also to sort of look at things and be like, "Mm, that doesn't seem quite right." So, you know, there are just little things that are easy that pop out where you can see the data is a little bit funky, and then some things that are more difficult to sort of recognize. And we can certainly talk more about that, you know, as time goes on, to sort of talk more about data trends and how to recognize good versus bad, for lack of a better term, data.

LAN MARSHALL: And just to echo what Chrissy said, I work on the SPR data, and we have hundreds of services, and every year, when I review the data—and it's one little entry. Like, for example, last year, it's supposed to 3,500, and one state put in 35 million. And when I looked at the total, I was like, "Woah!" And then I have to do the chart, I have to do the Excel chart, and I have to actually go through every single state, find that outlier, and it's very time-consuming on all levels. So if you check your data, you know, as much as you can, it really helps us out a lot.

CHRISSE HUDGENS: And I—absolutely. And Title VI is in no way, shape, or form unique in data errors.

LAN MARSHALL: We are very guilty of it, too, on—everybody is guilty of it. And it's okay, it's human error, yeah.

CHRISSE HUDGENS: But, and then another thing that I know has been an issue in the past is with the current PPR system, that there was a floating zero that I've heard about. So I think that that really added to some of the issues with the Title VI data. So with that in mind, I would like to talk about OAAP. OAAP is the Older Americans Act Performance system that ACL is currently working on for Titles III, VI, and VII to report into. So this will take the place of the current PPR system that you all use to do your annual reporting. And it will go into use for the 2020 to 2022 grant cycle. It's currently being built and tested, and the plan is to have it open for Title VI programs to be able to poke around in late 2019, early 2020. And so that's something that we've been working on really intensively at the Central Office for ACL. We've been working a lot

with the regional offices to get their input and feedback, and then also with Title VI programs as well.

So don't worry, don't get nervous, there's going to be plenty of technical assistance and training provided for Title VI grantees on how to use the system and the different features in the system. So one of the features that is very appropriate to what we've been talking about are data checks. So as you enter in your data, and then you'll push to, basically, do what's called a "variance check," and that looks at the data that you reported last year. So we'll be providing them historical data. It'll look at the data that you reported before, the data that you're reporting now, and if your data is 30% different from what it was the year before, then it will ask you to explain why, right? So that has limitations to it, and we recognize that, and unfortunately, we're not able to build a system that is quite as fancy as we would like it to. So for instance, you know, if you had 89 last year, but this year you did 68, that's more than 30% variance. But it's, you know, not terrible. Or, you know, the case may be that you had 35 people one year and 45 people in the next. That's only 10 people. That's a reasonable amount of people that might be different, but it'll still trigger a 30% variance. However, with that being said, I looked at last year's data, and we actually have a variance as high as 7,600%.

LAN MARSHALL: Wow.

CHRISSEY HUDGENS: So it'll be great to have a system that has some checks. And it'll tell you, you know, sort of this is the issue. And then you can say, "Oh, it's just that, you know, we got a bunch of new people," if it's that easy. So, but we really feel like this will help all of us that are involved and invested in Title VI to get better data. OAAP will also allow you all to more easily access your historical data, and it'll allow you to run reports. You can run your own reports, so you can see how your data has changed over time. And those are available to you in the system. So we're really thankful to everybody who's been working with us on this, and we're really excited about getting this system ready for you all to use. So I want to make sure that we have enough time to open it up for people in case they have questions.

LAN MARSHALL: And before you take questions, I just want to tell you two things, I think a person named Ashley has a really great point. Data tells a story. So make AGID work for you. I used AGID a lot, researchers use AGID a lot. And when I need to do a presentation, or say, a state, or the assistant secretary here said, "I need to find certain data to go to talk to this state," and we pull the data to tell a story. And it's—whether it's a good story or it's a bad story, you can use your—you can manipulate your data and you can use your data for various purposes, whether it's for research, for legislation, for anything, really. And also—thank you, [unintelligible 46:36], for bringing it up—for some reason, security, it's a little tricky with the federal government. It works better on Chrome or Mozilla. If you use it on Internet Explorer, your AGID will look really funky. So if you're going to use Internet Explorer, yeah, you're going to see there are a lot of discrepancies until you print it out. But online, it's going to look very weird. And we tried to work with this for years, but IT with the federal government, they said they can't do it because—for security issues. So yeah, make sure you use other avenues than IE.

CHRISSEY HUDGENS: Thanks. So we would like to open it up for—to make sure that people can ask their questions. And if you—or make comments. And some of the things that, you know, we would like to know from you all, if you feel like sharing, are about how you think these data could be useful to your work, you know, looking at the AGID stuff. And if there are other kinds of trainings that we can provide for you, you know, we want to—we want this to be useable and useful to you, so please let us know what else you would like to see from us, if you would like us to put together other trainings or other materials. As Lan said, you know, our plan is to put together a one or two-pager that sort of goes through the basics of what we talked about today. And then, of course, there are also slides of, you know, screen shots that we put together to walk you through how to use Custom Tables, for instance, to get your own information. And yeah, so—and if there's anything else that we should think about attending to AGID.

LAN MARSHALL: And we like to know what you use it for or what would you like to use it for. I take that input and, you know, we take into consideration because there are limitations. And some people, the states, I know some states, they use it for Formula Grants, and there are a lot of things that we don't have available, like the lower level of ACS data. And we don't have it, but we would like to buy it in the future. So if we have enough questions or comments, we will try to get that data for you.

CHRISSEY HUDGENS: Yeah, absolutely.

OPERATOR: Thank you. If you would like to ask a question, please press star followed by one. Please ensure that your phone is unmuted and record your name clearly when prompted. Again, that is star followed by one to ask a question. To withdraw your question, please press star-two. One moment, please, while we wait for questions to come in.

LAN MARSHALL: I'm sorry, I have a—I have a—I have to apologize. Somebody sent a comment say—the person is lost because they didn't know where we started. And we apologize. If we can make it up to you, just let us know. We can have a hands-on session with you, and we can give you a private session. And I do apologize. Sometimes maybe we go too fast or we—you know, we just do a quick demo. So please, feel free, we're here for you. We can do a private webinar for you.

CHRISSEY HUDGENS: Yeah, we're happy to support you guys. We want to make sure that—this is a resource. We want to make sure that everybody can feel comfortable using it.

LAN MARSHALL: Yeah, you're our customers.

CHRISSEY HUDGENS: Yeah.

LAN MARSHALL: It's no good without you. Is there something you'd like to see, maybe you—the next time, you want us to show you some query. Maybe Chrissy could show you something

at the Title VI Conference. She could bring something with her. Just let us know, email us, let us know.

CHRISSE HUDGENS: And maybe I could say a little bit about when you had mentioned the office hours at the Title VI Conference, that, you know, again, I was imagining—and if you would like something different, please feel free to send me an email—do you want to go to like where our—the end one, where our email addresses are?

LAN MARSHALL: Yeah.

CHRISSE HUDGENS: I was thinking that I would be sitting in a room, and if you came in, and you said, you know, "Can you please help me access my data on AGID?" and I would go through and happily download all of your data for whatever timeframe you wanted and put it into one Excel workbook for you, you know, with different tabs for different sections. And then, you know, send that to you. Or if you wanted to like sit down and even talk about some of the data, just sort of looking at it and thinking about some of the trends that might be there. You know, or we can do different charts and that sort of thing. Or you can let me know what you want to do. Some of the things that we've been able to do for folks in the past are, you know, run graphs on different axis so you can get a sense of, for instance, like what your services looked like, you know, for different service lines, or what they look like in comparison to funding and that sort of thing. So, you know, I'm happy to talk about any of that and to be available for that at the conference and, you know, beforehand. If you have like a pressing need before, you know, August, please, by all means, you know, let me know. And, you know, the Title VI—er, the OPE office with Title VI will, you know, figure out how to get you what you need.

LAN MARSHALL: And most of the time, my most popular request is when people do presentations. They said, "I have to do a presentation for my community, my nursing home, my state. I have only three days. I'm looking for such and such," and maybe we can put our heads together and we can draw some graphs, some PowerPoint for you, something for you to work with. So we'd be more than glad to help you with anything.

OPERATOR: We do have a question from Cynthia [unintelligible 53:09], your line is open.

CYNTHIA LACOUNTE: Hello, Title VI. And thanks, Lan and Chrissy, this has been fantastic. I think one of the biggest uses that Title VI programs can do with this data is certainly to look at what you're doing in your own program and compare it with what you thought you would or what you wanted to do, and kind of steer your program. Certainly you can use it in presentations to your tribal council or your AAA or your state office that you're trying to convince should work with you. But also, this is the information that you and your grants writers need in writing additional grant applications for funding, in writing your Title VI application for funding. So I really encourage you—to each of you, dig into the data for your own tribe and your own state. And as your looking through it, if you have questions, give any of us a call. Leslie, me, Cecilia, any of us, and we can help you get a response or answer.

Because I think this information is really, really good. This is really the first time that we've applauded and been—wanted to share this information with Title VI. We haven't been using it so much in the past as a network, even though the data has been available to us and it's getting better all the time. These improvements that they've made in AGID have been a lot for our benefit and including Title VI programs and the data that we use. Lan and Chrissy, I have a question. When you were talking about that the AGID shows population usually from the census or American Community Survey, wherever it's coming from, from those guys, is there a way to cross-reference that data if we could get our hands-on BIA or Indian Health Service data? And would that be more applicable to our tribes?

CHRISSEY HUDGENS: I wouldn't use IHS data, only because IHS says that they don't stand by their data. I read that somewhere. And then BIA data, I would have to look at. And it's something that we could certainly discuss. You know, and seeing what makes the most sense as—you know, we've talked a lot about the limitations of census data and trying to figure out, you know, which files are the best—or are the ones that we would recommend for Title VI programs to use to figure out their 60+ population in order to determine their funding band. And so, you know, some of things—so Kristen and I have been running a couple of different things and looking through like the American Community Survey five-year file, and then looking at the decennial census—which, you know, is back to 2010. So it's pretty old data at this juncture—and seeing which ones yield sort of the most accurate information. And then also, like if you're in American Community Survey, you see that there are bunch of different files and how you put them together and combine them.

And so I think—we're thinking right now that the ACS five-year file is probably best. And the way that we tested it was we went to some of the Title VI applications, and ones where, for instance, a grantee would report their tribal enrollment numbers, and then looked at like which of the census files got closest to sort of being similar. And so that's how we were trying to figure, you know, what gets you closest. It's much easier for if you're talking about a Title VI program that is on a reservation or a bounded homeland sort of situation because the census has a specific file for that. Once you start getting into like places or, you know, for instance, we were looking at some in Oklahoma or in California, where you have specific like counties or, you know, sub-county level and that sort of thing. Yeah. But the issue is, you know, this is just AI, AN, alone or in combination, but then you also have to—oh, you have 60+. Yeah, so then what does that look like depending on where you are? So we are working on that, and we can certainly discuss what it might look like to look at the BIA data as well.

CYNTHIA LACOUNTE: Okay. Thank you.

CHRISSEY HUDGENS: Sorry, that was a long answer. I've giving some long answers today.

CYNTHIA LACOUNTE: That was a good answer. And that really opens up the discussion, too, on how this data can be moved a little bit to better represent tribes and your willingness to do that.

LAN MARSHALL: Yeah—oh, sorry, go ahead.

CHRISSEY HUDGENS: Oh, no problem! I was going to say, I was going to add to that I think that, you know, if we can have some conversations about, you know, what the sort of parameters and limitations are, you know, we're happy to, you know, create a couple of different, you know, work aids, as it were, you know, of like, "Okay, if you're going to try to use the ACS, you know, five-year file, you know, this is how you would go through it, this is what you would do, and this is how you would select it." You know, versus if you wanted to decennial census information and that sort of thing. Or, you know, we can certainly look at the BIA stuff and figure that out as well.

CYNTHIA LACOUNTE: Title VI directors, this is also where your PPR data ends up.

LAN MARSHALL: Yep, yeah. And on another note, it's very important that you try to get your data as correct as possible because the end result is it goes—this is all public data. And I try to tell on the SPR data, Title III, with all my states, you know, a couple states are like, "Well, it's not important." This is going to go on public—Congress will use it, researchers will use it, your constituents will use it. So, you know, the public is going to see this, so you want to have your data look as accurate as possible. Because it's going to represent you, your area, your state, your community. So, and, you know, of course, the—it's a—you know, if you have more accurate data, it's less work for us to correct. Like recently, Chrissy spotted something, an outlier, and I QA the data, but I can't possibly QA everything. And she spotted this one outlier, and we're like, "Woah." And it's like two or three years ago, so now we have to—we're going to try to get back to that tribe to get the data fixed. But, you know, it would be great because—if you can help us out.

CHRISSEY HUDGENS: I find—this is just as a, you know, if you download your data from AGID in Excel—I find that one of—a very helpful and—granted, I'm a visual person—but a very helpful way to check your data is to graph it. Because then you can more easily see where there's like spikes or dips that are noteworthy. And, you know, their outliers, outlier data. And that doesn't mean that they're wrong. They're just—you know, need to be looked at maybe a little bit more carefully and considered. But, well, thank you, everyone, for your time today. And as we said, if you have any questions or concerns or thoughts, we're always happy to hear them. And Cynthia knows where to find us. So thank you so much and thank you for inviting us to present.

LAN MARSHALL: Thank you.

CYNTHIA LACOUNTE: Thanks, everyone.

OPERATOR: Thank you. At this time, this does conclude today's conference. You may disconnect at this time.