

Title VI Webinar
Overview and Feedback on the proposed updates for the Title VI Program
Performance Report (PPR)
March 14, 2018
Speakers: Kristen Hudgins, ACL/AoA; Cynthia LaCounte, ACL/AoA; and
Jeff Michaels ICF

Operator: Welcome, everyone. And thank you for standing by. At this time, all participants will be on listen-only until the question-and-answer session of today's conference, at which time, you may press star 1 to ask a question. Today's conference is being recorded. If you have any objections, please disconnect at this time. I'd now like to turn the meeting over to your host. Ms. Tara Nokelby, you may begin.

Tara Nokelby: Thank you. Good afternoon and thank you for joining us. My name is Tara Nokelby, and I will be facilitating your webinar today. Today's webinar will be the overview and feedback on the proposed updates for the Title VI Program Performance Report from our speaker, Kristen Hudgins, of ACL/AoA with assistance from Cynthia LaCounte, our regional staff, and Jeff Michaels from ICF. There were two handouts that were sent out yesterday to help guide this presentation. If you did not receive that email, please put your email address in the chat box, and I can send that to you immediately. If you're not utilizing WebEx, please feel free to email me at tara.nokelby@teyaservices.com or you can reply to the email blast. For all of the ACL regional staff, your lines will be open to assist in the webinar. If you could please mute your line until you're speaking to prevent any background disturbances. There will also be question-and-answers throughout the presentation. At that time, you can press star 1 to open up your phone lines or you can enter your question into the chat box, and I can read that aloud. The presentation will be recorded and posted on Older Indians at a later date as well. And, at this time, I will turn it over to Ms. Cynthia LaCounte.

Cynthia LaCounte: Good afternoon, Title VI. I hope everyone is doing well and I hope spring comes soon. Those are my two thoughts for the day. Thank you for joining us, and as Tara said, if you do not have a copy of our proposed project progress report for reporting, let Tara know so that she can get one to you, so you can follow along in our discussion. I'm sure when most of you read that we are changing the PPR, you all had a moment of panic and we understand that. Always changing reports or updating reports and realizing that you have to report on new things can be alarming. I want you to know that we have not added a whole lot of new questions or elements as we call them. You heard me talk, I've been in D.C. now for seven years, and you heard me talking about our message to Congress or our message to the rest of the country about our tribal elders. And we've done very well, you remember that Title VI is 40 years old this year, we've done really well in the last 40 years, or in the last, the first 35 years, I'll say. I think we did really well with isolating ourselves from the rest of the world and keeping a secret of how we provide aging services in Indian Country. And we need to get beyond being a secret in the light of today's funding and requirements, we really do need to be able to interface more with Title III and with other agencies. So, a lot of these, or some of these, changes are kind of leading to that thought that we're going to be becoming...we have a need to become more sophisticated in, not the work we do but in how we report the work that we do.

And I am going to assume that you're just about all sitting at a desk and that all of you have access to a piece of paper and a pen or a pencil. I want you to write something down for me here. I want you to write a dollar sign and then write a three as in million, and then write four, five, two. So, you've got \$7,452,648 [sic]. So, everybody has this big long number that starts with a three million? I want you all to look at that number as I tell you that that is the money that Title VI will be sending back to the treasury from our 2014 through our 2016 programs. That final number will be adjusted a little as we're getting the reports in from the last few tribes. But we're going to be sending back over \$3 million dollars to the Feds, and I would guess that every one of you sitting at your desk, I hope your mouth is hanging open and you're horrified at that number because we are horrified at that number. We know the need is in Indian Country. We know we need three times the money in Title VI than we have in Title VI, that number, that 3 million plus number also shows me that we're not managing our programs well. If we're not spending out our money, we're not managing well. And I know it's not everybody, but unfortunately, I have to respond to my administration and hopefully I don't have to respond to Congress about this, but I could. So, when the buck stops right here with the information, we're going to change this figure and we're going to do everything we can to make sure that every single program is spending out every single penny they're receiving.

One of those ways of assuring that you're spending out your money is reporting. We only asked for annual reports. I want to warn you that I have asked what changes I need to do to require semi-annual reports in at least fiscal. And I'm saying semi-annual reports because there's some reason something isn't being done at the tribal level to assure that those dollars are being spent out because at the end of the year, we're getting notices that we're sending back over \$3 million. So, whatever that something is that needs to be done at your level, it's my responsibility to try and effect that change. And whether or not it's you actually sending us a report, you sending us a dollar amount, you verifying that you're in touch with your finance. I don't know what the solution is, but we can't send money back or our dollars will be cut by Congress.

Okay, I'm gonna turn it over to Kristen. Cecilia has been laughing at me that I was going to give State of the Title VI Union Address right now, and that's as much as I'm going to give. And be prepared to hear every time you talk to me or you hear me, you're gonna hear about this dollar amount because we absolutely cannot send that money back when we know that there are tribes and elders who are without a ride or without a meal or a grandparent raising a grandchild who needs a backpack full of school supplies. Our needs are so intense and so varied in this program. So, please spend your money. If you've already submitted your final report, I asked yesterday if we can still change those reports if you have not paid your tribe back for their contributions to your program. So, spend out your dollars, report to us that they're spend, and now you're on my, the bad cop routine is over, and now we're gonna start with the good cop. Go ahead little Ms. Kristen.

Kristen Hudgins: Hi, everyone. This is Kristen Hudgins. I'm with ACL and the Office of Performance and Evaluation in supporting Title VI in some of their data needs. I'm sure you've gotten stuff from me, potentially. And I wanted to go over the draft changes to the PPR. The first thing that I want to say is that this will not go into effect until at least 2021. And I'm going to say that first so that nobody gets super-anxious that all of a sudden next year you have to do this. I also want to say that this is, these are considered changes, they're draft changes, and there is still

time for feedback. This is not a final version. We're having this conversation today and we're doing another webinar on Wednesday the 21st, so that we can get your feedback about the draft changes to the PPR. So, you're probably wondering why we're doing this, and, in short, we need better data. We've heard from the HHS Tribal Budget Consultation how important data is in Indian Country and how we need more data so that we can better tell the story of what kind of work is happening in Indian Country, as well as telling the story about what kinds of needs still persist. We also heard from you all, our Title VI program at the Title VI conference that there is really a need to better align Title VI terms and definitions with those used by Title III. I also want to note you may see that there are some terms that are used here that are going to be in the redesign of Title III. So, they may not be what you're used to if you report both Title III and Title VI. And we're also hoping that by coordinating the terms and definitions between Title III and Title VI, it will make it easier not only for programs who already get both kinds of funding, but for those of you in Title VI who are looking to also potentially get Title III funds. Your reporting requirements will be more aligned.

Other things that are important to note is that previously we didn't have any definitions for Part C, and now we do. And we've also gone through and really tried to streamline this by getting rid of some less useful data elements and adding ones that we see as being more useful. I also want to let you know that, in addition to changing the PPR itself, we are also changing the reporting system. And you'll be hearing about that more going forward. That's changing for Title III, Title VI, and Title VII. It'll be web-based, and it will have more features to help our Title VI programs review and manage their own data and look for trends. In that sense, it will make your data more accessible to you, so all of the information that you're collecting over the years, you'll be able to do, looking at changes over the years. And we'll be providing training and technical assistance on whatever the new PPR ends up being, both in terms of the actual data elements, as well as the system that we're building.

I also want to give you a little bit of background on the process of doing this. So, it's been going on for more than a year that we've been working on updating the PPR. We started by doing a crosswalk of Title VI and Title III for trends and definitions. We've been working with the central office staff. So, Cynthia and Cecilia in Title VI, as well as with OPE staff, to get data elements and originally, we had 90. Just so you know, we've come down quite a bit from that. I believe we're at sixty something. We have 63. We met with Title VI regional staff for their input, and then we also met with a small group of Title VI programs for their input. And we've gone back and forth between our central staff, central office staff, regional staff, and now we're putting it to you, our broader Title VI folks, for your input through the webinar. And then, we're also going to be going through tribal consultation, where we will also inform all of our Title VI programs when that's coming up. And then, we still have a public comment period through the Federal Register Notice. And then it still has go to the Office of Management and Budget for their review. So, it's not a quick and easy process of just changing stuff because we feel like it. A lot of thought and effort has gone into this and sort of facilitating this process. [unintelligible] work to streamline our information element and then we've also, we're very mindful of the additional reporting burdens that changing the report will mean for our Title VI programs, as Cynthia mentioned. So, we've really been trying to balance the data that we want with not overburdening you. And so, looking at data that we already have. And so, with that in mind, we're really going to use the information that you provide to the UNG needs assessment and their

survey so that we can use that as well as the N4A Title VI survey that a lot of you do. So, using that information from UNV about characteristics about your elders so that we can say more about who we serve. So, rather than asking you ten extra questions about, you know, how your elders are doing and whether or not they have needs and activities of daily living and that sort of thing. We're going to be taking that from UNG needs assessment, which we consider to be representative, although more of you could participate and that would be awesome too. And then the Title VI survey that NAAA does, we're also going to be using information from that survey. You all have a very high participation rate, and so that will give us information, for instance on other forms of transportation that you use, and so on and so forth. So, we thank you for participating in those because we do use them, and we are using them to reduce the burden on the PPR.

I wanted to go ahead and get started, and I see someone is asking if we are starting yet. And I don't know if you can see my screen. If you can't, please send me a chat or send one to Tara. You can see right here, it's just a PPR form itself, and the top says, "Draft Only, Not for Official Use", because it's not ready yet. So, you'll see on the top that it is the same as our current PPR essentially. And then moving down into staffing information, you'll see that there is a new section here which is volunteers. We've always collected full-time staff and part-time staff. Now, we're looking to collect information on volunteers, and we're asking for how many people you had volunteer for your program, as well as how many hours it provided. This has been added in order to sort of get more information about the leverage of volunteers serving your program, and it's also consistent with Title III.

Nutrition services is the same, in terms of congregant meals, asking for unduplicated number of people and the total number of congregant meals. And I actually have my first question for everyone here. We've been talking a lot, internally, about the term "unduplicated", which we know it...it's kind of a confusing term...and so we wondered if it would be easier or more straightforward if we changed the word "unduplicated" to "individual". So, it would read "individual number of eligible persons who received one or more congregant meals". And I would like to, Tara, if it's possible. That's my first question to get responses to.

Tara: Of course. So, if you'd like to have your line patched through, please press star 1 or you can put your answer in the WebEx chat, and I can read them aloud.

Cynthia: When Kristen mentioned using "individual" instead of "unduplicated", it was like a lightning bolt went through. I thought, "We've only been talking unduplicated for forty years now and no one has ever thought of a better term." Unduplicated seems to be a confusing term for a lot of our new directors.

Kristen: I have to admit that I got some help on thinking it through. I did ask for input on other terms we might consider using.

Cynthia: Well, we like that, whoever suggested it.

Tara: And I don't see any answers coming through on WebEx. Actually, we have Kevin Callahan said that he says, "I like the changes."

Kristen: Thank you, Kevin. I'm gonna mark that in the plus side.

Cynthia: Kevin, you're our new BFF.

Tara: Courtney Hopkins asked if we could read the question again.

Kristen: Sure. The question is "unduplicated number of eligible persons who received one or more congregant meals" and the suggestion is that we could change it to "individual number of eligible persons who received one or more congregant meals". Do you love it, Courtney?

Courtney: Hi, it's Courtney. Can you hear me?

Kristen: Yes.

Courtney: So, Kristen. It's a little confusing. Individual number of individuals?

Kristen: It's "individual number of eligible persons".

Courtney: "Individual number..." So, what does individual number mean? Like single number of eligible...I would get confused by using the word "individual numbers". I know we're splitting hairs here. Do you see how that's a little weird? Or does it make sense? Maybe it's me.

Kristen: No, I think it's a question for greater consideration. So, we have a yes and we have a no. And I think that's fair. I can see other people like unduplicated. So, it's fine with me if we leave it as unduplicated, if that's the preference. And then we can, when we move over to the definitions document then we bring it up in there. So, if the preference is to keep it as unduplicated, that's fine with me. I'm just here to facilitate the process.

Okay, well thank you for that. And I will move on to page 2. Where we start to get into more changes. So, in home-delivered meals the first two components are the same. The first two questions about unduplicated number of people and the total number of meals. And then, there's a new third question, which asks for the total mileage for the furthest roundtrip delivery. This was added in an effort to collect information that speaks to the level of effort that some of our programs go to in order to serve home-delivered meals. And it is being defined as "enter the total mileage of the longest roundtrip to deliver a home-delivered meal. For example, the mileage from the Title VI kitchen to the elder's residence that is the furthest distance from the kitchen and back to the Title VI kitchen."

Cynthia: And you don't score more points if you go further miles. That's not...you get points for the furthest meal delivered. We just truly...I know we have meals that are transported for two hours to an elder, and we just really want to be able to talk about those programs that have those super-long routes because then we're also concerned about the meal temperature and all of those other things that our buddy Jeanie Lloyd yells at us about.

Kristen: Down in Nutrition Services, you'll notice that there are some changes here. Previously, we only asked for the number of hours of nutrition education and nutrition counselling and

moving forward we're proposing to also ask for the total number of people who receive nutrition education and the total number of people who receive nutrition counseling. And this is in order to better understand how many people the program is serving and keeping it as total...it means that you don't have to keep track of all the unduplicated people because we realize that you may not have the same folks coming all the time for those particular services.

Moving down to Supportive Services. Again, you'll see in the very first column it says Total Number of Contact of Information and Assistance. And we used to use information and referral, and so this is the same, it's just a change in terminology so that we're in alignment with Title III. The second one down, Total Number of Events of Outreach. Previously, we used to ask for contacts, so you had to keep track of all the people that you touched base with in terms of doing your outreach, and this is now considered to be, we're now looking at asking about events. So, for instance, outreach would be considered conducting a public outreach activity and providing information directed at individuals and groups to encourage potential elders to use, or their caregivers, to use existing services and benefits. So, they may include, but are not limited to, a booth at a health fair, public announcements, public presentations, so on and so forth.

Then, other changes are in Case Management. Previously, we only asked for contact hours and now we're asking for people to give us how many people they served, as well as the hours. And this brings us into alignment with Title III. We have heard, as I said, we sort of took this and talked to a number of Title VI programs, and we know that there are some Title VI programs that don't offer case management themselves, but that it gets offered through other tribally-based programs. We've always asked for the total one-way trips in transportation, but now we are also asking for the unduplicated number of persons receiving transportation. And that also brings us in line with Title III.

Moving down to In-Home Services. Here the differences are that we are asking for unduplicated persons for each of the services here. So, we're asking for unduplicated homemaker, unduplicated number of persons served by personal care, home health services, unduplicated number of persons receiving chore services. So, those are different than what we had previously, where we just asked for hours.

Cynthia: You know, one thing I don't think we said. This is Cynthia again. One thing I don't think we've told you today, when we say in going through this report, this potential form, we say this aligns with Title III. The reason that's important to us is that when Jennifer Klazinsky, who is one of our staff here, she is the person who has to compile all of our data under the Older Americans Act, or actually under all of our programs, and prepare a report to Congress, as well as to HHS, on how their money is spent, the services provided, the services projected, and what it looks, not from an individual tribe or an unduplicated tribe's data, but it shows the program overall. One of the problems with our current PPR is that a lot of the information that Jen makes from Title VI to equate with Title III information, she does not get. So, not only are we outpacing our PPR to try and have you folks and us folks keep a tighter control on our program and what's happening, but also so that Jennifer will have the information that she needs to pass on to Congress, and that information will show our needs and will show the services that we're providing. So, when we talk about it aligning or being, we're asking this question because they

do in Title III. We don't really care, except that we want Jen to have the information to give to Congress. Sorry, Kristen.

Kristen: No problem. And I...I do want to say though that although we are asking for the unduplicated number of people per service, we've actually always asked for the unduplicated number of people who received one or more of the supporting services below. So, technically this information that Title VI programs should have been collecting, now we're just asking for it by line item, if you will. So, I just wanted to point that out. That although it looks like more, it's in theory similar to what we were asking for before. And we're still keeping, we have number of contacts for visiting and for telephone, and those are the same as they were before.

Other supportive services, we actually have a change here, and so we have added in Total Number of Social Events Held. And, as you know, one of the components of the Older Americans Act is to increase the socialization of elders, and we realize that our Title VI programs we're often holding a number of special events throughout the year, usually ties to holidays or an elder appreciation day. And we wanted to make sure we were capturing that so that we can share that, again, and Cynthia pointed out, in our reports to Congress. You'll also notice that we did take out a couple of areas, such as ombudsman services, family support, legal services, and the nebulous "all others". We didn't just add stuff in. We did take some stuff out. And I wanted to open it up and see if there were any comments or questions on this section before I go into the next one.

Operator: We do have a question on the phone lines.

Kristen: Okay.

Operator: This question comes from Joseph [unintelligible]. Your line is open.

Joseph: Okay, thank you. My question goes back to the part on the outreach, the number of events of outreach. So, and we've indicated on here that we want to include some of those events, but what if those events are conducted through home visits or one-on-one consultations? Can those be considered events?

Kristen: I think that the way that we have worded this is that the outreach is just a public event. And so, in terms of if you were doing an in-home visit I believe, and correct me if I'm wrong Cynthia, that would go in visiting because it's considered in the home so it's an in-home service, and the outreach is more to capture, you know, if you had like a food sort table at a public event or a fair or something like that, or if you did like a newsletter...something like that, that it's more of a public outreach. Does that help you?

Joseph: Okay. Thank you. Yes, that helps. So, regardless, if my visits are done in the home, then regardless if they're outreach or not, but they'll still fall under the Home Visit part/section?

Kristen: Yes, and I would think they would also fall under, you could also count them as information assistance. You should probably count them in two different places.

Joseph: Right, okay.

Cynthia: And the special events that we were talking of is when, well if you're helping to sponsor health fairs, if it's movie night and you're gonna take your Title VI van around and pick up the seniors and go to a movie or you live at [unintelligible] and you're gonna go next door over to [unintelligible] for a special meal or a special get-together. All those kinds of special, kind of over and above your normal work events is what we want to report in the social serv-- excuse me Social Events.

Joseph: Okay.

Cynthia: Thank you.

Kristen: Any other questions?

Operator: There are no other questions on the phone lines at this time.

Kristen: Okay, I'm gonna keep moving.

Cynthia: Allie Kissick just asked if we can spend Title VI funds on movies. If you're going to fill up the van, like I said, then haul a bunch of seniors in to the movie, oftentimes our tribes will pay for that, you're gonna get a special deal from the movie. Fong, are you on? Fong, would you answer that one.

Fong: Yes, I am on. Hey, how are you doing? I am so sorry. No, that is a no. The movie ticket for the elders should not be charged under the Title VI Part A, however if the movie tickets are for the caregivers, not the elders, yes. That is considered as respite and can be charged under the Part C.

Cynthia: What about our Title VI van? We can use our Title VI van?

Fong: Yes.

Cynthia: What about if we decided to go to an afternoon movie so that we can go eat at Burger King before the movie as a group event? Can we buy our burgers at Burger King if they're going to be our meal?

Fong: Cynthia, Cynthia, you know better. No, you cannot. No. A hamburger should not be considered, but if you are going to a salad bar, yes. But if you go get a hamburger, no.

Cynthia: You talk to Allie on your own, Fong. She's in your region.

Fong: I know. So, Allie email me or call me. You know where I live. Okay, see you.

Kristen: Alright, I'm gonna keep going. Alright, and please feel free to put any other questions in the chat as we go along. So, this section is a big change. This is a new Finance section. My

understanding is that several years ago, there was a threat to funding to the Title VI program and we discovered that we didn't have enough data to sort of calculate how much our programs were spending on meals or other supportive services. And with that in mind, so we weren't able to tell Congress if you cut our funding by 3 million dollars--3.5 million dollars?--that this is how many meals would be lost or this is how many supportive services would be lost. So, with that in mind, we put together the following finance section. And I want to be really clear here that this is, you know, in the PPR currently the 425 is part of the online PPR system, and so we would add this in as an addendum to the 425. So, it would be for your finance department to fill out. In our conversations with Title VI directors about this section, I did hear some concern about not having access to some of this information, and so we decided that that's where we would put it. We would put finance with finance instead of putting that particular burden solely, or squarely, on the Title VI directors. So, you can see here in this question about A/B spending, part A/B spending. And a little note so you know it won't be used for audits. And then asking what other sources of funds there are to support your elder services. If you have tribal funds, state funds, or Title III funds, and that's so that we can get a sense of being able to show a return on investment for our Title VI programs, like not a one to one, but for every dollar you spend in Indian Country there is more going into the program than just what the Federal government provides, or Title VI provides. And then asking also for the total amount of Title VI funds spent on congregant and home-delivered meals and the total amount of Title VI funds spent on supportive services.

And the next little section under that after the total cost of the meal. And the idea here is to use all funding sources to calculate the cost of meals. So, including raw foods, labor, additional costs, such as plates, cups, utensils, electricity, water, and other facility maintenance, so that we can get a sense of if you are only getting ten thousand dollars from Title VI but the total cost of your meal program is actually twenty thousand dollars, then we can take that back and make an argument for needing more funding. And I know that's a big one, so I'm going to open that up as well in case anybody has any thoughts or questions about that.

Operator: As a reminder on the phone lines, if you would like to ask a question, please press star one.

Kristen: And if you would like to sit with it for a little while and email me later about your thoughts and feelings about the finance section, you can feel free to do that as well.

Cynthia: No comments on finance, huh? This, in my opinion, is one of our most important additions.

Operator: We do have a question that just popped in.

Cynthia: Oh, good. Thank you.

Operator: And this question comes from Marietta [unintelligible].

Marietta: Wouldn't it be easier if someone came up with a formula to get the total cost of the congregant meals and home-delivered meals because I know you mentioned all the funding. We

have various funding and it comes out to a lot, so if someone can come up with some type of formula that we could use...that would be helpful to us.

Cynthia: We actually do have a formula. In fact, I think we have three of them.

Kristen: I like where your heads at, Marietta. I feel the same way.

Cynthia: We do have a formula that we developed maybe four or five years ago. And then Holly Gruing, who is our nutritionist here at ACL, also has a formula. So, I will make sure that Tara gets it to send out to folks. Yeah, Tara?

Tara: Yep, sounds good.

Kristen: And I will make sure that we get it into the definition so that people know how to do it and it's clear in here. Thank you for the question.

Marietta: Thank you.

Operator: We do have a couple more questions. The next one comes from Gloria Schwalger. Your line is open.

Gloria: Hi, this is Gloria Schwalger from Confederated Tribes of Grand Ronde, and I am in the finance department. I just want to make sure that I understand correctly that this is to be filled out by Finance and not the program director, correct?

Kristen: That was our thinking. I know that...well, I should say that I have heard a lot about there being sort of separate tracks for this particular section of the PPR that often the Finance Department does the 425 and the Title VI director does the rest of the PPR. And so, our thinking was to put this as an addendum to the 425. We cannot change the 425, as it is a standard form. So, this would be an additional piece to it. So, yes. We were thinking that it would be the Finance Department that would fill this piece out.

Gloria: Okay. So, would that be submitted as, would this part be submitted separately with the 425? Or would it be submitted with the rest of the report?

Kristen: With the rest of the report.

Gloria: Okay. And then you guys, obviously, said you would include the formula for that as well.

Kristen: Yes ma'am.

Gloria: Okay, that's it. Thank you.

Kristen: Thank you for your question.

Courtney: Kristen, this is Courtney. So, just thinking this through a little bit. So, when we're asking the Finance Department and the Title VI Department to report on the same report, we need to come up with a better system for the finance, because the finance at this point can only access the finance report in Title VI, the A and B report.

Kristen: Right. And so, and thank you for that point. As we are building this system, we've been talking a lot about how to change it from the current PPR, where I believe it's two separate pieces of the report, and our thinking at this point is that we would make it so that both the Title VI director and the finance person can see each other's parts. So, you could see the 425 and you can see the...or the finance section and then you can also see all the program reporting elements. You would have two logins for the same report.

Courtney: Okay, thank you.

Kristen: No, that's a great point.

Cynthia: In this section, this is one of the sections where if I can, or if we can help facilitate better communication between the Title VI program and Finance, we need to do that. And this is one of those sections that might develop some communication and keep us from sending back \$3,400,000.

There's another question up here too about counting labor hours in the meals and supportive service costs. And, yes, if your Title VI funds go into some labor, you need to include all costs of putting that meal on the table, which is going to be food costs. It may be some supplies. I would guess some supplies for your containers, your glasses, your utensils, whatever. It should include the upkeep of your facility. It should include staffing. Any part, just look at that meal and think of everything it took to get it cooked, and that's going to be staff, that's going to be electricity, that's going to be food, that's going to be other costs. And if in your home-delivered meal costs, you also have a van that you pay for and your gas, that also gets included in your home-delivered meal costs. So, those two costs for congregant and home-delivered, you may end up with different amounts. Then, you could average the out for actual cost.

Operator: We do have another question on the phone lines. This comes from [unintelligible] Miller. Your line is open.

Miller: Good afternoon, Cynthia.

Cynthia: Hello.

Miller: I just had a comment on the [unintelligible] because we're still utilizing that \$2.50 a meal, and I'm currently working for Intertribal Council of Nevada. I oversee nine tribes and three nutrition programs and three caregiver programs. And I concur on that last comment about making the reporting where I can see the finances information and he can see mine. That would be very, very helpful.

Cynthia: Good.

Miller: I hope that that \$2.50 gets updated as well as the report itself.

Cynthia: Yeah, because \$2.50 might not even pay for all your food.

Miller: Nope, not when you've got rural tribes. I could speak on behalf of Wakka River because I was a director there for two years, and their homebound route, 47 people, 3 hours, and 31 miles every day. And we got the same situation in our outlying areas in Nevada. And it's just simply so expensive to get the needed non-prepared food out to these rural sites. And then, once you get the food there, you've got to worry about storing it.

Cynthia: Yep, yep. Okay, thank you so much for your comments.

Operator: Our next question comes from Macelyn Roberts. Your line is now open.

Macelyn: Good afternoon. I am calling from Arizona with [unintelligible]. I just had a question in regards to going back to the social events total that you are proposing. As far as the Title VI C, if a event for grandparents raising grandchildren, like a gathering like a water park. I know you were talking about events like that. Would those be an allowable cost?

Cynthia: Fong? That would be part C under grandparents.

Fong: That is correct.

Cynthia: But is that allowable cost?

Fong: Regarding?

Macelyn: Regarding a social event, such as a water park outing or a end-of-the-year Christmas part...event.

Fong: Well, if that is for the older relative taking care of the children who are 18 and under, yes. That can be considered as a respite for the elder relatives taking care of the kids.

Cynthia: What about taking the kids to the event?

Fong: What kind of event?

Macelyn: A water park. I understand the movies is approved. But what about events like a water park or some kind of amusement park?

Fong: Yes, but it cannot be like we go every month.

Macelyn: No, no, no, no, it would be like once.

Fong: Okay, yes. That is allowable.

Macelyn: Okay, thank you.

Cynthia: And you can even make it...Kristen was just saying...if you were going to take the kids with other supervision so that the grandparents could have a day of respite without their children, then that could be a respite event. Yeah, Fong?

Fong: Yes, you can take me, and I will approve anything and everything.

[laughter]

Macelyn: I think that's where it would help on our financials because, I know, on our financial ends they see it as an entertainment event. And I didn't have any document. I wasn't able to provide some kind of documentation showing events like that were allowable. Is there a way where we can get something like that?

Fong: Send me an email.

Macelyn: Okay.

Cynthia: Thanks Fong.

Fong: Do you have my email address?

Macelyn: Yes, I do. Thank you.

Fong: You're welcome.

Kristen: So, since we're talking about caregivers, we might as well move into caregivers.

Operator: Did you want to take one more question? I'm sorry.

Kristen: Sure.

Cynthia: Depends on who's asking.

Operator: This is from Ellen Kissick. Your line is open.

Ellen Kissick: Cynthia, I heard that. [laughter] Hi, everybody. Mine goes back to the finance thing about the number and the page is gone now.

Kristen: I'll bring it back.

Ellen: Thank you. I work very closely and very well with our finance department. It seems like there's no way they could figure that out without my input, and I don't know, though, looking at that...because they're so intertwined we spend a hundred percent of our money on that. So, I don't really know, and I understand the cost of the meal and I know the cost of the meal is about \$8.

But, as far as the total amount of funds spent on congregant and home-delivered meals and the total amount of funds spent on supportive services, I don't really know how to separate that. I'm either missing something or it's...am I the only one that doesn't quite? The staff hours are also in the supportive services portion, right?

Kristen: So, are you...would it be helpful...we talked about having a formula for the total cost of the meal and providing that in the definition of the meal. And you're saying, what I'm hearing it would be your preference to have something like that for the total amount of Title VI funds spent on congregant and home-delivered, and then the same thing for supportive services. Is that correct?

Ellen: Yes, because...I just don't know how to separate that out. Now, the total cost of the meal, you have provided that for us. So, and that is in the manual for any of the new people. I'm pretty sure it's in the manual. So, any of the new people can look at that.

Kristen: Okay, that's a good suggestion. We'll make note of that and see if we can provide some better guidance around how that should be figured.

Ellen: Right, thanks very much.

Cynthia: Thanks, Elly. Good question. I didn't know how to answer it.

Kristen: We've got four minutes left.

Cynthia: Ohhh...

Kristen: It's okay. [unintelligible] usually goes faster. In here, you'll see just the staffing, full-time staff, part-time staff are the same. Volunteers, just like Part A/B has been added to capture the leverage of volunteers serving your programs, as with a couple other things, this keeps consistency with Title III and their reporting. This is a new section on Caregiver Characteristics. So, this is in keeping with Title III. And we realize that, although we ask for in the current PPR that you're currently using, we do ask for...we realize that although we're asking for caregiver by type, like elder or grandchildren, and the Title VI application that we don't actually ask for it on an annual basis on the PPR. And so, we've been missing out on that information for other types of caregivers that we serve. So, for instance, in looking at the Older Americans Act, it also has looking at caregivers of individuals of any age with Alzheimer's disease and related disorders. And we also want to be capturing any caregivers that we have serving adults age 18 to 59 with disabilities. So, we've added those categories in here of the caregivers that you're serving, who do they take care of? And asking for the unduplicated number of people who care for each of these categories of people. And then where you see "Auto sum", is as I was talking about we're building this system, we would have the system then calculate. It's sort of like your total unduplicated number. And maybe I can change that and make that a little bit more clear.

Cynthia: Unduplicated number of eligible individuals and formal caregivers.

Kristen: Just to make it, you know, as wordy as possible. And you'll see that we also added in a little definition here at the top of the caregiver characteristics. It says, "Caregivers served by the Title VI program are informal, unpaid providers of in-home and community care and may be family members, neighbors, friends, or others." So, previously we did actually, or we currently ask for the unduplicated number of caregivers. Here, we're asking instead for the caregivers to be separated out by type.

Cynthia: And notice that we're also in the fourth row, it talks about the unduplicated number of elders including parents providing care to adults who are 18 to 59 years old with disabilities. That's a category we've never emphasized before and that's a group of persons that we can care for in our program, as well as Title III.

Kristen: And to go along with this, I also wanted to note that we recognize that we're asking you to collect things that you've not collected before, and so we'll be drafting some intake forms and that sort of thing to share with you to help make the data collection for these [unintelligible]. So, we'll be writing different materials directly to the PPR so that helps.

Cynthia: You're gonna get a lot of [unintelligible]

Kristen: And we'll be reaching out to work with Title VI directors to do that, so it's not just doing it in a vacuum.

Cynthia: I think we should have Ellie Kissick involved.

Kristen: Here we have access services to caregivers. These are in the current PPR. The first two, so total number of activities of information services provided. And we asked for activities here. And this used to be the total number of information about available services provided. So, we're now asking programs to track their public information outreach activities, such as putting information in a newsletter, having a radio announcement, or producing and sharing a flyer. The total number of contacts of information and assistance provided previously or currently. We asked for unduplicated number of people and now we're asking for the total number of people. So, hopefully, that will make it a little bit easier to report. And then we've added these two new sections on case management asking for the unduplicated number of persons who received case management and the total number of hours spent on case management. This is a new addition, and it's in line with Title III. And again, we recognize that some programs may not provide case management as it's defined here to their Title VI programs. And, with that in mind, we've also talked about with our system to have a "not applicable" option for people to check on for certain things.

Services, and I apologize for going fast. We're a little over time, and I want to make sure that I get through this. Services for caregivers, we are asking for...that got cut off...the unduplicated number of persons receiving individual counseling. And we've actually...this is an editing mistake on my part. We've changed individual counseling to just counseling. Individual counseling is what Title III uses. Title VI currently uses counseling. And I apologize for that oversight. And then everything else here is the same, except for this last one here where it asks for the unduplicated number of persons receiving supplemental services. Previously, we asked

for [unintelligible] but by changing to supplemental services, it will allow programs greater range of services...to report on a greater range of services that are provided on a limited basis. So, you can still count meals, chairlifts, emergency responses, incontinence supplies, and school supplies, but now you can also include home modifications, like handrails or ramps or having a telephone installed. And previously, we asked for unduplicated people and the total number of loans but moving forward we're only asking for the unduplicated number of people that were served supplemental services. And this is in keeping with Title III.

Respite for caregivers. So, in keeping with Title III reporting, we're asking here for programs to break out their respite care provided by type of caregiver. And then, we'll have the system auto sum the total unduplicated caregivers receiving respite care and the total number of hours of respite care. We've actually always asked for the unduplicated number of people providing respite care and the total hours. Now, we're asking programs to track this by type of caregiver. So, for instance, caregiver is providing unduplicated number of caregivers of elders who are provided respite care, unduplicated number of caregivers of children under the age of 18 provided respite care, and unduplicated number of caregivers of adults 18-59 years old with disabilities provided respite care. So, tracking the respite care that's given to these caregivers, so that they can have time away to do other activities.

And the last bit is another finance section. Again, to go with the 425, and for everyone to have access, and it's the total amount of Title VI funds that are spent on respite care. I apologize for going over, but for those of you who are still with us, if you'd like to ask questions, we'd like to hear them.

Tara: Thanks, Kristen. And after the Q and A, we'll have to wrap it up. Just so everyone on the line is aware, we will be doing the webinar as well next week at the same time. So, please feel free to contact me if you have any questions in regard to that. I think, Kristen are you just continue on to the rest of it for next week.

Kristen: Sure. So, the rest of it was going to be going through the definitions. So, if people want to look through those. There are a couple highlighted sections that we have questions for you about regarding doing, visiting and telephoning in nursing homes and assisted living facilities, and that sort of thing. So, I'll make sure that we make things move more quickly next time.

Cynthia: Kristen, will you also list your phone number? I see they want to talk to you. And if you have questions, contact Kristen or Tara or Cecilia and I and we'll get the response to you. Someone asked who would be the individual to sign the report. Again, that would need to be tribal leadership, who never signed off on the grant application preferably, but it will be tribal leadership.

Kristen: And we also put in "Or Other Authorized Personnel"...somebody else authorized to sign for it so you aren't stuck trying to track down a tribal leader. And I put in the chat box my email address as well as my phone number.

Operator: We do have one question on the phone lines.

Cynthia: Okay.

Operator: Gloria Schwalger, your line is open.

Gloria: Hi. So, on this one for total amount of funds spent on respited care, I'm pretty much in the same boat as the other lady--I can't remember her name--that said that so all of our accounts basically we have one line-item in our account or our budget. And it's not split out the way that you guys have this split out, so it's gonna be a pretty tedious task. Again, it will just require finance and program, I guess, to work really close together. Do you have any suggestions, because we'll have expenditures, but it's all lumped one sum? It's not broke out like this.

Cynthia: Are your caregivers dollars split up from your Part A dollars?

Gloria: They should be.

Cynthia: Thank you for that answer. That is the correct answer.

Fong: That was a trick question. Careful!

Gloria: For this particular line item, but for the previous one with the meals and everything I think everything is kind of [unintelligible] and I think it might entail program keeping more track, more detail, or creating a new account line. I'm not sure what the best...

Cynthia: And Jenn K. said the other day that if we cannot get exact figures, we're okay with kind of educated guesses. And I would say if for your Part A program your funds are all grouped together, then if you develop a meal cost even looking at just the number of meals you're providing times your meal cost would give us more information in this finance section than we've had.

Gloria: Okay.

Cynthia: So, if nothing else, that would be a way to provide that information.

Kristen: I think you guys have brought up some really good thoughts...back to the A/B portion and how to separate out home-delivered and congregant meals from supplemental services. Some people talked about taking what you know the total amount that you spent from your Title VI funds on Part A and then sort of figuring out proportionately how many people you served meals to and then how many people you served supplemental services to, and then dividing the money that was spent up that way. But they're great questions and they're definitely things for us to provide guidance on because, obviously, we want everybody reporting generally the same way. So, thank you for those questions. They're really helpful.

Cynthia: That's why this report is not final until we've talked to all of you, and you've given us your comments and ideas because they're considered. Not much, but we do consider it. No!

Kristen: She's joking!

Tara: Well, I want to say thank you to our speakers and everyone else that was on the line as well. Again, we will be doing the same presentation next week. So, please feel free to join us on March 21st. We'll be sending out a notification for the link this afternoon.

Multiple voices: Thank you.

Operator: Thank you. That concludes today's conference. Thank you for participating. You may now disconnect.