

Operator: Thank you for standing by. At this time, all participants are in listen only mode, except during the question and answer portion. If you would like to ask a question today, please press star followed by the number one on your touch tone phone. You will then be prompted to record your first and last name. The conference is being recorded. If you have any objections, you may disconnect at this time. Now, I will turn the call over to your host Ms. Tara Nokelby. Thank you, you may begin.

Tara Nokelby: Thank you, good afternoon. Thank you for joining us today. My name is Tara Nokelby and I will be facilitating your webinar. Today we will have Cynthia LaCounts and Christy Hudgins with ACLAOA and Gretchen Clark with ICS speaking on evaluations of the ACL Title VI programs. There will be a question and answer at the end of the presentation. At that time, you can press star one or you can put it in your web x chat box. At this time, I will pass it on to Cynthia. Thank you.

Cynthia: Good afternoon Title VI and [inaudible] and whoever else is out there. I hope you are all doing well. It's a nice day in Washington, D.C. so we're excited about that. Except that we're inside talking on the telephone instead of being outside in Washington, D.C. I'm very excited that I get to introduce conversation about our Title VI evaluations. Many of you have heard us talk about the evaluation and have heard me talk about it before and hopefully always with great enthusiasm because I've been wanting an evaluation of our programs for about the last twenty years and wasn't in a position to make sure it happened until recently, and we have a wonderful evaluation team at ACL that was as enthused as I am. And my thoughts about the evaluation are certainly that it's not intimidating, not one bit. This is--look at it as an opportunity to learn how your program is operating, maybe get some advice on, on some better operations or some recommendations on what we could do better. But a lot of it, the very [inaudible] is information that we're going to be getting here at ACL that we can use in better advocating for tribes and in truly painting a picture of ageing in on our Indian reservations and America. And that's exactly what we're trying to do as I know most of you are very aware that we have very, very little data about tribal elders and their needs and their services and their living conditions. We can all rattle on with those living conditions and what those needs are and what services they're receiving, but you also know that until we can put it into a report format and something that is presentable to Congress, we can't use this information. So, this evaluation offers us an opportunity to gather the information from you folks and to really work with you to help you understand your data and pull together whatever data you may have that isn't ours that might just be tribal, tribally grown data or information from your clinic or information from a behavior, risk-factor survey that you might have done on your reservation or whatever that is. We want to pull that information in and really analyze for you what the status of your program and how you're operating and like I said give some recommendations. And again, I'm so excited that there is interest in this evaluation and that it's going to finally give us some information to take forward, paint a true picture of what's happening in Indian country.

So, with that, I think the next speaker is Gretchen Clark. Go ahead, Gretchen. Thank you very much.

Gretchen Clark: Thanks, Cynthia. Welcome everybody. Thanks for joining. So, as Cynthia mentioned, my name is Gretchen Clark and I am with ICF. And ICF is working with ACL on this evaluation of the Title VI programs and so I just wanted to be able to provide a brief kind of background of the Title VI evaluation, how we got to this place and walk through the actual application itself to participate in the evaluation and then go over some questions that may come up. And then give an opportunity for you all to ask questions as well. So in terms of the background of this, see...went a little further than I meant to...in 2014 ACL conducted an evaluability assessment of the Title VI program and ICF participated in that process with ACL and the evaluability assessment was done in order to gain an understanding of

the characteristics, setting, intended outcomes of the Title VI programs: the nutrition, the supportive, and the caregiver support services. From the evaluability assessment, we were able to identify best approaches for an evaluation of the Title VI programs. As part of the assessment we had a twenty-member stakeholder advisory group that included representatives from the National Indian Council on Aging, the National Resource Centers, a Native American, Alaska Native, and Native Hawaiian Aging, as well as you all, Title VI grantees, who were able to provide input and guidance on the best ways to evaluate the Title VI program in a culturally responsive way. Through that process, we developed a logic model, and I know it's super tiny, probably for you. But this just kind of lays out the logic model that was developed through the evaluability assessment, and basically it just explains kind of what are the things that are going into the Title VI program. So, the different resources, staffing, time, funding, all of that. The different services themselves, the activities that are within the nutrition services, caregiver support services, the supportive services, the program management that's being done, and then what are those things that you're hoping to see as the result of the Title VI program. What outcomes are we hoping to see? And so, through this logic model and the evaluability assessment, we were able to define kind of three key evaluation questions. And those really are how the tribes operate their Title VI programs, what is the effect of the Title VI programs on the elders in the community, now their differences nationally are by tribe or tribal group, and then finally, did the Title VI programs that rely only on Title VI funds have different community impact than programs that have money from other programs or agencies.

Okay, and so as been stated, ACL is again working with ICF. They have hired ICF to evaluate the Title VI programs and the goal is to learn more about how tribes and tribal organizations organize and manage their Title VI programs and how the programs better the lives of the older Native American, Alaskan Native, and Native Hawaiian populations. ACL and ICF are using a participatory approach to the evaluation, which means that we're working closely with tribal representatives and Title VI programs to help ensure that our evaluation is culturally appropriate and will be useful to you all. And with that in mind, we've been working with the steering committee and that represents individuals from eleven tribes and tribal consortia, as well as the three national resource centers on ageing, two senior service divisions, and Meals on Wheels. So, we're getting lots of input throughout this process and we're working with you all to inform and guide our evaluation. Again, in order to ensure that the evaluation is friendly, two tribal communities, who also worked very hard to reduce the burden on tribes by streamlining our data collection. We've cross-walked the evaluation questions that we have, and that came out of the evaluability assessment and the logic model, with the information that's already being collected and reported on in the PPR as well as your Title VI applications and your N4A surveys, so that we're not asking you the same things over and over, but again are using the evaluation to ask the questions that we don't already have information for. And then recognizing that we want this evaluation to be useful, to provide useful information, we also want it to be an opportunity to be useful for you. And so, we're also including a training and technical assistance to the evaluation that will help to focus and provide support and training on topics like data collection, data analysis, how to use data to inform programming. And this training technical assistance will be delivered by ICF so we'll be providing this directly to communities that participate in the evaluation. We just wanted to provide...whoops a little too fast there on the slides...just an overview of the timeline. The evaluation timeline that we're looking at is a three-year process. So, the RSP--the Request for Proposal--that we'll be releasing and going through shortly. That'll go out this month and then the evaluation will actually start for the tribal grantees in August and it will run through 2020. And so, during this three-year period, we'll be working with you providing training and technical assistance. We'll be doing data collection and then we'll be taking all the information learned and putting that into reports and sharing

that out so that this is information that doesn't just go to ACL, but then becomes information that you could use locally as well.

Alright, a little trouble with the slide. So, all of the Title VI grantees that received awards starting April 1st of this year can apply to be part of the evaluation. And then we will be selecting thirty grantees that represent a variety of programs based on geography, regions, services offered, and number of elders served. We'll then receive grant awards to participate in the three-year evaluation. The specific grant amount will be based upon the number of elders served and the types of programs offered. In other words, are you doing nutrition support service and caregiver services? Or just nutrition and supportive services? The intent of the funding is to compensate tribes for participating in the evaluation, and that includes recruiting participants, data collection, and then working with us for the analysis and dissemination efforts. So, at this time, I just want to go and switch to the actual request for proposals and just do a walk-through so that you see what it is that we're asking for for this application.

So, the first page is really just a cover letter and just provides some brief information that we're ACL is working with ICF to evaluate the Title VI programs and here is the application that we'll be using. And then again, there's an introduction to the evaluation that explains kind of where this came from, that it came out of the evaluability assessment that was done in 2014. And then the purpose of this evaluation, as I already said, is to be able to really answer these questions in terms of how are tribes operating their Title VI programs, what's the effect of the Title VI programs on elders and the community, and then are there differences between programs that are relying only on Title VI funds or that have support from other programs or agencies. So again, all Title VI grantees that received awards starting in April of this year are able to apply to be part of the evaluation. And then in order to apply, you'll just need to complete an application, which is what we're going through, as well as a tribal resolution that your community is willing to work with ACL and ICF to collect information and share your 2016 UND needs assessment, as well as in 2019 when that's conducted, that needs assessment data. So, in terms of the eligibility, again it's any current Title VI grantee part A or B, and then as well with or without part C. So, current Title VI grantees, applicants must have participated in the 2016 National Resource Center on Native American Ageing, the UND identifying our needs, a survey of elders assessment. And your application must also contain a signed resolution that permits your tribal organization to apply for participation in the evaluation as well as to share that UND needs assessment data. Now I understand that some communities don't have a tribal resolution process and so in that instance, you are able to submit a formal letter signed by a president or appropriate person that provides that authorization to apply on behalf of your community and that you're willing to participate in the evaluation and share that UND needs assessment data. The other key piece of this evaluation is that in line with our participatory approach and really wanting this to be an evaluation that is done together with you, every applicant must identify two to three representatives to serve on what we are calling the Evaluation Working Group. So this Evaluation Working Group, or EWG, must include your Title VI program director and at least one other person who will be known as the community researcher, and then these EWG representatives will help to organize evaluation efforts in the community and will receive support and guidance from the evaluation team, in other words from ICF and ACL you will be receiving support, will be working with the team that EWG members will be receiving training and technical assistance and will be also the representative on the ground in your community for the evaluation. There's no budget submission that's required for this application. So, you don't need to worry about filling out a budget. Just know that again the funds are intended to compensate and support the community for your participation in the evaluation.

Then in terms of the period of performance, the evaluation will run from August of this year until the end of July of 2020. So, it's a three-year period. And then what are the data collection requirements? The application goes through the the different types of data collection that we'll be doing as part of the evaluation. So, we'll be doing interviews with program staff, we'll be doing a focus group with program staff, a focus group with elders who've received congregant meals, and then interviews with elders who receive home-delivered meals. We'll also be doing a focus group with caregivers and then a survey with a sample of caregivers. So, the main--again the main pieces of data collection we'll be doing interviews and focus groups with program staff, interviews and focus groups with tribal elders who receive Title VI services, and then a focus group and a survey with a sample of caregivers who receive Title VI services. As part of the evaluation, we expect grantees to identify again those two to three representatives to serve on the evaluation working group and that will be for a three-year commitment. Those EWG members will participate in quarterly meetings which will be held throughout the three-year evaluation period, and one of those meetings each year will be an in-person meeting in conjunction with the annual Title VI training and technical assistance meeting. And that will be a time where we'll really do some in-person training and support around the evaluation. We'll be talking about different topics, whether from data collection to how to use information and data that you are collecting to help inform and guide programming to be able to keep stakeholders informed of the services and outcomes that you're doing or receiving as part of the Title VI program. The other expectation is that the community researchers who, and again these are individuals who have been selected to participate on the EWG from your community. They don't have to be individuals who have any background or formal education in evaluation, but rather just individuals who are interested in being that on-the-ground person to really help support and guide the data collection effort. So that community researcher will work closely with the ACL and ICF team to help bring elders and caregivers together for the focus groups and the different data collection opportunities. And then Title VI directors will also be asked to take part in an interview and a focus group about their program.

And then again, I mentioned a few times that training and technical assistance will be a key part of the evaluation. And so that training technical assistance will be individualized and it will occur throughout the three-year project period. And those training topics will include things like Data Collection, Data Analysis, and Using Data to Inform Current Programming. So again, more information on the application criteria, the complete application must include a signed and completed Appendix A, a completed Appendix B--and we'll look at each of these in turn--the identification of two to three individuals for that Evaluation Working Group, your signed tribal resolution, as well as signed certifications. Once we have the applications in, the ACL and ICF team will review all of the applications, and then from there we'll be selecting thirty grantees in order to ensure a diverse representation by number of elders served, the geography, and the services provided. And all of the award notices will go out by August 1st of this year. And then there's some information if you have questions, you're able to email any of us listed here and Denise Taylor, myself at ICF, or Chrissy at ACL.

So, in terms of with this application, questions that we have to fill out. So pretty straightforward. We're just asking for your organization's name, your current Title VI grant identification number, address, telephone, your principal's official printed name and title, their signature, your Title VI director's name and title, your title VI director's contact information, and then who are your EWG members. So again, the first person must be the Title VI director or manager, and then one or two additional individuals who would be that community researcher. Also, asking for the age of eligibility for elders to receive services within your community, and then the number of elders who are between the age of service that you have locally and sixty, the number of elders sixty and over who live in your service area, the number of unduplicated elders served at congregant meal sites, the number of

unduplicated elders who are served home-delivered meals each year, and then what are the Title VI programs you provide. For example, your nutrition services, caregiver support services, supportive services. The unduplicated number of caregivers of elders that you expect to serve and the number of unduplicated elders raising grandchildren that you expect to serve. And then just a brief narrative answering why your Title VI program is interested in participating in the evaluation and what you hope to learn or gain from the evaluation. So it doesn't have to be extensive, it's just, kind of a few sentences on why you're interested and what you hope to learn or gain from the evaluation process. The next part, Appendix B, is assessing your needs. And this is just information to help us inform our training and technical assistance in making sure that we're able to provide the support that you all are requesting. And so just want to know if you are a member of your grant team, of your Title VI team have ever participated in a program evaluation before. If you or any of your Title VI or tribal staff have ever participated in an interview or focus group, if you have any experience with data collection or data analysis or asking people or recruiting people to participate in an evaluation. If you have that experience would you be willing to share it with other Title VI grantees. Then, what kind of a record do you have of the individuals who are receiving Title VI services? Do you have complete lists that includes their name and address and contact information? And then do you use primarily paper files or electronic or computerized files? We also want to know if your tribe has a review process to approve research or evaluation conducted with tribal members. And so, this could take the form of an internal review board, or IRB, or if there's a special tribal research council. And so, if that's something that your community has, if you could just let us know that, and then as well how long it typically takes to go through the approval's process. And then we also want to know if there's any information that you currently collect as part of your Title VI program, and so that could include participant satisfaction, health data from IHF, or service delivery data. And then lastly, we just want to know if you have regular face-to-face contact with the majority of your Title VI clients.

As part of the application, we have also included a sample tribal resolution. We recognize that many communities have your own tribal resolution form that you use. And that's absolutely fine. We just wanted to include a sample in the event that it was helpful for you. You by no means have to use this, but in the event that it is useful, it is there for you to use. And then the rest of the application are just kind of standard grant language that we have to include, so our standard terms and conditions, representation and certifications, contract requirements. So really nothing there to...you have to worry or stress about...just kind of standard language that we have to include. So that's the RFP itself and the application. So, I know I've just kind of gone through a lot and thrown a lot at you. And also, I know you'll be receiving a handout, I think it's going to be put up on the website, and so this is just kind of a quick one-pager that just provides a brief overview of what we just went through. So, you know, what is this? What is this evaluation? Why are we doing this? And what that period of performance is again, this three-year period. And then what the application eligibility requirements are? So that's just kind of a quick reference sheet.

Go back to our slides. So, I know that there are probably many questions. And so I just wanted to go over a few and then also give you a chance to be able to ask any questions that maybe haven't been addressed. So, I know again, what is the time-frame of this evaluation? So again, it's this three years from August of this year 2017 through the end of July 2020. That Evaluation Working Group, this EWG, what is this? Again, EWG are representatives who work closely with the ICF evaluation team and will help with the data collection activities. The EWG members don't have to have any formal background in evaluation, they're just individuals to include the Title VI program manager or director as well as another one or two others who just are interested and willing to assist in that evaluation process. And what's a community researcher, I know it sounds kind of formal, but it's just a member of the

community who is interested and available to learn more about the evaluation. The community researcher is going to assist the ACL/ICF team in data collection and recruitment. The community researcher doesn't have to be a current Title VI staff member or have any prior experience as an evaluator. They just have to be interested in and willing to learn more about evaluation.

And again, we'll be supporting and providing training and technical assistance throughout the entire evaluation period. And then, other questions. Will my data be confidential? Absolutely, we will not share tribal level data with anyone outside of the study staff. All evaluation reports and publications that result from these data will include only group-level analysis and that will fully protect the confidentiality of individual participants. In other words, we are not going to be really saying that, you know, such and such community, so-and-so shared any particular information. We're only going to be reporting at the group level. So, no individuals will be singled out or identified, and won't be able to break down any information to any one person. So, what are the benefits to participating? So, I know that that, at some level, is an individual question, but we think that participants are going to be receiving individualized training and technical systems to support you and your community in developing your own local evaluation skills in being able to use your own local data to address your own evaluation questions. And, as I said, we're going to include training topics like Data Collection, Data Analysis, and How to Use Data to Inform Current Programming. And then finally, how does ACL intend to use the evaluation findings? So, the information that is learned through the evaluation will be used to inform partners, other federal agencies and administrators, current grantees, and policymakers about ways to improve service delivery for elders and caregivers. Information gathered through the evaluation will also be used to identify gaps and challenges in service delivery as well as areas of further need. So, I've just kind of done a quick run through of the actual RSP itself and referenced that one-pager that is just kind of a brief overview that you will have available to you as a handout. And I just wanted to be able to open it up if there are other questions that I can maybe help answer.

Operator: Ma'am, would you like the audio lines open now?

Gretchen Clark: Sure, yeah.

Operator: Thank you. If you do have a question you would like to ask over the audio line, please press "star" followed by "1" on your touch tone phone. Your phone must be unmuted before you record in order for me to hear your name. If you decide to withdraw your question, please press "star 2". Please give your parties a moment to join the queue.

Gretchen Clark: Sure. And if folks have questions that they don't want to ask aloud on the audio portion, feel free to also use the chat and we can use that for your questions too if you don't feel comfortable using the audio portion.

Tara Nokelby: Yes, just as Gretchen said, if you'd like to type it in, I'm more than happy to read it out for you as well. [inaudible] also wrote in there that if you'd like the handout or the presentation, if you want to put your email address in the chat area, unfortunately we won't be able to send the RFP, but we can send you the supporting information.

Operator: We still have no one in queue.

Tara Nokelby: I don't see any other questions here. Oh, we have one from Mary Ann Mills and it says, "What is the estimated funding amount per year?"

Gretchen Clark: So, that's a great question Mary Ann, and it really depends on the number of elders served and the types of services and programs that that you're providing. And so, the total award over the three-year period will range between \$8,500 and \$15,000. And so again that's going to depend upon the number of elders in your service area as well as do you have nutrition supportive and caregiver or nutrition supportive services only.

Operator: We have one question coming up, I'll get the name. Ida Parish, you may ask your question.

Ida Parish: I'm sorry, I'm late getting to the webinar but how do I get to the PowerPoint presentation to find out what is this a grant that y'all are speaking about? That the tribes can apply for?

Gretchen Clark: It is, yes. So, it is a, in terms of how do you get to, I'm not sure technically in terms of how to get you so that you actually see what's on the screen. But in terms of the question about is this a grant. Yes, as part of this evaluation of the Title VI programs, we're releasing an application, a request for proposals for the Title VI programs who are interested in participating in the evaluation to complete the application and send that in. The application, the RSP is going to be released on Monday. So, on the 15th of May, and then it will be due four weeks later on June 12th. And then, at that point, we'll then look at all of the applications that we've received and we'll select thirty of the Title VI grantees to participate in the evaluation.

Ida Parish: Okay, and information will be available on Monday?

Gretchen Clark: Yes, so there's a couple pieces. There's a handout that will be released as part of today's presentation. And so that is available to you, I guess whenever that is able to be released. I don't know if that's on the webpage, Tara, or if that gets emailed out to participants.

Tara Nokelby: We've been passing out the one pager. We passed them out at all of the cluster training, and then for all the folks that have been putting their email addresses in the chat, I have been capturing those and I will send that out to you as well along with the PowerPoint.

Ida Parish: Okay, so that information is still available to me?

Gretchen Clark: Yes, if you want to put your email address in the chat area, I can send that to you or you can email me. I'm the one that sends out all of the reminders for the webinars. So, if you just want to reply to that, I can also send it to you that way.

Ida Parish: Okay, cause I'm not even in the chat session yet. I'm late getting.

Gretchen Clark: Yeah, and don't worry that you've missed anything in terms of your opportunity to participate. The request for proposal, that RFP, is going to go out on Monday and we'll be using the different Title VI dissemination channels to get that out to all of the Title VI programs so that you have access to see the RFP that you'll be able to respond to that.

Ida Parish: Okay, yeah because I was afraid I might have missed some important information.

Gretchen Clark: Thank you.

Ida Parish: Thank you.

Tara Nokelby: So, Gretchen. We also have a question here. Let me see. It says, "Will travel be required? If so, for how many and is travel in the budget?"

Gretchen Clark: Yes, so there will be--that's a great question--there will be one in-person meeting a year and that will be for your EWG members. So that will include your Title VI program director/program manager and then the additional one or two other people who are on your EWG team. And that travel will be in conjunction with the Title VI training and technical assistance conference. So that annual older Indians conference and travel is not included in the budget. But we will be paying--so we have that in our budget in other words. So, it doesn't come out of your evaluation funds. It will come out of ICF funds. And so, we'll be working with you to book and arrange your travel and participation in that in-person meeting.

Tara Nokelby: Thank you. We have another one here. It says, "Please give me an idea of the time involved for the community researcher to participate on the evaluation or focus group, interviews, etc. Rural, Alaska's northern region has a large geographic area and oftentimes access to good internet is limited and challenging.

Gretchen Clark: Right, that's an excellent question. So, there are a couple of things. So, one, each of the--for each--so there's the three years of the evaluation. Within the first year, we'll be doing interviews with program staff and those will be done over the phone, so those will be phone interviews. They will last about one hour. And that will be pretty minimal, if any, time for the community researcher. And then in terms of the interviews and focus groups with the elder participants and the caregivers, for the focus groups, those are about an hour and a half in length and those will be done one hour, or if you have more than three hundred elders kind of in your service area, the possibility we may do two focus groups with elders and two focus groups with caregivers. And so, the actual time for the focus groups is about an hour and a half, but then there's some time in front of that for recruiting participants. So, it would be a few hours in terms of being able to recruit participants, time in advance of the focus group for setting up the area, whether that's at the tribal office or a bingo hall, wherever, the congregant meal site, wherever is a convenient location to have that. And that would be done in person and then the interviews with elders would be via phone and those would be about an hour. So, in terms of the actual data collection, they're fairly small chunks of time, but there is time in advance for recruiting participants, whether that's kind of doing calls or sending information home with meals that go out or in newsletters to kind of let folks know about what's happening. We'll be working with you to support and identify the best ways to share information and to invite people to participate. There's also, as I mentioned, there'll be quarterly meetings for the EWG and so those will be once every quarter. They'll be a couple hour meeting and all but one of those will be over the phone. Through kind of a webinar, teleconference setup. The one will be in-person and that's in conjunction with your Title VI annual meeting. And so, your typical Title VI meeting is about three days, and will be interwoven into that time with potentially a day or two ahead of that meeting so that you're there as you normally would be for your Title VI annual meeting and maybe there a day or two early to participate in focused trainings around the evaluation.

Tara Nokelby: Does that answer that question for you? So, we have one more question. It says, "How will the training and support for grantees be given?"

Gretchen Clark: I'm sorry, can you say that again. I missed...

Tara Nokelby: Yep. It says, "How will the training and support for grantees be given?"

Gretchen Clark: Okay, perfect. So, I think it'll be a variety since some of it will be in person. So in-person training, again at the same time as your Title VI annual meeting. So those will be in-person training. There may be some where we're doing a webinar type format where we'll have in one of our quarterly meetings maybe we'll focus on a particular topic and do kind of a training and support along those lines. And the other piece, I just forgot to mention this earlier, is that every community who participates in the evaluation will have a liaison on the ICF evaluation team who will be your direct contact and support. And so, you'll be in regular contact with them through email and phone for check-ins and support. They'll also do site visits, and so the site visit is an opportunity to go out to your community and to be able to do some of that data collection together and in person. So, it would be an opportunity to perhaps do the focus groups or the interviews along with your evaluation liaison. Thank you.

Tara Nokelby: And then we have one more. It says, "How many Title VI grantees are there?"

Gretchen Clark: So, there'll be thirty grantees that will be selected to participate in the evaluation.

Tara Nokelby: Alright, did we have any other questions?

Operator: There are none on the audio lines. Thank you.

Tara Nokelby: Perfect. Thank you. I don't see any more coming in through the chat. If you do have a question later, please feel free to email me at tara.nokelby@aspeyaservices.com. And Gretchen and I just want to say thank you for [inaudible] us with the information today. I think everything went great. And again, if anyone would like the PowerPoint presentations, [inaudible]

Operator: This does conclude today's conference call. We appreciate your participation in it. And all parties may disconnect at this time. Thank you.

Tara Nokelby: Thank you.