

Operator: Welcome, and thank you for standing by. All participants are in listen-only mode until the question-and-answer session of today's conference. At that time you may press star-one to ask a question over the phone. Today's conference is being recorded. If you have any objections, you may disconnect at this time. And now we'll turn the meeting over to Uche Akobundu. Thank you, you may begin.

Uche Akobundu: Hello, good afternoon. Thank you so much for joining the call today. My name is Uche Akobundu. I have a dual role in that I direct the National Resource Center on Nutrition and Aging as well as serve as the Nutrition Strategy Director here at Meals on Wheels America. I'm coming to you all today to talk a little bit about one of my hacks, if you will, at the National Resource Center on Nutrition and Aging, and so I'm so pleased that you're joining us and letting us share with you how you can get smarter with the NRCNA. So, I'm gonna turn over to the next slide in the presentation that provides an overview of what I'll be talking about today. I'd like to share with you a little bit more about the National Resource Center, or we also call that NRCNA. A little bit about who we are, what we do, and how we come in our process as an online resource center. I'll share with you a little bit about a recent redesign of our online resource center, which is the main way that you can integrate and interact with us. We have resources for several key audiences and I'll be sharing those with you. I'll talk to you a little bit about a proposed project that really focuses on the needs of Title VI directors and folks that you all serve and talk a little bit about how we see next steps for the National Resource Center as we continue our journey along our path. If you'd like to check us out while you're on the webinar, please surf on over to www.nutritionandaging.org. Again, that's www.nutritionandaging.org. You're able to check out our website, you can access us via your laptop, your phone, a tablet, any way that works for you, and check out some of the resources that we have as we continue with the webinar.

I'm going to move on over past slide number three to slide number four that tells you a little bit about what is the National Resource Center. So, the primary goal of the NRCNA is ultimately to serve you, to equip the aging network with timely, relevant, and high-quality educational materials, training opportunities that we offer online and in-person for anyone working with older adults across the network across the country. Ultimately, the National Resource Center is designed to do several things. First, our job is really to strengthen your ability to do your jobs well by providing access to a—timely information that you can use to serve seniors of today and seniors of tomorrow. Part of our charges is to help the aging network integrate into the home and community-based system and the larger network of long-term services and support out there in the community and also to provide timely training and technical assistance to those working in the aging network. Moving onto the next slide, you can see pictures of your NRCNA team. These five individuals are those who back the center, who provide support for the work that it does, and you are talking to me, and I'm on the end here, Uche Akobundu. We are hosted by Meals on Wheels America as part of a corporate agreement with the Administration for Community Living, but the National Resource Center is an online resource center and it is staffed by staff from Meals on Wheels America in agreement

with ACL. So, we started some time ago in 2011 and we provided web-based resources to those in the aging network looking for information on research, promising practices, and training. And over the past couple of years, every three to four years we have refreshed our website, and this is important because as an online resource center, we really want to try to make sure we provide timely and contemporary information to you but making it easy to access and available in the ways that different people need to find information is really critical for our resource center.

Moving onto the next slide you'll see that we have refreshed our online presence. So, we have a new look, but we offer the same content. We have updated the website to provide you a clean and simplified experience so that you can find the information that you need, identify what's new, what's relevant for you to address some of the questions, or education, or training needs that you have, and you can access this with whatever device that you happen to be using. It can be a desktop, a laptop, or a phone. It's very easy to access to the www.nutritionandaging.org website using any tool of your choice. So, moving onto that next slide it talks about some of the challenges that online resources centers have to contend with. Chief among these is to really provide content that meets the needs of today's user. Users are on the go, we know that you are looking for information often in all kinds of places, sometimes at work, but sometimes on the road, sometimes at different times of the day. So, our goal is always to try to find and curate important information to meet your needs in such a way as it makes it easy to find information and answer the questions that you might be seeking. So, ultimately, we were charged in our website refresh to design a functional website, again, responsive for every device, to help you solve your business challenges or training needs. We wanted to make it easy to navigate as well as curate resources, again, in ways that make it easy for you to find them. We know with online resource centers sometimes users are overwhelmed by the information that's on there, so we really tried our best to make it easy and fresh, easy to access so that you can find what you're looking for to meet your needs.

So, on this next slide, I'm just talking to you a little bit about the goals for our 2018 website redesign so that you can come along with us on our journey as to how we changed things to make it easier for you to use the National Resource Center website. We have four tenants, or four pillars if you will, of our website refresh, and these we call the "Four E's". We were seeking to educate, engage, empower, and energize those who came to the National Resource Center website so that they would be able to get the benefit of the site and answer the questions that they were seeking. So, let's go through each of these four pillars so that you can understand a little bit of what this might mean for you as the user. Ultimately, for educate, we were interested in making sure that our content aligned with user needs. So, we looked at our website analytics to make sure we understood why did users come to the National Resource Center website, what were they looking for, and how can we ensure that they can find that information easily and meet their training and education needs at the same time. As far as engaging our user, we wanted to increase opportunities for you to interact with us so that it isn't just a one-way street. We have done that in a variety of ways to ensure that users can tell us what they think about the content on the website and easily provide feedback. As far as

empowering and energizing our users, we really wanted to increase the user ability to search for information on our website. If you're looking at our website while we're on the call today, I encourage you to check this out, see the different ways that you can search the site to find information that you need. We have provided updated information for you to find related resources to what brings you to the site initially so that you might find some other things that will work for you and provide you ways that you can provide suggestions and feedback to us as well. Looking at the slide that talks about the educate pillar, highlighting contemporary topics, we have provided an easy way to find hot topics that are of interest to many users. On this slide, you can see that you can explore popular topics like quality nutrition, operations, healthy living, malnutrition, you can find information on training, get information on public policy or data if you're interested in those, look at sample forms, tool kits, and really delve into issues related to health.

On that next slide that talks about key areas of interest, we also made this really easy on the website, so if you surf on over to the landing page, you can see that there are three big squares, if you will, graphics that help you go easily to where we have found places that people really want to go to on the website. This includes finding resources on combating malnutrition, finding resources for clients to provide education to the seniors that you serve, as well as going directly to our training area. On that next slide, talking a little bit more about training, you can see what our training website looks like. When you click on training and events at the top of the website, it takes you to this page where, on the left-hand side, you can see a menu that talks about the different kinds of information we have on the training and events page. You can click on events to learn about what's happening in the field of nutrition and aging in terms of conferences and webinars, you can look at webinar resources. So, say you would love to have joined a webinar that we offered, but you missed it because you were busy or unavailable at the time, you can click on webinar resources and access all our archived webinar content. So, even if you missed the webinar as it's happening, you can always go back, click on webinar resources, find the webinar that you missed, and check it out. If you look—clicking on webinars, you also find some additional information about the different kinds of trainings and webinars that we advertise on the National Resource Center site.

I'd like to tell you a little bit about this next slide that talks about archived trainings. Every year, with funding from the Administration on Community Living, the National Resource Center puts on a pre-conference workshop. This pre-conference workshop is offered as an adjunct to the annual Meals on Wheels America Conference. We invite folks to participate in this annual training and we talk about key issues affecting the aging network. If you're interested to find out what kinds of topics we've talked about in the past, you're welcome to surf on over to this website on the National Resource Center page. If you click on it, you can see all the pre-conference workshops we've had in the past from 19—sorry, for 2014 to 2017. In 2017, we focused on the social determinants of health in relation to healthcare. Our 2018 pre-conference, we focused on social determinants of health, but for the aging network. Information on this archived training from this 2018 pre-conference workshop will be available on our website shortly. We invite you to check back whenever you get a chance so that you can see what training

was offered and be a part of the conversation. We know that social determinants of health is a new and emerging topic in conversation and we like to try to offer you the most up-to-date set of resources for you to keep up with this conversation. If you continue to click on the archived presentations for the pre-conference website, you can click on YouTube videos such as is listed here. This particular YouTube video is called The Role of Social Determinants of Health: Perspectives from Healthcare Providers and Payers. This was part of last year's training. This YouTube video makes it easy for you to follow along with the conversation that happened on this topic and you can access this YouTube video on your laptop or your cell phone, so you can always have access to training and keep up with the conversation.

So, we've talked a little bit about how the National Resource Center seeks to empower those we serve through the website. We redesigned our landing page to make it easier for team user groups to find the information they're seeking. So, on the landing page here you can see, on the right-hand side, you can click on the site to identify who you are, if you're a nutrition professional, a local nutrition service provider, maybe you work for the state unit on aging, or you're a researcher, or a consumer. We invite you to click on this particular button on the right-hand side, identify who you are, and you will be sent right away to a cumulative listing of resources just for you and your particular interests and needs. We were able to add this functionality to the website. Again, it's our wish for folks to come to the site, be able to find the resources they need quickly and easily, resources that are tailored for their needs. There is a new section in the Nutrition, Food, and Health content area on the National Resource Center site, it's called Native Food, Nutrition, and Health. In this section, you're able to find up-to-date information, resources, particularly for Native Americans and those who you serve. We invite you to search on over, click on over to this site, that way you can find out information on diet-related chronic conditions that affect the populations you serve and leverage some of the resources available to provide better trainings and insights for the work that you do every day.

On that next slide, you can see a couple of examples of the types of materials that you will find in the native nutrition and health section. For instance, there's a report on traditional foods in Native America, there's also consumer-related information called My Native Plate, helping consumers understand how best to populate food on their plate to meet a health dietary pattern. There's also reports such as a tool kit on health native foods for those seeking to understand what kinds of foods are good to eat in alignment with cultural needs. Also, we have some training videos. On the website you will find a series of cooking shows curated by the AARP. It's a series of cooking shows that really focuses on native foods. It's fun and engaging, and this slide, just to show you the variety of information that you can find on the National Resource Center site, reports, client education tools, as well as videos all curated to make sure that we are meeting your particular needs. When we talk about engaging and energizing some of the folks that we serve, we did that in a couple of ways. On this slide titled Engage and Energize, we're able to talk a little bit with you about how we increased opportunities for you, the user, to give your feedback to us at the National Resource Center on Nutrition and Aging. There is a button that follows you around the site if you visit the website. It's a

little circular blue button with a question bubble in it as depicted on this page. You are able, then, at any time, to click on that hovering button and send us questions or tell us what you think about the site. That's a new addition to our website this year. In addition, when you find resources that you're interested in, you can rate them, and we welcome your feedback. At the bottom of each page, depicting your resource on the National Resource Center website, you will find a little white set of buttons with a question called Helpful? Yes or No. As you read the resource on the page that you find, you're able to click yes or no and let us know what you think about this resource. We find this information incredibly useful, we use it to understand what resources are helpful to folks who visit the site, which are not, and how we can make changes so that we're constantly meeting your needs and putting the best possible resources out there for you to use.

Alright, moving past that next slide to the second Engage and Energize slide, we also would like to hear from you. We've made it easy for you to click on the contact button at the top right-hand side of the National Resource Center on Nutrition and Aging page. You can contact us by mail and phone or also online. Click on the dropdown menu and select your reason for wanting to reach out to us. You can send a general inquiry, report a problem, send feedback, or you can also submit a resource. Sharing is caring, we welcome resources from the field. There's a lot of information on the National Resource Center site, but we can always use more. Perhaps you have a resource that you've developed, something that you find really works for folks that you serve or the programs that you administer. Maybe it's a menu, maybe it's a recipe, maybe it's a program guide, maybe a people's operational technical assistance about having a food service operation, or it's about an evidence-based health promotion program that works for your program and the seniors that you serve. The National Resource Center is a place to share promising practices from the field such as these. You also—it—were able, in the contact button, to submit a resource. It's easy with that easy dropdown menu. Select Submit a Resource, tell us your name, tell us a little bit about the resource, you can just attach it right there on the website and send it in and voilà! We'll receive resources from you, be able to credit you on the website, and you will have a chance to share promising practices with your peers across the country.

What kinds of resources are we looking for? We're always looking for client education materials, we're always looking for traditional food recipes. If you have a recipe or a client education material or you know a program that has great recipes or client education materials that you'd like to share with us, please don't hesitate. Through the Contact Us button on the National Resource Center website it's very easy to share with us resources such as these and upload them directly from the website. We'd love to hear from you. Okay, this next slide is also on sharing is caring and it goes just—shows you a picture of how easy it is to submit a resource. So, again, we invite you to do so if you have a resource to share. Alright, please save any questions that you might have for the end of the presentation, I look forward to addressing any questions that you have. For now, I'd like to tell you a little bit about a proposed project that we are seeking to work with Cynthia LaCounte in her office on—for now, it's called the Title VI Data Project. So, the goal of the National Resource Center is—and this particular project is to

equip the aging network, particularly with Title VI specific training and technical assistance resources. This new proposed project is going to involve the synthesis of important information so that we can better understand training and education needs. This work is in alignment with the goals and purpose of the National Resource Center on Nutrition and Aging.

On that next slide, you can see some of the data sources and questions. I've taken pictures of the reports so that you can see them. Three reports are going to fall in the foundation of this particular project. The first is the *Administration for Community Living Title VI Program Evaluation*, next is the *Identifying Our Needs: Survey of Elders* from the National Resource Center on Native American Aging, and lastly, we're interested in looking at the data collected by the National Association of Area Agencies on Aging. They do, and have most recently done, a national Title VI program survey serving tribal elders across the U.S. Particularly we're interested in the 2017 report. These three data sources form the basis of this Title VI Data Project. We're very much interested in understanding what information they contain, how we can put them together and understand the training needs that you all would have. So, what kind of information is available? I'm gonna go through each of these data sources and summarize the information available so that we can get a growing picture of how rich this resource is. In the *National Association of Area Agencies on Aging Title VI Program Survey*, among the pieces of data they collect include the following: information on the structure and staffing available at Title VI programs, particularly information on programs and services, they find out in the survey how Title VI programs are meeting tribal service needs, how outreach is conducted, and what is done to evaluate the services in terms of their meeting the need that tribal elders have. There's also a fair amount of information collected on technology and infrastructures of the Title VI programs, there's a collection of information that focuses on healthcare and long-term services and supports.

Finally, there's a section on training and technical assistance needs. So, we'd be looking at this Title VI program survey as an opportunity to really understand these topics and others and use that to paint a larger picture of what is the national need for training and technical assistance specific to Title VI programs. In the National Resource Center on Native American Aging survey, that survey's called *Identifying Our Needs*, they collect a fair amount of data. These include information on general health status, activities of daily living, long-term care needs, as well as specific health needs like vision, hearing, and dental. There's also a section on healthcare screening practices, weight and nutrition, and a robust section on social aspects of life, this includes social supports and social functioning. Lastly, there's a great section on demographics, too. So, again, putting this together with the Association of Area Agencies of Aging data, we're starting to get a richer picture of the universe of need both on the Title VI program side and for the seniors that are served.

Lastly, the third aspect of this data project includes looking at the Administration for Community Living evaluation of Title VI programs. The target population for this particular evaluation being done by ACL are these: congregate and home-delivered

meal program participants and caregivers. ACL is seeking to engage these target populations in focus groups, conversations to understand how they're using the program, and how it benefits them. I listed some of the key evaluation questions on this slide, this includes how tribes operate their Title VI programs, what effect the Title VI programs have on elders in the community, how does the program impact elders, how does this impact differ by the kind of funding the Title VI program has. There are different types of funding, one funding opportunity is from a single source versus multiple sources.

And then, lastly, this evaluation is interested in how Title VI programs are serving each community in the country and what possibility if they offer additional support. Well, why does this all matter? Why is this—why would we be interested in looking at these three data sets? Why does it matter to you, this project that we are proposing to do? There's always a need expressed for training on nutrition to support tribal elders. These pieces of research that have been conducted do hold the keys for understanding more about the training needs in relation to the seniors that are served. There is a wealth of resources on the needs, it's just that there is no single summary of these data pieces. You're able to go online and access much of this information in terms of three separate reports, but there is no one single resource that puts it all together, that makes it easy to interpret between these three aligned, but very different data sources what story does it tell in the aggregate. Each of them are stand-alone pieces of data, all of these are robust in and of themselves, but we would love to put them together, so we can get a better understanding of how to design training and education at the national level that can meet your needs and those of the seniors that you serve. Ultimately, there's no need to reinvent the wheel. This information is out there. It's just for us to be able to put it together, understand it in the best possible way. These data sources are robust, lots of information collected, they are timely in that they are very recent, [inaudible 0:27:59] current Administration for Community Living evaluation of Title VI programs, and also the recently conducted National Association of Area Agencies report that was done in 2017. But all we want to do is put this information together, look at it in a new and fresh way, so that we can understand how best to prioritize and develop training that meets the need.

So, what's our proposed approach? I'm looking at the slide that's title Our Proposed Approach, and there's a couple ways that we want to try to do this work. First, we're interested in reviewing and synthesizing a summary of these key data sources. We also want to summarize any and all possible literature, reports, articles, videos, blog postings out there that really talk about the needs of tribal elders served by Title VI programs. The wish, then, is to design a needs assessment instrument that can be [inaudible 29:02] to folks like yourself to really say these are the needs identified, what of these needs identified from these pieces of information, these data sources that I just spoke of, resonates with you? And, ultimately, the goal is to craft recommendations for the department of training going forward. I'll talk a little bit about our proposed methods on this very next slide. And our CNA staff, working in concert with national and regional consultants, will use a variety of methods to help collect this information. We're hoping to use focus groups or talking circles with local programs to understand needs, looking

forward to using online and paper-based surveys to help collect information. We will also be conducting key informant interviews. That's one-on-one interviews with subject matter experts out in the field who can help direct our research. We'll also be seeking to leverage an advisory committee of sorts who will help provide oversight and guidance for this work and looking at these data sources such as I mentioned, secondary data review, just to say this data that's already been collected, we're going to look at it, analyze it, and identify trends and opportunities for training.

Ultimately, the goal of this work is to make sure that we have relevant and useful information. We do not desire to have yet another beautiful report that is lovely and well put together, but just stays online, that nobody accesses. We'd like to create products from this work that are actionable, that are easy to digest, that can be used to make training happen out in the field. I'm looking at this next slide that talks a little bit about the kinds of training topics that are of interest. From my own experience, it really depends on who you ask. When I talk with some of our federal staff, I hear different things are needed out in the field. These include nutrition and food service training. Cook's trainings in particular are looking at how programs can manage limited resources or address challenges out in the field, say programs that are in rural areas or have large distances to cover in order to serve the seniors in their [inaudible 0:31:33] areas. There's also the challenge of addressing issues related to food safety and sanitation in order to keep food safe for folks to eat. But I have a question for you, do you agree with some of these topics or do you have any other ideas in terms of what [inaudible 0:31:51] a training might be? I'd like you to think about that as you look at this list. On the right-hand side here, you see a table, this is taken from the *National Association of Area Agencies on Aging Title VI Program Survey*, and in this 2017 survey, they identified the following training areas: resource development, understanding long-term services and supports, the basic review of New Directors Training, learning more about Medicaid, grant writing, elder abuse, evidence-based programs, Medicare, and business development. These were the top ten or so items that came up. Interest was expressed by at least about two-fifths of the population if not half of those surveys said that they were interested in these topics. But what about you? Are there other topics that are not on this list that would be of interest to you, that's not about resource management or sanitation, grant writing? Maybe there's some other topic, I'd really like to hear from you.

So, you might be wondering where would, ultimately, the training that's recommended be offered? There are several possibilities for the future. They could be offered through the National Resource Center online, we do online webinars now, and are able to accommodate up to 500 folks to participate in any one webinar, so that's definitely a possibility. We also do offer live in-person trainings once a year at our pre-conference workshop and also throughout the year at national regional conferences, so that's also a possibility. We do know that tribal colleges are venues for training. Tribal colleges operate over 75 campuses in 16 states, serving students for more than 250 federally-recognized tribes, and so they are also potential partners for this work in terms of where can training happen, how can we meet the needs more broadly in the community. But how about you? Maybe you have other ideas for training venues beyond those listed

here. I'll give you a minute to think about it. I also welcome hearing from you if you have any additional ideas. Maybe training shouldn't only be done online, maybe it shouldn't only be done in-person, tribal colleges are a great way to start, but perhaps there are other ways that you have thoughts on. I'd love to hear from you. So, what happens next? We have this idea for a proposed project, we're seeking to secure funding at this time, but again, like I said, always willing to get good suggestions and ideas from you. You're welcome to reach me, my email address is on this slide. You can reach out to me directly at uche@mealsonwheelsamerica.org. That is spelled out fully as [spells out email address, repeats the email address]. So, in closing, just a few thoughts. Again, to recap, the primary goal of the National Resource Center is really to serve you by providing timely, relevant, and high-quality education and training materials online to help those who work in the field of nutrition and aging across the aging network. Ultimately, we are designed to strengthen your capacity to do your work to serve both the needs of today's older adults and tomorrow's older adults. We're seeking to help the aging network better integrate into community-based systems of care and provide training and technical assistance that is needed.

On this next slide, we talk a little bit more about what's next for the resource center. We want to continue to identify and host more resources for you, we want to create a hot topics blog to add to our website just to provide additional voices and content, and a promising practice feature where we can feature different organizations that are doing new and innovative or very practical programs that can serve to benefit the entire aging network. We will continue to improve the functionality of our site, promote greater awareness of the National Resource Center on Nutrition and Aging so more and more people can know about it, such as by participating in conferences, in expos, and on webinars such as this. We also want to identify and add more practice-informed and multilingual resources so that we can meet the needs of elders being served who speak a variety of languages across the country. We also have a series of new issue briefs to share with you and these will be going on our website shortly. We have two new issue briefs on how to calculate the total cost of a meal and how to provide a summary of food service basics for folks who not really food service practitioners. We know that sometimes at nutrition programs there's different kinds of support staff available, so we try to provide basic issue briefs that help us help you in being able to provide training to your staff regardless of their level of education and knowledge about a particular topic. Of course, we welcome your ideas and resources, suggestions for the website, you have my email and you're more than welcome to reach me directly.

So, in terms of some take-home messages, there's just a couple. We invite you to visit our website, get to know the National Resource Center on Nutrition and Aging, you can reach us at www.nutritionandaging.org. It's a resource for you to use, it's got a lot of reports, research, client education materials, and tools dedicated to you, the seniors that you serve on nutrition and aging issues. We also welcome your suggestions in how we can grow our collection of native food, nutrition, and health resources. There's a lot of information out there, you may have some suggestions for us, we'd love to hear from you. Thank you all so much for your time and attention. I know we have a little bit of

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time left on the call today. Tara, if there are any—or Paula, if there are any questions that I can answer, please let me know.

Paula: Hold on one moment and I'll get the operator to open it up for questions.

Operator: If you'd like to ask a question over the phone, please press star-one, please unmute your phone, and record your name clearly when prompted. To withdraw your request, you may press star-two. One moment, please, we wait for questions. [silence while waiting for questions] Our next question comes from Darren Zoti, your line is open.

Darren Zoti: Hello, this is Darren, I just wanted to say thank you for all the information that I just heard of, I didn't know there was more out there besides what we know locally on our level here. And I—looking forward to using that information. Also, my question was I didn't get to register, are we supposed to register for this teleconference?

Uche Akobundu: Oh, I'm not sure, I'll—thank you so much for your comment, we appreciate that you'll be visiting the website and taking advantage of some of the resources. Paula, did you want to address the registration question?

Paula: Yes, there's no registration required, so we will receive a listing of all of your names and ensure that you get any follow-up information.

Darren Zoti: Oh, okay. Well, I appreciate the help. Thank you, again, very much.

Uche Akobundu: Thank you so much.

Operator: No further questions over the phone at this time.

Tara Nokelby: Thank you so much to our speaker, Uche, wonderful information, did you want to close with any additional comments?

Uche Akobundu: Oh, no, not all. I—thank you for the opportunity to speak to everyone on the line. Again, you're more than welcome to share any thoughts with me by email. My email address is on the very last slide of the presentation slide deck and we invite you to visit us as www.nutritionandaging.org and check us out. Thank you all so much.

Tara Nokelby: Thank you, everyone.

Operator: That concludes today's conference call. Thank you for participating, you may disconnect at this time.