Arrowhead Regional Quality Council

Meeting Minutes

Meeting Date: Tuesday, January 28th, 2020

Meeting Location: Residential Services Inc. Board Room

1. **Introductions and greetings**
    a. Tracy a parent joined ARQC as a guest, as well as Jason Flint from DHS.
2. **Review Mission and Values of ARQC-**
    - Lori received feedback from council members on reviewing the mission and values at the beginning of the meeting.
    - Overview of past interviews- We have collected information from well over 200 interviews. An interview, or "quality review" is done by 2 reviewers with a person receiving services who was randomly selected through DHS. The interview covers a variety of areas in a person's life and aims to measure how much choice and control they have over those areas, how much choice and control they would like to have, and how their services are/are not supporting them with that.
    - Now that data has been collected, ICI's data analysis will help guide ARQC's work moving forward.

a. The purpose of the Regional Quality Council is to connect with and promote all communities of people with disabilities so that services and supports help them to live a life based on their hopes and dreams. The council will work together to continually monitor and improve the quality of services and supports for people with disabilities. The council seeks to improve person-centered outcomes, quality of life indicators, and to drive overall systems change.
b. Vision - People with disabilities will give input that will support best practices and find service gaps. This information will inform the council to identify creative ways to tackle service needs, gaps, and barriers.
c. Core Values:

A—Awareness: Our goal is to become aware of best practices and gaps in services in our region.
R—Representation: We will seek out and listen to the voices of people with disabilities.
Q—Quality: Our goal is to understand how to improve quality of life for people with disabilities.
C—Collaboration: We will work together to promote best practices and problem solve.

3. **Motivational Interviewing Training: Duluth (Location TBD)**
    - This training will be offered to Arc Northland staff, reviewers, and council members. The training can accommodate 15-18 people, although the Duluth location could go a bit higher if needed. Each training has 3 dates that need to be attended, and an additional two over the phone coaching sessions.

a. Monday, April 6th and Tuesday April 7th 8:30am – 4:30pm
b. Monday, May 4th 8:30am – 4:30pm
    a. Virginia Location: Public Works Complex: Monday, April 13th and Tuesday, April 14th; follow-up booster Tuesday, May 12th.
        i. A few case managers will be invited, and Lori reached out to range mental health.

4. **Department of Human Services- Jason Flint**
    a. SQC and RQC Partnership
        a. Jason Flint is DHS's state quality council (SQC) representative. Jason has been apart of the SQC from the beginning, before RQC's were even called to order. Over the years the SQC has been having the same discussions. In 2018 there was a large membership drop (lapse or quit).
        b. Really trying to figure out how the SQC/DHS/RQC's can work together. There was a lot of struggle, and in fall 2019 the SQC is on pause. There is still uncertainty with what is going to happen with the SQC. Alex Bartollic and Jason Flint met with all

RQC's moving forward and discussed how DHS envisions the RQC's work.

c. Much of the findings from ICI were echoes of other data DHS was collecting. DHS wants to look at what RQC's can do on a regional level, that DHS can't?
d. Consensus that the ARQC did not know much about the SQC. ARQC knew there was some process set up, but there was no real back and forth between the ARQC and the SQC. The ARQC was like a feeder to the SQC, but there was no real communication. The SQC director visited the ARCQ meetings a few times, but that was the extent of the communication.

b. How can RQC's be supported by DHS
    a. DHS wants to really look at RQC's now.
    b. If the focus of the RQC's aren't sharpened there is some risk.
    c. DHS can help the RQC's with connections
    d. DHS can act as a sounding board with projects and how to get to where we need to be.
c. What direction do you see the ARQC moving?
    a. How can the ICI cohort and the ARQC collaborate/mesh? How and what can we share?
    b. Consultation Practice- Help give a broader sense of how we change for the positive?
    c. Needs assessment/what's working or not working for agencies and entire organizations.
d. Next Steps/Follow Up
    a. New RFP coming out (or the RQC's proposal for another contract year)
    b. RQC's proposal will be submitted by the end of the week (01/31/2020)

5. Quality Reviewers (Tabled)

a. Thoughts/ideas for engagement
b. Meeting scheduled for 1/31 with group

6. **Next Meeting Reminder Date: Tuesday, February 25th 1pm-3pm**
    a. Location: RSI board room
    b. Guest from Dakota County- Innovation Grant (Lyft/Waiver collaboration)
    c. ICI data review

- **Attendance**

Name	Member Representation	Present Y/N
Emily Mack	Arc Northland	Y
Laurie Berner	Arc Northland	Y
Lori Moench	Arc Northland	Y
Ruth Rowenhorst	Carlton County	
Kristie Buchman	Choice Unlimited	Y
Martina Williams	Cook County	
Jen Anderson	At Home Living	Y
Michelle McDonald	Lake County DAC	
Michael Manning	Community member	
Kate Wallin	Community member	
Sara Romagnoli	DHS	
Beth Swanson	Lake County	
Michael Woods	Ombudsmen	
Meghan Terella	Access North	
Patty Johnson	RSI	Y
Amy Patenaude	St. Louis County	Y
Becky Jakubek	Trillium Services	
Josh Howie	Trillium Services	Y
Ann Dahl	UDAC	Y
Michelle Hooey	DRCC	
October Allen	SLC Homeless Provider/Grace Place	Y
Others Present:		
Jason Flint	DHS	Y
Tracy Gavisk	Parent/Community Member	Y