Arrowhead Regional Quality Council

Meeting Minutes

Meeting Date: Thursday January 27, 2022
Meeting Location: Virtual (Zoom) 9:00 am to 10:00 am

Agenda:

Greetings and Introduction:

- Welcome to Beth Johnson, the new ARQC Program Coordinator!

ARQC Work Plan Overview:

- Becky explained the current focus is to work on reconnecting with everyone on the council, get a regular ARQC meeting scheduled, and re-establish our relationships with individuals and service providers we were working with prior to Covid as well as making new contacts.
- The five goals in the work plan:
    - **#1 Expand ARQC regional membership and statewide collaboration.** Discussion: We want to reach out to the BIPOC communities within the region, with a focus on our new counties up north. Establishing connections and relationships with these communities, individuals, and service providers. We hope to recruit some members for the ARQC to help diversify and understand the needs of the BIPOC communities and individuals.
    - **#2 Reconnect with the Culture of Safety Project.** Discussion: Laurie stated she had been reaching out to the COP and staying involved with them. Bi-monthly meetings are attended by ARQC staff.
    - **#3 Expand Outreach and Education within the Arrowhead Region.** Discussion: We want to expand our outreach, with a focus on our new counties with the goal of introducing Arc Northland and explaining the importance of Regional Quality Councils. We want to provide lead agencies and service providers with the opportunity to learn Person-Centered Principals.
    - **#4 Expand involvement within the Communities of Practice (COP) and the Institute on Community Integration (ICI):** Discussion: We want to expand outreach and recruit new members of BIPOC communities, individuals, and families with a focus on our new counties. We provide the opportunity to learn and teach others person-centered principals.
    - **#5 The ARQC will participate in two new initiatives focused on Housing and Transportation.** Discussion: We are focused on working with housing agencies and transportation agencies to better the quality of services they provide through education and person-centered principles. Becky and Beth are currently on the IMPACT Advisory Committee with AEOA's Arrowhead Transit that is working on a transportation app (not yet launched) to help with transportation issues.

        - Discussion: 1. Kristie discussed wanting the ARQC to develop/need for some sort of ride share program. She used the example of a Two Harbors residents needing to get to Duluth for an appointment and the wish of a ride share program with people who worked at the hospitals and the drivers would get payment or reimbursement.

2. Josh discussed his concern for ARQC creating a hybrid training on person-centered since The Learning Community does not typically allow their trainings on Person-Centered Thinking to be modified. He discussed the importance of not using the term PCT or altering the trainings against their intended use. Laurie talked about how smaller providers really cannot afford to put their employees through full training.
3. Tara shared her experience and frustration with using certain transportation companies in the area regarding masking of employees, tardiness, and background checks of taxicab drivers.

Quality Improvement Projects:

- Explained the work we have been doing in Grand Marais Minnesota regarding forming tenant councils and making connections and relationships with people in the area. Becky is working with three different apartment complexes in Grand Marais, all at various stages of progression.

Metro and Region 10 RQC's:

- Reported that Metro and Region 10 just had their first Regional Quality Council meetings and are excited to get things up and running again. They are also opening another RQC office in the west central region and are currently hiring to fill positions.

Council Membership Discussion:

- We discussed the possibility of new members, and what is a suitable number for the ARQC membership. There are currently 14 members of ARQC; we would like to add at least two members from our new counties and get some members of the BIPOC community.
- Kristie asked about what is the ideal number of members, and stated she liked smaller groups as they seem to get more done than a large group. The group felt that 18 to 20 members would be helpful.
- We discussed what date and time the ARQC meeting should be held, and how often. Becky stated she would like to have a date and time that is the same and can be counted on rather than having to complete a doodle poll each time. After discussion, it was decided the ARQC will meet monthly, from 9:00am to 10:00am, on the last Thursday of the month.

Next meeting: February 24th at 9:00am

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- **Attendance**

Name	Member Representation	Present Y/N
Becky Lambert	Arc Northland	Y
Laurie Berner	Arc Northland	Y
Beth Johnson	Arc Northland	Y
Ruth Rowenhorst	Carlton County	N
Kristie Buchman	Choice Unlimited	Y
Olivia Bonander	Cook County	N
Michelle McDonald	Lake County DAC	N
Kate Wallin	Self-Advocate	N
Tara Wilson	Self-Advocate	Y
Heath Maki	Self-Advocate	Y
Sara Beauchene	DHS	N
Beth Swanson	Lake County	Y
Patty Johnson	RSI	N
Amy Patenaude	St. Louis County	N
Becky Jakubek	Self-Advocate	N
Josh Howie	Trillium Services	Y
Ann Dahl	Udac	Y
Others Present:		