



Title VI Evaluation Toolkit

The Administration for Community Living (ACL) encourages all Title VI grantees to participate in regular program evaluation. Evaluation is the ongoing and systematic process of gathering information to provide useful feedback that can be used to refine program services. Routinely evaluating program services and participant satisfaction can help Title VI programs ensure the needs of their elders and caregivers are being met.

Evaluation can sometimes feel like a challenge. As program directors, you likely have questions about your program but may not know where or how to start with evaluation. As part of the [Evaluation of the ACL Title VI Programs](#), ICF, in partnership with ACL, worked with a group of Title VI grantees to understand the kinds of questions local Title VI programs have about their program and what types of resources would be most helpful in answering those questions. A common concern shared by program staff was how to know if program services are meeting the needs of elders and caregivers and what other needs elders and caregivers may have. To help with that, ICF developed the [Title VI Evaluation Toolkit](#) (under Resources and Useful Links). The toolkit, developed with input from local Title VI program staff, is a ready to use resource designed to help Title VI programs better understand how nutrition services, supportive services, and caregiver support services are meeting the needs of elders and caregivers. The Title VI Evaluation Toolkit includes:

- **User Guide** – provides step-by-step guidance to help program staff evaluate their program. The User Guide includes sections on preparing for evaluation, collecting feedback from elders and caregivers, and analyzing and using findings.
- **Surveys** – two surveys, one for Title VI elders and one for Title VI caregivers, to help program staff assess elder and caregiver use and satisfaction with program services. Each survey (Part A/B and Part C) includes questions designed to gather demographic information (e.g., gender, age, living status) and information specific to either Part A/B (nutrition and supportive services) or Part C (caregiver support services) including participation, satisfaction, and unmet needs.
- **Survey Response Spreadsheet** – to help program staff analyze their survey responses with auto-generating tables and charts. After entering the survey results in the pre-built spreadsheet (step-by-step directions are in the User Guide), the spreadsheet will automatically create graphs to help program staff better see and understand their data.

Evaluation is an important tool to help ensure our programs are meeting the needs of the elders and caregivers in our communities. The Title VI Evaluation Toolkit can help you better understand who your program is serving, how program services are being used, and identify opportunities to strengthen program services. We encourage you to download your [free copy of the Title VI Evaluation Toolkit](#) – the User Guide will walk you step-by-step through using the surveys to gain valuable information from your elders and using that information to inform your program planning. For more information, contact: Kristen Hudgins at kristen.hudgins@acl.hhs.gov or 202-795-7732.

"I honestly love the Graph Charts, it is a very helpful tool for our program and shows us exactly what our elders needs are." – Title VI grantee



Meet Your ACL Regional Contacts



Jennifer Throwe
Region I

Jennifer Throwe is the Regional Administrator for Region I (CT, MA, ME, NH, RI, VT) for the US Administration for Community Living, located in the Boston Regional Office. In this role she serves as the regional representative for the services, supports, and programs ACL provides and funds. Prior to Federal employment Jennifer worked in State Government with responsibilities including SHIP Director, Aging & Disability Resource Center Director, and served as a Governor appointed member of the Developmental Disabilities Council. She earned a Master's degree in Social Work from the University of Connecticut with a Certificate in Aging. She enjoys music, wandering in nature, and spending time with friends & family.



Rhonda Schwartz
Region II, III, IV

Rhonda Schwartz has served as the Regional Administrator for Region III (DC, DE, MD, PA, VA, WV) for the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS), since August 2019. Rhonda's duties include, among other things, developing and fostering partnerships with the HHS Regional Director and other HHS regional operating divisions, other federal agencies, as well as with key officials of public and private sector agencies and organizations within the region. Rhonda joined ACL in 2016 as an Aging Services Program Specialist in ACL's Region I office located in Boston, Massachusetts. In that capacity, she worked with federal, state and tribal organizations, with particular attention to oversight of Older Americans Act grant programs. Rhonda continues to work with Older Americans Act programs and currently serves as ACL's liaison to the Title VI grantees in Regions II, III, and IV. Prior to joining ACL, Rhonda spent several years managing Older Americans Act and other ACL programs at the Rhode Island Division of Elderly Affairs (DEA). Rhonda earned a B.S. in Business

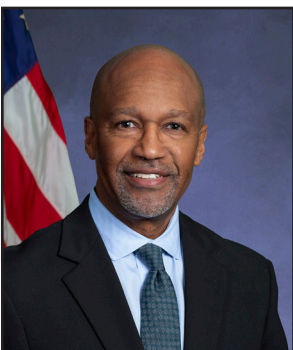
Administration from Georgetown University in 1985 and a J.D. from Columbia University in the City of New York in 1988. Following award of her J.D., Rhonda joined a leading commercial real estate law practice in Manhattan, NY, where she became a partner in 1997. Rhonda left her law practice in 2004 to pursue a Master of Social Work degree, which she received from Rhode Island College in 2006. Rhonda enjoys gardening, cooking, traveling, relaxing at the beach with a good book, and spoiling her dog Stella.



Amy Wiatr-Rodriguez
Region V

Amy Wiatr-Rodriguez serves as Regional Administrator for the U.S. Department of Health and Human Services, Administration for Community Living (ACL), Region V. ACL's mission is to maximize the independence, well-being, and health of older adults, people with disabilities across the lifespan, and their families and caregivers. Since joining federal service in 2007, she has served as a liaison to state and tribal aging programs, a program officer for various grant projects, and a resource for technical assistance on a wide range of Older Americans Act and aging policy issues to the Aging Network and the general public. Prior to her position with ACL, Amy served as Director of Community & Agency Relations for AgeOptions, an Area Agency on Aging serving the suburban Chicago area. She also has experience in nursing home and other settings, giving Amy over 20 years of experience in the field of social and aging services. Amy has a BA in Social Work and English from Concordia University Chicago, and a MSW from the State University of New York at Albany. Amy lives with her husband and 2 fluffy cats, Bach & Beethoven (she loves sharing

photos of them), in suburban Chicago. She enjoys working on house renovation projects, traveling (at least she did pre-COVID), reading a good book, and dessert.



Derek Lee
Region VI

Derek Lee is the regional administrator for the Administration for Community Living (ACL) at the Dallas regional office, providing policy guidance and technical assistance related to Older Americans Act home- and community-based services to state and tribal grantees in Arkansas, Louisiana, Oklahoma, New Mexico and Texas. Derek is responsible for representing the Assistant Secretary for Aging in the region through building partnerships and advocating for the health and independence of older individuals and their caregivers. At the ACL, Derek serves as the regional point of contact for disaster assistance; provides guidance on developing and implementing state plans on aging; and provides training to state and tribal staff on OAA programs and policies. He has served as the project officer for SHIP, SMP, and MIPPA grants; reviewed and scored grant applications related to Alzheimer's disease supportive services, Medicare Improvement for Patients & Providers Act, and other programs; worked with the regional HRSA office to improve coordination between aging offices and federal health centers; and worked in coordination with CMS and other

HHS divisions to support Medicare part D implementation. Before coming to the Administration for Community Living, he was with the Alabama Department of Senior Services where he served in a variety of capacities, including the department assistant director. Prior to that, Derek worked as a social worker with the Alabama Department of Human Services, and as a habilitation treatment specialist supervising direct care staff in carrying out habilitation plans and direct care for older adults within an intermediate care facility for individuals with intellectual disabilities (ICF-IID).

Meet Your ACL Regional Contacts



Lacey Boven
Region VII

Lacey Boven currently serves as Regional Administrator for the Administration for Community Living in Kansas City serving as a liaison for the states and tribes of Iowa, Kansas, Missouri, and Nebraska. Within the role of being an ambassador for all ACL programs and supporting partnerships in Region VII, Lacey works to identify needs of rural program participants and providers and provide input on publications and recommendations as the ACL representative for the National Advisory Committee on Rural Health and Human Services. Lacey previously has served as an Aging Services Program Specialist for the ACL Chicago and Kansas City Regional Support Center since 2015 as the ACL liaison to Kansas, Michigan, Minnesota and Wisconsin and the grants officer for 36 Tribal Grantees. Prior to her position with ACL, she served as the Older Americans Act Program Manager for the Kansas Department on Aging and Disability Services. In that capacity she oversaw the operations of Older Americans Act programs, the Aging and Disability Resource Centers and the Kansas Senior Care Act. She also has experience working at the

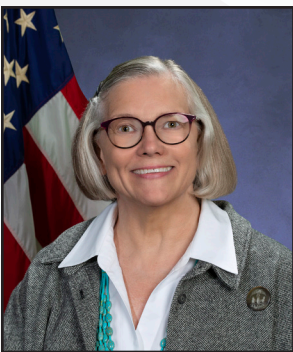
local level serving in various roles at the North Central Flint Hills Area Agency on Aging serving 18 Kansas Counties. Leveraging the experience and knowledge of these opportunities, Lacey can be contacted to assist with: Creating policies, Implementing powerful programming, Creating data systems, Securing thorough evaluations, and engaging with the public in multiple levels of government work at the local, state, and federal levels. Lacey enjoys watching Kansas State sports with family and friends, hiking, traveling, and exploring Kansas City festivals.



Percy Devine III
Region VIII

Percy Devine III serves as Bi-Regional Administrator for the Administration for Community Living / Administration on Aging in Regions VIII and IX. Mr. Devine responsibilities include and not limited to serving as the ambassador and regional representative of the U.S. Assistant Secretary for Aging, serving as an effective and visible advocate on behalf of older adults and people with disabilities in the regions, and while continuing to maintain federal stewardship of the aging services and programs in the following states and territories: CA, CO, AZ, CN, MI, GU, HI, NV, MT, ND, SD, UT and WY. Mr. Devine has also served as the Bi-Regional Administrator for Regions IV and VI from 2001-2019 with federal stewardship of Alabama, Florida, Georgia, Kentucky, Tennessee, Mississippi, North Carolina, South Carolina, Arkansas, Texas, Louisiana, New Mexico and Oklahoma. This service area and scope of work included 78 Tribes and over 700+ million dollars in federal grants of Older Americans Act programs and services. Previously, Mr. Devine work within the Utah Department of Human Services and served as the State Director of “Utah Division of

Aging and Adult Services”, and he has held the position of Older American Act manager, Older Worker Specialist, Adult Protective Services Program Specialist, Long Term Care Ombudsman, Chairman of the Utah Governor Conference on Aging, member of the Red Cross Executive Board, Unity Way Board of Directors and many other responsible positions in the field of aging during his distinguished 25 years of service in gerontology. Mr. Devine’s positions in the field of aging also included membership on the Board of Directors of the National Association of State Units on Aging (NASUAD / Advancing States), U.S. Department of Health and Human Services Secretary Native American Taskforce, HHS ReImagine Team, and other key federal leadership committees. Mr. Devine has received numerous awards, including recognition by Weber State University as an outstanding role model and outstanding alumnus, and DHHS Outstanding Regional Administrator award. Mr. Devine has a Master’s Degree in Social Work with a Master Certificate in Gerontology from the University of Utah and a B.S. degree in Sociology with a B.S. Certificate in Gerontology from Weber State University. He is also a graduate of the Federal Executive Institute (2000) and the National Institute on Aging. Mr. Devine held the post of student Vice President of the Utah Rocky Mountain Gerontology Consortium (which included Utah State, University of Utah, BYU and The University of South Utah). Percy is married and has five children. His hobby is collecting old books, art, walking and golf.



Shelly Zylstra
Region IX, X

Shelly Zylstra provides oversight and technical assistance to the states, territories, and the Title VI programs in Alaska, American Samoa, Arizona, California, Guam, Hawaii, Idaho, Marianas Islands, Nevada, Oregon, and Washington. She has worked for the Administration for Community Living since 2015. Prior to that she worked with an Area Agency on Aging in Northwest Washington. Shelly has worked with tribal elders programs for over thirty years and cherishes the many friendships she has gained in Indian Country, except for two. In her off time, Shelly can be found walking in the mountains in Eastern Washington or reading a trashy novel in a chair by a lake.



Interested in contacting your ACL Regional Administrator?
Find all contact information [here](#).

Tribe of the Quarter

Northern Cheyenne Elderly Program

One of our main goals when planning activities is being sure that emotional, spiritual, and mental wellness areas are emphasized along with physical wellness. Wellness at our program is emphasized through a connection to each other and to our way of life.

Some of our momentous activities have been making sage cloth dolls, sage and sweet grass balm, shawls, creating family trees, lunch visits from the Northern Cheyenne Tribal Historic Preservation Office, and our Valentine's Day and Mardi Gras parties.

In January, the Elderly Program took Elders to Fort Robinson, Nebraska to experience the reenactment of the breakout with the Fort Robinson Outbreak Spiritual Youth Runners. The Fort Robinson Breakout happened on January 9, 1879 - where some 150 Cheyenne's escaped Fort Robinson and made their journey north. Today, 100 Cheyenne youth complete a 5-day run from Nebraska to Montana as tribute to their ancestors. The elders stayed at Prairie Wind Casino in Pine Ridge, South Dakota and we also toured the Crazy Horse monument and made a last stop at Bear Butte, South Dakota before heading home.

February was by far the busiest month at the Elderly Program. The Elderly ladies began working on shawls, which was a take home project. Thankfully, we had the funding to provide the ladies with shawl material, fringe, and awls. On Thursdays approximately 10 elders completed family trees that go as far back as six generations. Presently, we're looking for pictures of relatives to complete the family trees. Another fun project we've completed was creating balm from Sage and Sweetgrass essential oils using beeswax, coconut oil, shea butter, and olive oil. We also got together to make cloth dolls.

Finally, at the end of February, the Northern Cheyenne Tribal Historic Preservation Office presented about "Historic Cheyenne Sites" which 30-40 elders attended. This project allowed the Historic Preservation and Elders to share knowledge.

March showed promise and the Activities program had many things planned including a Cheyenne Star Knowledge presentation, bread making days, a book club, and a Mary Kay Party. We were also planning for the spring and summer months which included a book club, a walking club, fishing, turnip picking, and berry picking. A trip we were looking forward to was a July two day trip to Lake DeSmit and the Medicine Wheel in Dayton, Wyoming - but unfortunately COVID-19 happened.

Throughout COVID-19 we have done as much as we can that benefits the Elders as much as possible while also limiting physical contact for their safety. Since March, we have been distributing curbside lunch which feeds 70 elders curbside and 100 home delivered meals. We've also been able to distribute masks, commodity surpluses, and Partnership for America surpluses.

Some things we have been doing to keep in touch with our Elders are raffles and coloring sheet drawings. We found some awesome ledger art coloring books by John Isaiah Pepion and Holly Young that the elders appreciated. We've also created wellness check up signs for 180 elders' home doors. Some other things we are planning include a journal distribution so elders can tell their story. We will be releasing writing prompts that will encourage the elders to write in their journals. Then, if the Elders would like, we will help type their stories! We've also planted an Elder community garden - which include traditional Cheyenne foods like Lakota squash, Cheyenne corn, melon, and red potatoes. During the harvest season we hope we are able to get together safely and create a traditional meal for the Elders. A traditional Cheyenne meal consists of dry meat soup, red potatoes, salt pork, bread, berry pudding, corn, and melon. If not, it will be curbside pick up!

When we think of activities, we try to think of how Elders will be empowered by this project. How will they remember? How will they heal? How will they connect? And most importantly, how will they have fun!

