

MELISSA SZASZ: Hello and welcome to the Title VI Webinar Series. Today's session is on the Title VI LTSS Survey Highlights from the 2017 Report and the 2020 Update. Before we begin, I would like to provide 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-and-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. But if you need a copy of the presentation before then, please contact Teya. I'm excited to introduce our speakers for today, Meredith Hanley, with n4a, to talk about the Title VI LTSS Survey. Hello and welcome, Meredith.

MEREDITH HANLEY: Hi, everybody. Good afternoon. Good morning. Thank you so much for having me. As introduced, my name is Meredith Hanley. I am the director of community capacity building at n4a. And in that role, I oversee a grant from the Administration for Community Living called the Information and Planning Project: Building the Capacity of the Aging Network, where we gather information from Title VI programs as well as Area Agencies on Aging on how they're providing services and supports to older adults as well as caregivers across the country. So it's really in that capacity that I'm here with you all today.

I also happen to oversee an initiative called Dementia-Friendly America, and I also help to support the engAGED, which is the National Resource Center for Engaging Older Adults, which is also funded through ACL. If my voice sounds familiar, it may be because you heard me on the Friday ACL Title VI calls, now the Thursday Title VI ACL calls. I've been on those calls intermittently providing information about the survey we'll be talking about today, the Title VI 2020 LTSS Survey. You may have also heard some of my colleagues on that call before too, Beth Blair, Tracey Wilson, and Barbara Gongyin, who is serving as our survey consultant with this project. And I'll tell you a little bit more about her role in just a little bit.

But it's a pleasure to talk with you today and to share an update on where we are with the 2020 Survey of Title VI grantees and also to share a few highlights from the last survey. The survey happens roughly every three years, so I'll share some tidbits from 2017 that will hopefully serve as a bit of an incentive for why we do the survey, why ACL funds the survey, and how important it is and how hopefully useful the information that comes out of it is as well. So I think, as mentioned we can take questions. You know, so I definitely encourage you to type in any questions you might have, raise your hand, if you want to do that, add any comments that you might have, would love to have engagement with you all.

So next slide. So just for a little background, I've touched on a bit of this already, but this- the 2020 Title VI Long-term Services and Supports Survey is funded through the Administration for Community Living, Administration on Aging. N4a has been very, very fortunate enough to receive this funding for quite a few years now. You'll see on the last bullet point on this slide the first survey report that we were involved with, with this initiative, dates back to 2008. But we don't do this work alone. Of course, we do it with the guidance of ACL throughout, but we also have a research partner that we work with.

And so, n4a, as you may know, is the National Membership Association for Area Agencies on Aging, and we also serve as the voice for Title VI programs on Capitol Hill as we do advocacy. But in terms of our research partner, we partner with the Scripps Gerontology

Center, and that's out of Miami University of Ohio. And they bring a lot of really, really great research expertise to the table. They help us make sure that we're asking the right questions, that we're asking questions the right way, to make sure that we get the most helpful information out, that we're not asking questions that we really don't need, you know, that we're not asking the nice-to-haves, we're asking the need-to-haves.

And we're also guided by an advisory group that helped us update the survey in 2020 for this year. If you're interested in seeing which report I'm referring to, maybe you haven't checked it out, the prior report, or maybe you just haven't checked them out recently, you can go to the n4a.org website. You'll see the link here on the screen, it's n4a.org/publications or just google n4a and Title VI report, and you should get- you should really probably just get a direct link to the pdf of the report, if you google that. But, as I mentioned, the survey is done every few years. This is the fifth iteration that n4a has been involved with. So other survey reports were completed in 2008, 2010, 2014, 2017, and now we're in the midst of the survey in 2020. That report will be released in 2021.

Next slide. So just for some background on why we think this survey and then the report that comes out after the survey is so important is that it can be used in a variety of ways. And just in terms of the chat features here in the webinar, if you have used this data before, I'd love to hear. It'd be really helpful to hear how folks are using the data. But we do know certain ways in which the data is being used. We know folks have used information from the survey and the resulting report to present information to tribal leadership, at times to support requests for funding or staffing.

N4a as a national membership association and also one that does a lot of advocacy, not only on behalf of Area Agencies on Aging but also on behalf of Title VI programs, uses the data from these- from this survey and report when we're doing advocacy on Capitol Hill, nationally. And we know that the data also helps ACL. It helps- of course, this is funded by ACL, so we always want to make sure it meets their needs with providing information that helps provide targeted assistance, training, and support for Title VI grantees across the country.

And we also know that ACL has streamlined, in instances, other reporting requirements, and some- I think some of those annual reporting requirements, annual reporting processes. So- and some of those topics are then covered in this survey done every three years. So it's really important to make sure that we get as many responses as possible so that then we can provide comprehensive information, not just to ACL of course, but out to the broader stakeholders as well, of course, and Title VI grantees specifically as our most important stakeholders.

Next slide. So how is the data used, how are the results used, what do we do with this survey beyond creating a report? We of course share the results in webinars, conference sessions, reports, and other publications. And we know that not only we refer to the data in webinars and presentations that we do, but a lot of other stakeholders refer to the data as well. I do always like to make sure that folks know that, when you respond to a survey, whether it's this one or really any other one that the n4a is involved with, individual survey responses aren't made public, so you can be rest assured of confidentiality.

And any information you provide- once in a while, we include like a case example, an example of an innovative program in our reports, and that's only done with explicit consent and really involvement to make sure that that case example is accurate and appropriately

described. And it's also important to us that n4a gives your data back to you. So when you do the survey, you can download your responses at the end of the survey, if you like. That can help- it is- it's a pretty comprehensive survey, so it can help you to just kind of have that grab-n-go data that you've compiled to respond to the survey, then you kind of get it back and you can use that data.

You can use it to train staff, if you like. You can use the data in your advocacy, grant applications, or other presentations. So there is, again, a way to download your individual results, and that would just be a pdf on a button you click at the end of the survey. In addition to- a couple times now I've mentioned that we'll do a report after the survey closes. That report will come out in 2021, but for the first time also we'll be doing a toolkit to accompany the report. And the idea behind the toolkit is to help provide the data in different ways, so not just one really long report, but sometimes it's helpful to have data in different formats, and then it can be used in different ways.

So we're planning to provide a brief facts sheet highlighting key data points. We're planning to provide PowerPoint slides that can be used in other presentations. And it's a PowerPoint, so I know sometimes, when I do PowerPoints, I kind of copy and paste slides, I might use a slide in one slide deck but not use a slide the next- in a different presentation for a different audience, and so that will be a PowerPoint that can be- you can edit it. You can customize it as you see fit. We're also interested in possibly doing regional reports, highlighting key insights in regions across the country.

Next slide. So if you haven't done the survey yet for 2020, I'll- kind of a theme throughout this presentation today is that I really encourage and hope that you consider doing that. What topics does the survey cover? It covers a lot of different topics, actually. And, by the way, we do have about a 40% response rate right now, so that's pretty darn good. And I'll talk a little bit more about timeline, etcetera, in just a few minutes. We do need to get that response rate up higher, but I really want to thank everybody that's done the survey already. But what topics does the survey cover? It covers setting of the Title VI program, areas served, where the Title VI grant is administered.

It asks various questions about Title VI funded services. It asks questions about unmet needs for elders in your community, what additional services may be needed. It asks questions, we know transportation is a critical issue, so it asks a few questions about transportation and- transportation and vehicle access. Home modifications and repairs. ACL has a resource center out of the University of Southern California on home modifications and repairs, so we've collaborated with them on home modification-related questions to get a better understanding of those services and needs. We ask about staffing, a little bit about Medicaid billing.

Next slide. We also ask about partnerships. And on the prior slide, we'd asked about unmet needs for clients in terms of, you know, more types of services might be needed to serve older adults in your community even more broadly, but unmet needs that your program may have, we ask about too, such as needs related to technology or equipment, infrastructure. We also ask about budget. And this year, of course, for the first time, we added a section on COVID-19. And then we also ask a little bit about technical assistance and training interests to, again, help make sure that targeted assistance is provided, that meets your needs. And then we also ask open-ended questions, which is really a great opportunity to share your story about your Title VI program.

Next slide. So as I said a few minutes ago, we have done this survey a few times now. This is the fifth one. But we're always working to make it better. So in 2020, and I think it was even the tail-end of 2019, we worked with an advisory group and ACL to really look at the prior survey, the survey from 2017, and see what makes sense to keep, to see what we no longer perhaps need, and to discuss any new areas that were of importance. So we had- on the advisory group were representatives from ACL, of course, Title VI, and Cynthia's shop, but also evaluation experts from ACL, NICOA.

We had Title VI directors and other representatives from ACL's resource center and consultants that they recommended to us as well, and had I think it was two or three meetings to help suss out those questions, what's needed in the survey, what is the most important questions to ask, and how to ask them. And then we do trial surveys and in-depth conversations. And so we did- and that's with Title VI directors. So perhaps some of you on the line talked with us back in that testing process.

Because sometimes we write a question and we think it sounds great and it makes a lot of sense, but maybe we forgot a response option, maybe there's something really obvious that we just didn't think of, and so those conversations help us get that one-to-one feedback on the survey. And, as I said, we did- in terms of how we worked to improve the survey, we did add a new section on COVID, and we did add a little more depth on transportation and on home modifications and repairs this year specifically. And, again, as always, we really try to focus on those questions that are most meaningful and useful and reducing as much- as many of the nice-to-haves but not need-to-haves as possible.

Next slide. So in terms of process, the 2020 survey rolled out on September 9th, so all Title VI directors should have received that survey by email. If you haven't, let me know. Sometimes it might go to a spam box or maybe we have a bad email address, but you should have received that on our- well, on September 9th, the very first email. The deadline is November 20th, but as I mentioned, our- we have about 40% of folks responding at this point. We really need to get that up higher. In 2017, we had about a 75% response rate. Maybe it could be, you know, 70% this year, but we really need to make sure that we have broad responses or else the data is not what's considered representative.

And if it's not representative, that means that we really can't say that it talks- you know, that it's representative of Title VI programs all across the country. So if we get a lot of responses from one region of the country but not from another region, we can't call it a representative sample. So we really need to make sure we have a good response rate. We are getting a lot closer, but we do need to get more responses. So the deadline, I am sure, will be extended. Now, if you haven't done the survey yet, of course I would encourage you to do it by November 20th because the deadline hasn't officially been extended yet, but I'm sure we'll extend it a little bit.

The survey is primarily online. I mentioned it being emailed to you. So, of course, online is an easy way to do it in terms of, there are some questions that have skip patterns. That means, if you answer yes to one question, for example, it might have a couple follow-up questions, so that we get a little bit more detail on what you responded yes to. And if you answered no to that question, then you would get to skip those other questions. So the online survey is- makes it a bit more seamless in that regard. But if online doesn't work, we can certainly mail a paper survey to you. We're happy to do that. Just let us know.

And we've also contracted with Barbara Gongyin, and she's our survey consultant. And really for, I think it's been the past five survey rounds, so dating back to 2008, we've contracted with survey consultants to help us get the word out about the survey and to help us make sure that we do have that good response rate that we really need. And so Barbara is doing a fabulous job with that this year. So very likely you've heard from her by email or by phone or by both, and it's just a- she's another point of contact for you.

She can send you your survey link, if you have lost it, or if you never got it for some reason, if we had a bad email address. She can also answer questions you might have about the survey, if you're not sure what a particular question means, and just kind of any other guidance along those lines. But also importantly, she can administer the survey over the phone if you like, if that would be helpful. So there are different roles that Barbara plays, and- but all really with the aim of helping to make this process hopefully as easy as we can make it for you.

Next slide. So in terms of tips for completing the survey, if you haven't done it yet, you know, we again encourage you, find the email from us. You'll- if you just probably search your inbox, Title VI Survey, or anything along those lines, it should come up. We can always resend the link. But once you open the survey link, you can print a paper copy, if you want to have that in front of you. But, again, you might notice that there are more questions in the paper copy than what you see online, and that's just because of online you can skip certain questions depending on how you answer.

And- but for completing it online- and we have that paper version available, if you like it, but you can also- there's back buttons on the survey page. So you can go- if you kind of complete a page but then you want to go back and see what you answered, maybe change an answer, you can use the back button on the survey page. Sometimes folks get a little confused because there's also the back button in your Internet browser, and it's really best to use the back button in the survey tool versus in your Internet browser- using the back button in your survey system makes- it just makes sure that you don't accidentally lose any of your responses.

Next slide. But in terms of that, if you do need to stop the survey once you've started it, and it does take- it looks like it's taking folks about an hour, to be honest, of their time to complete the survey. You can always do a little bit of the survey and then come back to it later. Or maybe you want to look something up real quick. But it'll- the survey will save all your responses, so you can just close out of it, and then you just come back to the link later. So, you know, go back to your email, find the survey link, open it up, and all the answers that you submitted already, they would have been saved.

So you can always do that. You can also share the survey within your organization, if you'd like, if you have a colleague who might be answering some of the survey questions, you can just forward them the email, and then you guys can both work on it. It just shouldn't go to another Title VI grantee because they have their own unique link. But if you want to forward the link within your kind of small network of people involved with your- within your Title VI program, you can definitely do that.

And then, as I mentioned a few moments ago, you can print your survey responses. And that comes at the end of the survey process, really after you hit submit, and there is also an area where you can download your survey responses. And if you have any questions about that or you get to that point, and you don't see how to save your survey responses, you can just contact me, of course, or also Barbara, and we can make sure you get that.

Next slide. Making the survey findings work for you. So I did want to flag a couple of the key results from 2017. In this next section, I'll really kind of talk about how we hope this, again, this report can be helpful for you. But just to put some of this in context, some of the high highlights from the 2017 Report, and of course, we'll see how this data plays out in 2020, if it's the same or if it's a little bit different, but in 2017 we heard that the services- and this one's probably not really surprising, but services most often offered by Title VI programs are congregate and home-delivered meals, information and referral assistance, and outreach.

We also heard that many Title VI programs operate with relatively few staff. The average Title VI program in 2017 had approximately four full-time staff, four part-time staff, and four volunteers. And we know that's to serve many, many elders. We heard that the majority of Title VI directors are full-time employees, but they manage many responsibilities, so many Title VI directors manage multiple grants and contracts or also lead other departments or programs in addition to their Title VI responsibilities.

We also heard that the most common unmet service needs were related to money management, home modification, chore assistance, and legal assistance. So those were just some of the very high-level takeaways. The report from 2017 was about 30 pages, so there's a lot more information available online. But really, as we think about some of these high-level reports and some of the more nitty gritty details that are in the report too, the idea is to help you understand your program in context and for others to understand the Title VI programs as well.

But whether it's by documenting the range and variety of Title VI programs, whether it's by identifying and documenting common challenges and experiences, whether it's by identifying where you shine. Maybe you see there are some services that aren't incredibly common, but yet you know that your elders in your area have access to those services because of the work that you do, whether it's by documenting changes over time as well as insights about how your program might grow or change.

Next slide. We also hope the survey findings might help in some additional ways, whether it's a making a case to your tribal government or leadership for program support, whether it's providing data for communicating with ACL or other stakeholders, could be legislatures- legislators, whether it's making a case to other funding organizations, communicating with your other Title VI colleagues. Perhaps it could be helpful in collaborating with Title III organizations, Area Agencies on Aging, or communicating with your elders about what you do.

Next slide. So, again, this is 2017 data in the next few slides, but it's just a few more examples of how you can use the data, why we think the 2020 survey and then the report that we'll be developing is so important, and then also kind of reminding you, I think, to some degree, about hopefully what was helpful in 2017 and some of the numbers that, again, you'll expect to see updated when the report comes out in 2021. But in terms of examples of using data, it can be useful for comparing and contrasting perhaps your staffing patterns with national data. So in this slide, you'll see some of the most common roles of paid Title VI staff.

And so you'll see- and this aligns with what I said a moment ago about most common services, of course, but meal preparers and services, information and referral specialists, intake assessors and screeners, caregiver program coordinators, transportation coordinators and

mobility managers, case managers, grant writers. So, again, those are the most common roles of paid Title VI staff.

So as you look at this, you can kind of compare and contrast to what you see in terms of your own Title VI program. And it doesn't mean that, you know, those are all stand-alone positions. These are roles. So we know that some people might do information and referral but also do intake assessment. Or somebody might be a caregiver program coordinator and also do intake assessment. So these are about roles and responsibilities, not kind of stand-alone staff positions.

Next slide. Also, in terms of comparing and contrasting services, which might help you, again, identify perhaps other- services that other- that others have, that you think might be helpful to try to bring to your elders or to also- to showcase where you shine, if it's not a very common service, but yet it's one that you have. So this shows two tables. The one on the left is tribal elder services funded fully or partially through Title VI funds, and then the other one is through non-Title VI funding sources. And so you can see which services are most common, whether it's Title VI or non-Title VI.

So next slide. Other ways that the data can be used is benchmarking your funding sources and comparing that to national data might be helpful so you can see just the diversity of funding sources that's leveraged by Title VI. So, of course, Title VI is a funding source, Older Americans Act Nutrition Services Incentive Program, whether it's other tribal dollars, whether it's Older Americans Act Title III or other state funds, and you can also see the average budget range at the very bottom of this table as well.

Next slide. Also learning how others rate unmet service needs might help you examine needs among your elders too. So in 2017 what we heard in terms of the top ten unmet service needs for tribal elders, there was- there were unmet needs highly rated among- for money management needs, service needs. Home modification and home repair was the next most common. Chore assistance and legal assistance, dementia awareness, help in the home, such as personal care, benefits and insurance counseling, mental health services, supportive services for grandparents raising youth, and then also disaster and emergency preparedness and response. So those were all rated very high at three-quarters or above of the survey respondents saying these are unmet needs for us, for our tribal- for our elders.

Next slide. We also ask about training, technical assistance and support interests and needs. And, again, this helps ACL and n4a and other resource centers, helps to ensure your voice is heard and resources are being targeted. So you can see that some of the areas where there was a lot of interest was more information on resource development, funding support, more information about the long-term services and support system, more information about Title VI basics and new director training. We know there is staff turnover. Learning more about Medicaid and grant writing and elder abuse program development as well.

Next slide. So coming down to the last couple slides here. So what happens after the survey. So as I mentioned, the 2020 Survey is out in the field now. Many of you probably have emails from us. Again, we appreciate everybody who has done the survey so far, but we do need more responses back. But then, once the survey closes, the results are then written up into the national report, where we really highlight trends and directions and challenges and unmet needs but also successes.

And for the first time in this grant- so in the past, we always just did a big national report with a big blast about the report, but this year, for the first time, we'll be accompanying it with a toolkit, so with the facts sheet, with the PowerPoint slide deck, potentially regional reports. And I'd love any other ideas, if you all on the line today have other ideas for tools that would be helpful to include in the toolkit, I would love to hear that. That would be really, really helpful for us. Thank you.

Next slide. So on that note, and you may have questions for me as well, which I welcome, of course, but I also have some questions for you. If folks have any ideas, we'd love to know more about how has the survey been useful for you, do you have ideas on how you might use the data in the future, what would be helpful for us to include in the toolkit, as I just mentioned, how can we present the information to make it most helpful, in addition to the report or even within the report, is there a way we can make it more helpful so that the information gets out there and is utilized.

But I think, with that, you can go to the next slide, if you like, or we can save that for the end. That's just my contact information. Whatever you like, Teya team, on that, in terms of what slide you want to leave up. But with that, I would love to just open it up and see if we have any questions or comments, of course.

LAURA STEVENSON: Hi, Meredith. This is Laura Stevenson, with Teya Services. We do have a couple of questions. First one is: Tlingit and Haida participated in a survey that was Title VI related and was due on 10/23, is this a different survey?

MEREDITH HANLEY: I think that was an earlier deadline. Yes, so that was actually our first deadline, 10/23, and then we did extend it to November 20th. So, no, it sounds like you completed the survey. I know there are probably multiple surveys throughout a year of Title VI grantees, but it sounds like you all have completed the survey. So, nope, that was the same survey. We have had to extend the deadline once already. So, yep, thank you for asking that.

LAURA STEVENSON: Great. Next question. Can I download my survey results once I complete the survey?

MEREDITH HANLEY: Yes. Yes, you can. If you have any questions about that, you can let us know, but how it will work is you get to the- like the end of the survey where you are on the submission page, and you'll see an area, there's some language that says, you know, you can download your individual survey responses. So, yes, there is a way to do that.

LAURA STEVENSON: Next, you mentioned having a toolkit for the report, what will be included in the toolkit?

MEREDITH HANLEY: So the toolkit will include not only the national report but a fact sheet, which is probably going to be like one to two pages highlighting the key data points. We know sometimes folks don't have time to sit down and read a 30-page report and they want to know, well, what are the key takeaways? Of course, in the report, we do have introduction and overview and, you know, a summary at the beginning, but the fact sheet will pull out the

essential data that we think will be helpful for folks, and it will be more kind of a designed piece that will hopefully be aesthetically pleasing too.

But there will be the facts sheet, there will be the PowerPoint slide deck that will have, again, sample slides, if you want to- if you know folks are doing presentations and, you know, you want slides to pull from, that would be slides that you can look to for information about Title VI nationally. Then also we're thinking about doing, it's something our advisory group kind of tossed back and forth, but the idea of regional reports. So for the Area Agencies on Aging, where we do a similar survey process every three years but there are, you know, multiple Area Agencies on Aging in pretty much all the states. There are a couple exceptions.

As long as we have a good enough response rate, we can do a state report. And so we wanted to add something like that for Title VI, but the problem is, is that there are not always that many Title VI grantees in certain states. So we were thinking about doing regional reports as well. So that idea is kind of under consideration. We'd love to have any feedback on whether that would be helpful, if you would find a regional report more helpful or helpful in addition to these other resources that I mentioned. But those would be the main pieces.

LAURA STEVENSON: Thanks. Next, from Elaina Seep, has n4a considered doing a combined LTSS survey that includes the tribal health programs, clinics, community health, CHRs, along with aging?

MEREDITH HANLEY: Yeah, I think that's a great conversation to have. With the funding we have from ACL- and if anybody from ACL wants to chime on, definitely jump in, but the focus of the grant really has been of the Title VI grantees. But, you know, I think there are a lot of- there are always opportunities to collaborate. I think, you know, we're definitely pretty big collaborators. So, I mean, I think that's a great conversation.

Now is a good time to have it because sometimes it takes a little while to plan out joint efforts like that, so Elaina, maybe we should talk and have, you know, kind of ACL in a joint conversation or some such thing too- and of course other stakeholders as well, more on the tribal health side. But, yeah, that's an interesting idea, and those conversations haven't happened yet, but that's a great comment to kind of open the door to that.

LAURA STEVENSON: Next question. Is there any information I should have on-hand before I start the survey?

MEREDITH HANLEY: Yes, I think with- the most critical information would be concerning like your budget. Let me just go to the top of the survey here. Kind of knowing your budget for your Title VI funded services, particularly if your Title VI program or elder services have multiple sources of funding, having those separate amounts on-hand. If you don't know the number of full- and part-time staff and volunteers off the top of your head, having that on-hand.

And one question I think some folks have to look up or maybe check with their staff on is pertaining to the- we ask a question about the longest time and the farthest distance traveled to provide a Title VI funded service because we're trying to get a sense of and also tell the story in the report of the challenges with service provision in Indian Country. And so sometimes folks have to look up and- or check with staff on what those times or distances are as well. I think a

lot of the questions, folks can just kind of- will just kind of know from their role as Title VI director, but those would be the ones that definitely come to mind as you might want to look up in advance just to have it.

Also, if you come to a question in the survey and you get stumped, you can skip that question really. Come back to it later if you want to, or as I mentioned, you can also close out of the survey and just kind of come back to it later after you gather that information. So I wouldn't necessarily let that- let those questions start- hold you up from getting started because I think the initial questions in the survey, you'll just be able to answer kind of intuitively.

LAURA STEVENSON: Great. Oh, and Elaina did respond back to her previous question. She said, I think it would give a more robust view of LTSS to engage the healthcare staff.

MEREDITH HANLEY: Mm-hmm.

LAURA STEVENSON: FYI.

MEREDITH HANLEY: Yeah, that sounds good.

LAURA STEVENSON: We do have another question from Mike Splaine. Have you considered mapping the data by IHS regions?

MEREDITH HANLEY: Yeah- well, right, that's a great comment. And that's kind of- yep, that's the type of feedback I was hoping for. And that's where we were- that's where our head was going too, Mike, so it's helpful to hear you mention that. Particularly, if any- if you're recommending that, that's great to know. We have considered that as a potential way to group the data, yeah, for the regional reports.

LAURA STEVENSON: That's all we have at the moment. I guess we can open it up again. Any more questions, raise your hand or type them into the Q-and-A box please. Thanks.

MEREDITH HANLEY: Well, I'm not sure, maybe there are not more questions, which is fine. Of course, you have my email up on the slide, so if there are more questions for me that you might think of afterwards, I hope you email me or call me, of course. You have my phone number there too. And, again, there are certainly areas where we are wanting feedback, whether it's how to, you know- to- whether to pursue the regional report idea. If you would find that helpful, that would be very, very helpful for us to know. Other tools we should include in the toolkit- so just kind of a plug that we really, really welcome your feedback. We want to make sure the data and the tools are as helpful as possible.

LAURA STEVENSON: We did get one more comment. Elaina Seep responded, it would make sense to group by IHS region, as it could then be presented to the regional tribal health boards too.

MEREDITH HANLEY: Mm-hmm. Okay. Perfect. Thanks, Elaina and Mike.

LAURA STEVENSON: And no more questions at this- oh, wait, one just came in.

MEREDITH HANLEY: From Anna. I see your name.

LAURA STEVENSON: You got it?

MEREDITH HANLEY: Anna, could you just make- are you the Title VI director, I presume? Because I just want to make sure, if you're staff, we might not have your Title VI grantee- I guess, and Teya team, you probably know which Title VI program Anna is with. All we'll have to do is we'll just have to take your name, associate it with your Title VI grant, and then get you the link. Okay, perfect.

So, yes, we'll follow up with that. I'll follow up with that shortly after this call. I'd be happy to send that to you. Said no longer available. I'll look into that. I wonder- I'm not sure, of course, exactly what would have happened, unless it's possible a colleague of yours did that, completed the survey, or what. But we'll look into that and be happy to be in touch very soon.

LAURA STEVENSON: One minute, it looks like Anna wants to be unmuted. Let me do that real quick.

MEREDITH HANLEY: Okay. Sure.

ANNA HANSON: Hello, this is Anna from Red Cliff.

MEREDITH HANLEY: Hi! It's Meredith.

(Chuckling)

ANNA HANSON: Well, I was just trying to chat, but I think it would be better to talk rather than to keep chatting. Yes, I tried to go into the survey link, and it says it's no longer available. So I'm not sure if- because I'm the one director for both Title III and Title VI. So I'm not sure. I thought I had started but maybe I had finished, and I had not- I had forgotten.

MEREDITH HANLEY: Oh, yeah.

ANNA HANSON: I mean, with the COVID, everything is just super busy.

MEREDITH HANLEY: I know! I- yes, I understand. No worries. Well, we can- what I can do is we would just go in and see exactly what happened. We can tell if the survey was submitted but not yet complete, and then we can kind of like reopen it, if that's the case. Or if it looks like you submitted and it's complete, or if something funky happened with the link, you know, obviously we can look into that too.

ANNA HANSON: Yes, that would be wonderful.

MEREDITH HANLEY: Oh, I just got to my spreadsheet, and it does say Finished Survey for you, so that's probably why you're getting the message. And then I can- we can just, like I say, either reopen it if that's the case or maybe you finished it. (Chuckles) And, yeah, it's possible you just finished it already.

ANNA HANSON: That would be wonderful to know.

MEREDITH HANLEY: Yeah, yeah. Well, thank you, and I'd be happy to be in touch on that.

ANNA HANSON: Yes, thank you. I look forward to hearing from you.

MEREDITH HANLEY: Okay.

ANNA HANSON: Okay.

MEREDITH HANLEY: Any other questions?

LAURA STEVENSON: Not at this time.

MEREDITH HANLEY: Okay. Well, I'm happy to stay on, but folks also have my contact information there, so please know that you're always welcome to reach out. We'd love to hear from you, and certainly if it's any kind of technical issue like what Anna mentioned or you need help getting your survey link or reopen the survey for some reason. We're always happy to help with things like that. Please don't hesitate to reach out.

LAURA STEVENSON: Okay, if there are no more questions, we'd like to thank everybody for coming. We appreciate your attendance. And thank you, Meredith, for your presentation.

MEREDITH HANLEY: Sure! Thanks for the opportunity and have a great day, everybody.

LAURA STEVENSON: Thanks.