MELISSA SZASZ: Hello and welcome to the Title VI Webinar Series. Today's session is on Sharing Your Story: Introducing the Title VI Infographic Toolkit. My name is Melissa Szasz, and I'm with Teya Services, the contractors for ACL AOA. Before we begin, I would like to go over a few housekeeping notes for today's session. This webinar is being recorded, and your phone lines have been muted for audio quality. If you would like to ask a question, please use the Q&A box or raise your hand to have your line unmuted.

We'll do our best to answer these questions during the presentation. The presentation materials will be posted on Older Indians within the next two weeks. If you need a copy of the presentation sooner, please contact Teya. The next hour is going to be full of great information. So if you'd like to get started, I would like to introduce Gretchen Clarke, with ICF, and Dr. Krissy Hudgins, with the ACL Office of Performance and Evaluation, with us today. Hello and welcome.

KRISSY HUDGINS: Hi, Melissa!

GRETCHEN CLARKE: Hi, thank you.

MELISSA SZASZ: Hi!

KRISSY HUDGINS: Gretchen, do you want to go ahead and introduce yourself?

GRETCHEN CLARKE: Sure! Hi, as Melissa mentioned, my name is Gretchen Clarke, and I am with ICF. I'm based in Alaska, and I am a research manager at ICF and have a background in public health and providing- doing qualitative and quantitative evaluation methodologies and providing training and technical assistance. And my role in this is I currently manage the evaluation of the ACL Title VI Programs, and so we're going to be talking with you about some of the tools that we've developed as part of that.

KRISSY HUDGINS: And my name is Krissy Hudgins, and I am based in Washington, D.C. as part of Cynthia's DC-based flight crew, and I'm in the Office of Performance and Evaluation, where I'm a senior social science analyst, which just means that I look at a lot of data. And I am the lead for ACL for the Title VI Evaluation and do a lot of Title VI data stuff. I want you to love data as much as I do because data is information, and ACL has been working really, really hard the last couple of years to make your data, Title VI data, work for you, so Title VI Programs. And we've had an incredible partner in ICF to help us do that.

And the incomparable Gretchen Clarke will be walking us through this great new tool that she and her ICF team have created for us. But first- next slide, please- I need to talk about how important data and program accountability are because it wouldn't be an ACL OPE presentation without one- without this piece. So here on the slide you'll see a page from the soon-to-be-updated Title VI Manual on Program Accountability, Chapter Four. And one of the requirements under the OAA, the Older Americans Act, is for Title VI Programs to conduct regular evaluation.

So this can take many forms, but one way to do this is to regularly asses what your program is doing and whether participants, elders or caregivers, are getting their needs met through those services. So, this is program accountability. Are you meeting their needs? Are you meeting elders' and caregivers' needs, and have those needs change? And, if so, do you know? So, you really need to be checking in with your program to make sure that it's doing what you intended it to do.

Gretchen, next slide, please. So, what is evaluation? We like to throw that around a lot. As you can see on the slide, it's a process of gathering information to provide useful feedback about something. Usually we're planning it, we're gathering data or information, and then reporting the results. That's the assessment process. And for our purposes, you know, when we talk about evaluation, we are really talking about program accountability, as far as we're concerned with what you guys should be doing. It's the ongoing and systematic process of gathering information, providing useful feedback about something, and it lays the foundation for your work.

So, you need to make sure that you're making the most impact, right, with the work that you're doing. You all, Title VI grantees and your staff, give so much of yourselves to this program, and you all deserve to know whether or not it's making the difference that you're aiming for, right? And so, to do that, you need to set goals and measure where you are. You need to know if your program is doing what it intends. And you need to know whether your elders or caregivers are satisfied with the services that you're providing. Next slide.

So really the two main questions in evaluation are, does it work? As you can see on the slide, did the program do what we said it would, and how does it work? Was the program implemented as planned? So, if our program did what we said it would- what we said it would, does it work? So, for example, did we increase client satisfaction with meals? And how it worked, was the program implemented as planned? Did everyone we want to provide meals to get those meals, why or why not? And ACL wants you to be doing this, but we want you to do it for you, for your elders and your caregivers, not necessarily for us.

It is in the Older Americans Act, but these are your data, and they are for your use to serve your communities. And that's really where the work that we've been doing and presenting on with ICF comes in, that, you know, they've created these great tools for you to be able to really leverage your data so that you can do more with it, right, through both the evaluation piece, but also, today, we're going to talk about displaying your data and using your data and being able to have something to talk to your stakeholders about and show your data. And with that, I will pass it back to Gretchen.

GRETCHEN CLARKE: Thanks, Krissy. So, as Krissy mentioned, you know, evaluation, program accountability, looking to see what your program is doing is a really important part of program operations. And so we have here is what's called a Plan, Do, Check, Act Cycle, and it's really a way of thinking about how can you kind of take this idea of program monitoring, program accountability, and how do you break it down, like what are the steps for it? And so, this really what this is. And so, it's a good way to make evaluation or program monitoring a regular part of your everyday program.

So the Plan, Do, Check, Act, or the PDCA Cycle gives us a way to think about what we do, why we're doing it, did it work, and then how we can revise or improve upon what we did so that it can work better next time. So, the Plan, Do, Check, Act isn't a one-time thing. It's something that we're continuously working on. We're planning, we're doing it, we're checking how we did, and then we're acting to make it even better and it just builds onward and upwards.

And so, it's a great tool to use as part of our regular program operations because it helps us to be strategic and purposeful about what we're doing, and it keep us always thinking about how we can do it even better. And this is really, again, as Krissy said, this is about your program. It's not about ACL- they love to see you doing this- but it's how can you make your program better, be checking, be accountable to your program and to your elders and caregivers based upon what's happening on the ground where you are. And so, we know that all of you already do these first two steps.

You make your yearly plans what you're going to do, you do them, and we're encouraging you to really focus on then incorporating these last two, check what you did, how did it work, how did people receive your programs, and then act on those so that, when your next round of planning, you're building it better. And so, in August we shared with you how the Title VI Evaluation Toolkit can be used to assess how well your program is meeting the needs of your elders and caregivers as well as provides additional insights onto other needs that they might have.

Today we're going to look at another resource that we've developed, the Infographic Toolkit. [Unintelligible] change the slide- all right. So, the Title VI Infographic Toolkit, as we see here, has sort of three main components to it- er, actually, I'm going to step back. I'm jumping ahead of myself. So, infographics are highly visual representations of program information and data. And you can use these to help you tell a story. And so, there's sort of three main ways that this infographic can support you.

It's to help you inform your stakeholders, whether that's your elders council, your governing council, your tribal council about your program, you can use it to help to support promote program planning, and you can also use it to help facilitate that program monitoring and evaluation that we've been talking about. And so, infographics pull all of this information together and we've designed this Title VI Infographic to help you tell your program's story. It pulls program information and data together that you already have in order to be able to look and build upon what you're doing.

All right. So, the infographic uses data that you already collect as part of your program. So as you see here, we're pulling from your Elder Needs Assessment, so your UND National Resource Center on Native American Aging data, that Elder Needs Assessment report that you receive from them, your PPR data that you're submitting to ACL, as well as in your own knowledge and experience of the different program activities and practices that you're doing. So, it's not asking you to collect anything that you don't already have access to. All right. So there are three main components of the Infographic Toolkit.

So, it includes the Infographic itself, which we'll look at in just a minute, and that you're able to update with your program's data. There's a User Guide, which provides step-by-step guidance that walks you through each step of using the Infographic, including how to fill out the Infographic with your specific program data, as well as suggestions on how you can then utilize your completed infographic to inform your stakeholders, to help engage, and to use it for program planning and monitoring. There's also an Excel Data Worksheet, and it's an Excel file that you will use to help you tally your data.

There are some data calculations that are needed for the Infographic, and this worksheet does those calculations for you, so you don't have to worry about figuring them out on your own. So, all of the documents, the Infographic, the User Guide, and the Worksheet will be available to you and so that you'll have ready access to these. So, we're going to now spend the bulk of the rest of the time really walking through each of these pieces. So-

KRISSY HUDGINS: Gretchen, I'm going to-

GRETCHEN CLARKE: Yes, ma'am.

KRISSY HUDGINS: Sorry, I just wanted to jump in really quickly and make sure that everyone knew that they could use the Q&A chat, should they have any questions, just make sure that people know that. Apologies.

GRETCHEN CLARKE: Nope, that's a good point. And so, we will have a Q&A portion at the end, but if you have questions as we're going, please use that Q&A chat to just put those in. We'll be monitoring that, and so feel free to ask questions along the way or save them until the end. So, thanks, Krissy, for that reminder.

So, this is just sort of quick snapshot of the first page and the second page, the front/back of what the Infographic looks like. And there's five key sections to the Infographic. And I realize you can't- it's tiny- you're not expected to read this. We're going to look at each of the sections in turn, but just to give you an overall view of what the five main sections of the Infographic are. So, there's the first section that allows you to put in your program name and year, or the date, an overview of what Title VI is, so just provides some high-level information of what Title VI services are, what the Title VI Program is.

There's a section that provides an elder profile. And then, on the back page, there are two sections, one focused on program delivery and participation. So ,what are the services that you're providing and who's participating, how many people are participating in that, and then a section on program improvement, so the different types of things that you're doing within your program, whether trainings you've attended, how you're doing program monitoring and program accountability checks. So, that's sort of an overview, a high-level glance.

And now we're going to look at each of the sections by themselves. So, this section provides that overview of Title VI. And while- so, in this section you're able to identify and put in your specific community's name. So, whatever your program is called, you can enter that up there where the red arrow is, it says Grantee Name, and then the year, you can input the date. The rest of this section, the program services, you're not able to change or edit the information here.

This is just sort of a high-level overview of the different types of Title VI Program services, what congregate meals are, what home-delivered meals are, transportation, information and referral, caregiver services, and other services that may be provided as part of a Title VI Program.

This next section, which is the bottom of page one of the Infographic, provides a highlight of the health status of your elders, and this data is pulled directly from your Elder Needs Assessment Report that you get from UND. And you're able to update all of these charts with your program-specific data. So this would look like- right now, this is what all Title VI looks like from the 2017 cycle sixth round(?) of the Elder Needs Assessment, but you'll be able to update these so it's reflective of what your elders look like in your community.

And then, on page two, at the top of page two, this section provides a snapshot of what your program delivery and participation by the elders in your community looks like. So, it pulls from both your PPR and your Elder Needs Assessment data and it looks at the number of elders within your community who report that they're using your Title VI services, so the different- your congregate and home-delivered meals, your caregiver services, etcetera. And then- and that, of course, is coming from your Elder Needs Assessment Report. And then on the other side, the number of clients and units served by your client, that's coming from your PPR. So, it's the number of congregate meals that you provided and then the number of elders to whom you provided those services. So, the units of service and then the participants.

And then the last section of the Infographic is where you can enter the specific program activity and event highlights that you're providing in order to give an overview of the different outreach services and activities that you're doing. And this would include key program partners you have, what- anything that you're doing for program improvement, so trainings and technical support that you participated in, any program or monitoring evaluation you might be doing, like using the Title VI Evaluation Toolkit, and so you're able to tailor and update each of these sections with the specific pieces that you're doing. And, again, we're going to walk through how you can actually do that very shortly.

So, I mentioned that the Toolkit includes a User Guide, and so the User Guide walks you through the process of how to use the Infographic, everything from how do you actually enter in the information, how do you change the data within the Infographic itself, and as well as how you can use the Infographic to inform and engage your stakeholders, how you can use it for program monitoring and planning. And so, within the User Guide itself, you'll see that, for each section that's in the Infographic, there are detailed instructions, breaking it down by each section and by the charts within each of those sections, of where to find the data for that particular section and then how to update that data.

And so, it really does walk you step-by-step through, okay, so this data is coming from- for Feel Overall Unhealthy, you would go to your Elder Needs Assessment output, you'd look at Question 1, and then you would add up the percentage of folks who responded for fair and poor. And so, it just, again, walks you step-by-step how you're going to do this. And there is a Data Calculations Worksheet, which we'll look at, that will do all calculations for you.

And so, this is the- just a snapshot of a piece of what the Data Calculation Worksheet looks like. And- again, and so that you're not having to do the data calculations on your own- we know that you're all very busy and sometimes, when you've got lots of numbers, it's really easy to just, you know, transpose numbers or miswrite something, and so you can just enter in the information, and it will automatically do the calculations for you. And then the values that are in the red cells at the bottoms are the ones that you'll enter into the Infographic.

And within the red cell, it tells you exactly where on the Infographic, which question, and how to enter it. And that information is also in the User Guide as well. All right. So, how do we actually enter in the data? So, to enter in the data, and again, we're going to look at it live in just a minute, but just to kind of give you an overview before we go into that, what you'll do is you'll pick which chart it is that you're going to want to adjust the data for.

And so, in this example, I've just got a snapchat of a few of the donut charts that are on there. And you would right-click on the chart itself, and then you would go down to where it says, Edit Data, and you click on that. And when you do that, it will open up a little window that has the data, and then you would just add in the information. So, in that table that opens up, you would put in your values, and it'll automatically then update the Infographic itself.

So, I'm going to just pause. I'm going to switch now to opening the Infographic, and we're going to go through this. But as I'm doing that, feel free to use that Q&A pod to ask any questions that you might have.

Okay. Okay. So, you should all be seeing now my screen that has the Infographic in it. And so, I'm just going to zoom way out, so you can- not quite that way- so you can see that that's page one. So, the front page of the Infographic. And that's page two. Now I'm going to zoom back in so you can actually read things, and we'll look at the first part of this.

So, again, in order- you can update this with your information. So, you would click- you would- to where it says Grantee Name, and you would just type in your program- spell it correctly- name here. And then you would then input, where it says Year, again, you would click on that, and then the current date. So, you can, again, enter in your specific program information here.

As I said before, this front section here just provides an overview of what Title VI is so that, if you're sharing this with, say, your elders council or your governing council, they- obviously they're not implementing the program on a day-to-day basis, so they may be less familiar with what your program actually does. And so, this just provides a nice overview of the different services that Title VI often includes. So, the congregate meals, what that is, is that hot meal served in a group setting. Recognizing now we're in a totally weird time with the pandemic, and so things are a little bit different, but generally speaking.

And then home-delivered meals, what that typically means, transportation services, information referral, caregiver services, and other services. Of course, these are the key services, as part of the Part A, B, and C Title VI services, and so it just provides some information on that for people who may be less familiar on a day-to-day basis with what Title VI is.

The second half of page one of the Infographic is your Elder Profile. And, as we said, this information is really coming from your Elder Needs Assessment data. And so, it provides just sort of a snapshot of what the health characteristics are for your elders. And so, it looks at their general health. It says, elders who reported- what they- just generally speaking, how did they feel, overall healthy, unhealthy? So, the mental health characteristics, self-care characteristics, in terms of ADLs(?). Nutrition, do they have any illnesses or conditions that impact diet, and are they facing food insecurity? And then caregiving, how many of your elders are living with a family caregiver? Or how many are grandparents raising grandchildren?

And so, you're able to update this with all of your specific program information that comes from your Elder Needs Assessment Report. And so, to do that, you would click on, say, so we'll do mental health, so you would just right-click, you know, click on it, and then right-click, and then you would select Edit Data. And when you select Edit Data, this little opens up, and you can see that the question where this data is coming from is from Question 54 of the Elder Needs Assessment. How many of your elders reported all of the time, most of the time, a good bit of the time that they felt mostly happy? And then, Question 54, how many reported some of the time, a little of time, or none.

And so, you would enter in the percentage for your particular community. So I'm just going to- we're going to say currently it's at 71, but let's say that for the percentage of your elders who responded to all of the time, most of the time, or a good bit of time was, let's say, 65%. And so that would mean that- [unintelligible] 100, it would be 35%, and you'll see that that automatically changed. So, I'm just going to pick another number. And so, this is going to be 20. And you'll see that the donut, the chart automatically updates with your specific program information. And then, when you're done-

KRISSY HUDGINS: Gretchen-

GRETCHEN CLARKE: Yes, ma'am.

KRISSY HUDGINS: No, sorry, go ahead, finish.

GRETCHEN CLARKE: Oh, okay. And when you're done entering, all you have to do is click the X, and it closes the window.

KRISSY HUDGINS: We have a great question in the chat about when some of our grantees use different needs assessments that aren't the one from the NRCNAA, the UND Needs Assessment, and how that might be customizable.

GRETCHEN CLARKE: It is a good question, and it would depend on, if there are very similar questions, then you would be able to- if there's a question- if the wording of the questions is similar to the question that is in the Elder Needs Assessment, then you could substitute it one for one.

In terms of if there are questions- let's say there are questions that don't- that they don't have a question on activities of daily living, that's not maybe, say, on the other assessment that you're using, at this point in time, the Infographic is not tailorable beyond updating with your data points. So, in other words, you're not able to update or cut out one of these sections or insert a different, you know, icon or question piece in for another one, if that makes sense.

KRISSY HUDGINS: So the- so if you had questions- so, okay, let me make sure I understand, so the icons are not customizable, aren't changeable-

GRETCHEN CLARKE: Correct.

KRISSY HUDGINS: -but the- if you had a needs assessment that had covered feel overall unhealthy, feel mostly happy, are those- are the titles customizable or no, those are also not?

GRETCHEN CLARKE: They are not. So, the only piece-

KRISSY HUDGINS: Okay.

GRETCHEN CLARKE: Well, yes, the only piece that's customizable-

KRISSY HUDGINS: Is the data.

GRETCHEN CLARKE: -is the actual value, correct.

KRISSY HUDGINS: Okay.

GRETCHEN CLARKE: Now I say that- so not [unintelligible] and there are questions that tend to be standard questions. So, there may be questions that are on the Elder Needs Assessment that are also on whatever- you know, the UND Elder Needs Assessment that are also on other elder needs assessments. And so, the best place to start would just be to look at them side-by-side and see if they're- if any of these questions overlap.

KRISSY HUDGINS: Thank you.

GRETCHEN CLARKE: Mm-hmm. So, I just want to, you know, recap again, so if, you know, again, you just want to update any of the charts, you just click on it, right-click, select Edit Data, the window pops up, and then you can just enter in your values here. And then, when you're done entering your values, you would just click out of it. And it will have automatically updated. And now let's look at the second page. That's the bottom of the second page. Let's go to the top. Hm, something is funky here. I'm not sure what's going on there. It should not be like that on yours.

There we go. Okay. So, again, similar process for this. This section, again, looks at the services that you're providing and how many elders are reported using those services. And so, on the left half of the screen, it's the percent of community elders who report on that Elder Needs Assessment from UND that they're using Title VI services. And so, it looks at some of the key service pieces, so congregate meals, home-delivered meals, caregiver services, transportation services, and information and assistance.

So, to update this with your specific program data, again, you would click on it, right-click on the chart, and then click Edit Data. And, again, a window will pop up with each of those pieces, so the information referral, transportation, caregiver, and then you would just input whatever information, whatever your data points are. So, let's say that 25% reported using information and referral assistance. Let's say you had 15% using transportation. [Unintelligible] 3% reporting using caregiver. You've got 30% using home-delivered and 30% using congregate meals.

So, you've entered in that data, you're done entering in your specific data, so you click the X, and it has automatically updated to reflect what your program is doing. Same thing for the number of clients and units served by clients. Now this is coming from your PPR data. But to update it, again, you just click on the chart, right-click, hit Edit Data, and, again, a window pops up. And then you would just put in the units that you've served for each of your respective services, and then the number of clients served and- sorry, this is actually backwards.

Oh, that's- sorry, I'm reading this wrong. And so, you're going to go to- so your supportive services, you just put in your data numbers, whatever those are from your PPR, and then your number of clients. When you're done, click X, and you're out of it. And this section, the bottom half of the back page of the Infographic, shows your outreach and activities that are supported through your Title VI Program. And so, it's an opportunity to highlight key outreach services that you're doing, key program activities and events.

So you- maybe you have a Biannual Caregiver Resource Fair, or say you do monthly Lunch-and-Learns, so any type of kind of key program activity or event, maybe you have an Honoring Grandparents Luncheon, that this is an opportunity for you to highlight some key activities and events that you provide, as well as any of your key program partners. And so, to update that, again, you would just click on it, and then this is free text. You can just edit and add whatever you're doing here.

And so, maybe you do phone trees as an example. And so, you would just click on it and then just add in whatever those services are. And so, if there is an additional outreach service, which I can't think- maybe you have a bulletin board or maybe there's a community bulletin, you could add that in. So fortunately, there's spellcheck- and then, again, with program activities and events, you would just click on whatever- and click on it, and then enter in whatever your key program activities or events are that you would like to highlight. The same thing with your program partners, click on it, and you can delete and add in whoever your key partners are.

And then the last piece of the Infographic here is an opportunity to showcase what you're doing to support program improvement, program monitoring. So, it's an opportunity to provide information on any technical assistance that you participated in. Perhaps you worked with your RA around some particular element of Title VI, maybe it was around nutrition and menu planning. And so, you could click on this. Again, same process as before, and then just enter in- and just type in the information that you want to share.

Same with training, it's an opportunity to showcase to your stakeholders, say, your governing council, about what are the different types of trainings and some key trainings that you participated in over the- since the last year or whenever the time period is that you want to showcase. And then, again, how are you looking at the needs of your elders? What are you doing for program accountability? So perhaps you did a satisfaction survey around meals, maybe you used the Title VI Evaluation Toolkit or you're using your PPR data to help inform that, or maybe there's something entirely separate that you just want to showcase that, yes, we actually are looking at our program. We are using that Plan, Do, Check, Act, and we're really taking a good look at our program for program accountability. Not because ACL says we have to but because we understand that it's, you know, for the betterment of our program as a whole, and here are some of the things that we're doing. And that's a really nice thing to be able to show and share with your program stakeholders or your governing body.

So, are there any questions, Krissy, that have come up around the Infographic itself at this point?

KRISSY HUDGINS: No, no other questions at this time.

GRETCHEN CLARKE: Okay. So, I am going to switch over now to the Calculations Worksheet and show you that. I'm pulling that up- okay. So, as I said, we put together this Data Calculations Worksheet because, for the Infographic, there are some calculations that are necessary for your data. And really what that is, is that some of the fields that we have in the Infographic are combining.

So, for example, one of the questions around sort of the overall healthy is that we added- are combining the elders who reported that their health is good or very good. And then also adding together the fair and poor to create just two variables there. And so, the Calculations Worksheet will do that for you. And so, the first worksheet in the calculations just is sort of an instruction title page and gives you directions on how you can use this worksheet.

And so, the first step is that you're going to locate your Elder Needs Assessment Report as well as your Title VI PPR numbers and your report for that. And then this information also, just by the way, is in the User Guide as well, but we wanted to have it in here just as another place so that you didn't necessarily have to go back and forth. The second step, once you've located and got your data ready to go, is to- it's going to show you within this worksheet where to enter the data.

So, it's going to direct you to example, go to Question 1 on the Elder Needs Assessment and locate the responses for fair, poor, good, very good. And then, in step three, you're going to enter those values into the Data Calculations Worksheet. And then you'll see that the data calculation will automatically occur. And then, the final step would be to open the Infographic itself and then to insert the information from the calculations worksheet into that.

So, what does that actually mean? What am I saying? So, this is the first section, it's the Elder Profile section, and so, in this, it says it'll give you- so for each of the following questions that are located below, you're going to go to your Elder Needs Assessment. And so, for the [unintelligible] on general health, feel overall unhealthy, you're going to go to Question 1 on your Needs Assessment, and you're going to enter in the percentages of the elders who responded fair, poor, good, very good, and excellent.

So, I'm just going to put in, you'll see, I was going to say, let's see, we had 6% responded fair, we had 3% responded poor, we had good, let's say we had 60% responded good, we had let's say 10% very good, and- what do we got- we had another 10% that responded excellent. And so, you'll see, as I did that, it automatically calculated in the red cells. And so, you're going to then take the information in the red cells and insert that into the appropriate spot on the Infographic.

So, you'll right-click on the general health chart, you'll click Edit Data, and then you'll enter 9 into Question 1 fair and poor. You'll enter 80 into excellent, very good, and good. And you'll just follow this down. So for the mental health chart, that comes from Question 54 in the Elder Needs Assessment Report, and again, you would find the responses, the number- percentage of elders that you had who responded to each of these, all the time, most of the time, a good bit of the time, some of the time, etcetera. And you're just going to enter that in.

And I'm just going to, you know, randomly put in things, and you'll see that, as I do that, it'll automatically calculate down there in the red cell. And so- anyway, so you'll just keep going, you'll see that it automatically is calculating. And then, again, the red cell is your final value. And you'll go to the Infographic, the to the mental health chart, you'll click on it, you'll right-click Edit Data, and then you'll enter in the value into Question 54, all the time, most of the time, good bit of time, you would enter 75, and then the other-

So, you would just continue down this, and again, it shows you each chart, so which question from your Elder Needs Assessment to pull from, and then you just use the red cell to enter in your data.

On the second page, the program delivery, this pulls both from your PPR data as well as your Elder Needs Assessment for this section of the Infographic. And so, it tells you in the yellow where- what your data source is. So here, this is from your Elder Needs Assessment, so the percent of community elders that are using the different Title VI services.

And so, you're going to find the percentage of elders who reported that they're not using each of the respective services and input that in. When it's time to go to your PPR data, it'll tell you here. So now we're going to look at our Title VI PPR data. And we're going to go to, for the number of clients and units served by client, we're going to go Part A/B Report Section B, the Nutrition Services, and you'll enter in the unduplicated number of eligible people who received a congregate meal and the unduplicated number of people for home-delivered meals, and then your total number of congregate meals served and home-delivered meals.

So, let's say you had 250 eligible people, let's say- we'll just stick with that. And then you had a 100 people who- eligible people for home-delivered meals. Let's say you served 2,500 congregate meals. And I- just realize I'm- just so you know, I'm totally making numbers up off the top of my head. And 1,000 home-delivered meals. And, again, you would just enter that. And then you would keep going down through your PPR.

So, the next section would be, again, from the Part A/B Report, Section C, Supportive Services. You're going to enter the number who received one or more of the supportive services, so that's your unduplicated number. So, let's say that's 150. And then you're going to look at the number of units of service that you provided for each of the respective services here. So, information referral, outreach, case management, etcetera, you're just going to enter in values for the [unintelligible] let's say the units of service.

So let's say that was- you did 300 units of information referral, say you- and, again, I'm making things up off the top of my head here- you would use your PPR data, how many case management units you did. Transportation units, let's say you did 1000. And you would just keep entering that information. And you'll see, as you do that, it's going to calculate the responses that you'll then enter into your Infographic. So, you would just follow that and keep going. And see there's an error code here, and that's because I did not finish going through and providing, entering in all of the information.

So, that is the Calculations Worksheet. Are there any questions on that?

KRISSY HUDGINS: Please feel free to enter your questions in the chat or you can raise your hand, if you want us to hear your melodious voice. Keep going, Gretchen! People are thinking. They're stewing on it.

GRETCHEN CLARKE: All right, well-

KRISSY HUDGINS: Oh, it's my turn!

CYNTHIA LACOUNTE: I was just getting ready to sing a song, but I won't.

KRISSY HUDGINS: (Chuckles) There's time at the end, I'm sure. (Laughs) So, thank you so much, Gretchen, for walking us through that. It is a lot of information. I'm sure that when people get a chance to poke around and play with it, there will be more questions regarding, you know, different pieces of it. And, you know, we, as your ACL team, and with the great guidance and help of ICF, are definitely here to help you with that.

We're really, really excited about this tool. In fact, the lovely Leslie Green, I believe, has already used this tool and entered some of the aggregate data for Title VI, the aggregate national PPR and Needs Assessment data to create this for Title VI so that Cynthia can take it to all the fancy meetings and share it with folks as needed. So, you know, we're excited. We're using it up here at this, you know, federal level, and we're excited for you all to be able to use it as well.

We're very excited that this Infographic is going to help you share your program story with your stakeholders, including tribal leadership and partner programs, because it provides a nice overview on your elders as well as your Title VI Program services and what your practices look like. Data visualizations can also help you see the bigger picture of your program. So, who you're serving, what's working, and for opportunities moving forward. You know, we are all in this work because we believe in it and we're excited about serving communities and making things better. So, you know, data helps us do that, as annoying as it can be to collect.

CYNTHIA LACOUNTE: Krissy?

KRISSY HUDGINS: Because this is- uh-huh?

CYNTHIA LACOUNTE: One of the- one group that you didn't mention when you're talking about how this data can be used back home on the res, in our local areas, and that's presenting it to the elders.

KRISSY HUDGINS: Yes.

CYNTHIA LACOUNTE: When [unintelligible], I've been in with tribal elders at any of your senior centers, they're fascinated to know what you're doing. Oh, is that why we do this? Oh, I didn't know-

KRISSY HUDGINS: (Chuckles)

CYNTHIA LACOUNTE: -[unintelligible]. So, this is a really good way to communicate with your elders on what you see as their needs and how you're responding to those needs and talk to them about it.

GRETCHEN CLARKE: That's a really great point, Cynthia. It's super important to be able to share back with your elders, particularly- one, it's just good practice, and it helps them to get the bigger picture, and that sometimes they're only aware of the services that they're participating in and don't see- or are less aware of the other components of the program.

And so, they- when they can see it all together in one place, it helps give them a better understand and a bigger picture. It's also a really nice way to showcase back with them, particularly as you're going through, like look, this is all the great things that we're doing, it's because of you, and it values their time and it honors their participation when you take time share back with them.

KRISSY HUDGINS: And-

CYNTHIA LACOUNTE: I'm anxious- I'm anxious for you folks to start sending these in to us. I want to see what Karen Likidi(?) pulls together for Zuni or whatever Polly Chase pulls together for Three Affiliated. Those are the pictures that we're going to be excited to see. Now I'll be quiet and go back on mute because it's not my presentation.

(Chuckling)

KRISSY HUDGINS: It's not a requirement, though, that you do these and send them in to ACL, just so you know. Cynthia is just excited. Absolutely, you should share this back with your elders. One of the things that Gretchen and I quickly learned from the evaluation that we did for Title VI, we would take our reports back when we would do site visits and we would share them with the Title VI grantees, but we would also share it with the elders and caregivers, and we were quickly told that the font was too small. So, we started printing on- what was it- like 8x17 paper, Gretchen, or 11x-

GRETCHEN CLARKE: 11x- something. It was big. Really, really, big-

KRISSY HUDGINS: (Chuckles) It was a real big poster. So, that's just a quick tip, making sure you make it big enough. But, yeah, we're so excited to be able to provide you with this tool, you know, for program planning, for sharing back with tribal leadership, with your elders, with your staff, with everyone to be able to really showcase what it is that your program is doing. You guys do a lot of work on this, and just really amazing to be able to- I think most of us are sort of visual, I know I am, and whenever I look- for instance, one of my jobs is to review the Title VI data altogether, and I find that doing it as a chart makes my life much easier.

It's easier to figure out where, you know, things are making sense or, you know, where things might be- need a little bit of attention. So, this is a nice tool for you all to be able to do that and, you know, use it. It doesn't have to be like an end-all thing. It can be something just to visualize your data and talk about it even, you know, with different folks. But you should be doing this on a regular basis-

GRETCHEN CLARKE: And you can do one every cycle-

KRISSY HUDGINS: Pardon? Part of each cycle, yes.

GRETCHEN CLARKE: I was just saying you can- yes- do one every cycle and you can see how it shifts. And your PPR, you're doing every year, and so you've got your annual PPR data. And so, if you do that every time and you have a separate Infographic for each year, then you can look at them side-by-side, how are things changing?

KRISSY HUDGINS: And sort of to Cynthia's point about sharing back with- oh, no, that's gone. I had like half a thought, and it was really good, and it's gone. It'll come back later. Next slide. (Chuckles)

GRETCHEN CLARKE: So, we just want to hear back from you, questions, comments, what are your initial reactions to this? How might this be helpful for you?

KRISSY HUDGINS: Anybody in the chat? Raise your hand.

GRETCHEN CLARKE: I think you can raise your hand too, and Melissa can unmute you if you want to talk instead of chat. And, Krissy, I think you can actually-

KRISSY HUDGINS: One question-

GRETCHEN CLARKE: -access this on the webpage.

KRISSY HUDGINS: That's what I was going to say. One question you may have is, where do I find this awesome tool? I'll put that in the chat. We just got it up on the acl.gov website, under the Title VI Program area, and I will share this with you. One problem that we've run into, unfortunately, is apparently our awesome sauce PowerPoint is a little bit too big, so if you want it, please let me know, and I will happily send it to you.

All of the other materials are up there, the User Guide, the Calculations Sheet, all of that stuff, but the actual Infographic proved to be a little bit large. So, we may try breaking it up, but we were worried that that would be confusing. So, if you want it, please feel free to email me. I will also put my email in the chat. And I will send it to you.

GRETCHEN CLARKE: And also, our emails here just are on the-

KRISSY HUDGINS: Oh, yeah, thank you. Thanks, Gretchen.

GRETCHEN CLARKE: -there too. I think there was a question in terms of, so when the tool comes, will it have- will it be blank, or will it have data in it? There is- there are some numbers in there, so you can see the charts, but all- again, all you have to do on that, as we shared, is to just go back and click on the chart, right-click, and then do the Edit Data, and change your numbers. And so that is- we can go back to that slide to just show you really quickly again. So, you would just- it's going to come with numbers in it. You're just going to right-click on the chart, select Edit Data, and then you can enter in your program's numbers.

Any other initial reactions or thoughts?

KRISSY HUDGINS: I see that we had a question about whether or not the national- nationally representative one was available, and Leslie says that she's going to make sure that all of the data is updated, and we will get that out for people to check it out. We'll send that out so you guys can see it. I have a question also about where the Infographic is on the website. So, if you follow- if you click on that link, and then you scroll all the way down to the bottom, there is a fun section that Cynthia has let me create called Other Data Resources. And you'll see two of ICF's awesome tools.

The first is the Title VI Evaluation Tool that we presented on, I think, in August. And the one we're discussing today is the Title VI Data Infographic Tool. And so, these are both tools for you to use. The Evaluation Tool is, again, a customizable tool that ICF has built for you to do surveys or interviews, data collection with your elders and caregivers to sort of gauge their satisfaction with your services, and it also creates visuals, it creates graphs for you, which is awesome. And, as part of that work, we also suggested sharing that back with your staff and your elders and caregivers and others to sort of have a discussion about the information. And then today's is on this awesome little tool.

GRETCHEN CLARKE: And a really easy way, if you don’t want to deal with the webpage, is you can also just email and-

KRISSY HUDGINS: Just email me. (Chuckles)

GRETCHEN CLARKE: -sent directly to you.

KRISSY HUDGINS: And I will send you all of things.

GRETCHEN CLARKE: And all of the things, just the reminder, are the User Guide, the Infographic itself, and the Data Calculations Worksheet.

KRISSY HUDGINS: Yeah. I also wanted to note that, you know, to Cynthia's point about, you know, sharing information back, sharing data back with the folks that you're collecting it from, this is also something that we've been doing as part of the Title VI Evaluation that ICF has been leading for us. And we had an opportunity to meet with, we call them our EWGR, Evaluation Working Group, and those are all of the grantees that have been participating in our evaluation, and we were able to sit down and look at the data together that was coming out of the evaluation and talk through it and talk about what we all thought it meant.

It was really useful because, you know, there may be things that you see from your perspective that, you know, your other stakeholders in this sort of scenario, the people that you're collecting data from, that they may understand differently. And having their input is really invaluable. We call that, you know a more collaborative or participatory approach to working with data, with information. And, in my person experience and throughout my career, I have found that it is the best way really to really understand what's going on with programs. You know you- and with people, you have to hear from them, and it gives you the context and I think the depth of information that you need to really get at what's going on.

And we know you guys are doing this all the time. You guys are inherently doing this work, you know, whenever you're checking in and making sure that your caregivers or elders are okay. These are just some tools to, you know, make some pictures out of it so that you can share it more broadly and more easily and more easily see trends and understand what's going on.

Any other thoughts or questions, ideas for other things Gretchen can make for you. She's also an excellent baker. (Chuckles)

GRETCHEN CLARKE: Thanks, Krissy.

CYNTHIA LACOUNTE: [Unintelligible].

(Chuckling)

KRISSY HUDGINS: It's true- makes a mean sourdough! Oh, yes, definitely Gretchen should send some pie. That's Lacey [unintelligible] in the chat-

GRETCHEN CLARKE: I'm not really a pie baker. I prefer cakes and bread, sorry.

KRISSY HUDGINS: (Laughs) I feel like Lacey could go for some cake. She'll stoop to cake.

CYNTHIA LACOUNTE: I see we've also got some folks on who aren't Title VI directors and aren't RA's, who either manage other ACL programs or- Rebecca Morgan from NICOA is on- I'm wondering if any of those folks have comments or can think of any other information that we could put together like this.

It's really fun to sit here and go through these names of participants. I'm so lonesome for everybody.

(Laughter)

CYNTHIA LACOUNTE: Dr. Adamsen is also on, from UND, if you have questions about your Needs Assessments.

KRISSY HUDGINS: One- I know we're at time, and I know that Lacey asked earlier, I know that not everyone uses the UND Needs Assessment, you know, we- that is, I think, one of the most commonly used needs assessments for Title VI. And it's- you know, as a plug for them, it is free to you. They will, you know, give you all the materials that you need to collect that data, and then they'll run it all for you and give it back, and that's why we chose to use that specific needs assessment.

And, you know, we've had the pleasure of working with Dr. Adamsen over the last several years, you know, around that data and better understanding it for the evaluation grantees that agreed to allow us access to that data. They're very, very careful with your data at- with the UND Needs Assessment. So, you know, kudos to them for that particular service and recommend that you take advantage of it. You know, they are good stewards of your data and your information. But just wanted to really thank everybody for your time today and for the opportunity to share this new tool with you.

We're really excited about it and, you know, please feel free, as you use it, to, you know, let us know, share it back, let us know, you know, what you like about it or, you know, if there were to be a follow-on, what we might consider. We know there's always room for improvement, but I'm- can't say enough about how wonderful it has been to work with ICF and, you know, really their forward thinking around how to make Title VI data easier to use and better looking. (Laughs)

GRETCHEN CLARKE: Well, thanks, everybody, and thanks, Krissy.

CYNTHIA LACOUNTE: Yay for data!

KRISSY HUDGINS: Yay data!

GRETCHEN CLARKE: Yay data!

CYNTHIA LACOUNTE: Woo!

KRISSY HUDGINS: Well, I can see- (chuckles)- Karina Style is going to try to steal these ideas. (Laughs) Well, thank you so much, everyone. Have a wonderful rest of your week.

CYNTHIA LACOUNTE: Buh-bye!

KRISSY HUDGINS: All right, thanks. Bye!

CYNTHIA LACOUNTE: Thank you, ladies.