Arrowhead Regional Quality Council

Meeting Minutes

Meeting Date: Thursday, July 28, 2022

Meeting Location: Virtual (Zoom) 9:00 am to 10:00 am

Agenda & ARQC Meeting Minutes:

Greetings and Introductions

- All council members introduced themselves and answered this question-If you could be any animal, living or extinct, what would it be and why? Council members responded with Beth-Hippopotamus, Amanda-Elephant, Tara-Pink Dolphin, Becky-Sloth, Shawn-Beaver, Nicole-Dolphin or Orica Whale, Mary-Therapy Dog, Josh-Dinosaur and/or Whale or Eagle or Panada, Amy-Cat. We all agreed this was a fun opening round, animals are the best!

Bite Size Learning

- We watched a short video clip on slowing down in difficult situations @ https://youtu.be/px8syzhAlsY . We had an amazing group discussion about the video, some of the highlights were validating the importance of slowing down with clients and really getting to know them, allowing people the time to think about the magnitude of the question, in today's society people are impatient and used to quick answers and result or instant gratification, people often focus on deadline rather than individual's needs, the importance of playing the long game, band aids are only temporary fixes to problems, can't live in the past or the future there is just the here and now, balancing control vs risk, people often feel pressure to solve problems quickly and do that the same way over and over that often taking a step back to analyze the situation or getting a fresh set of eyes on it is the answer. Josh shared a fitting example of a person walking in New York City and getting lost, causing others to worry, and the answer was asking the individual if they liked their current apartment and if they wanted to move to a better location.

Work Group Updates

- **Culture of Safety Data Action work group:** This group has been working with Aric Gregg and reviewing critical incidents reported to DHS (Department of Human Services). This group has met a few times now and is in the process of making recommendations to DHS regarding the use of assistive technology to reduce critical incidents and improve procedures. This is an exciting phase for the work group, and Becky reminded work group members to email any other assistive technology recommendations they might have, as there is a meeting with Aric Gregg on Tuesday August 2nd at 9:00 am, to help narrow down all the information, feedback, and ideas this group has produced.

- **Person-Centered Principles and Practices Hybrid Trainings work group:** This group was going to be working on a grant from ICI (Institute on Community Integration) to develop plain language briefs and materials around Person-Centered Principals and Practices and Positive Behavior Supports. Unfortunately, this grant has been placed on hold by DHS due to issues within DHS that are out of our control, meaning we are unable to move forward at this point.

- **Self-Advocates, People with Disabilities, and Family Members work group:** This work group is going to provide feedback and lived experience in using services. We plan to have this group review the briefs and materials that come out of the Person-Centered Principles and Practices Hybrid Trainings work group. As I said above, unfortunately, that work group is not meeting due to the grant being on hold, so they are not producing anything for this group to review. We hope to get all who are in this work group together for a meet & greet/meeting at The Arc Northland building in early September, more details to come. This meet & greet/meeting will be in-person and virtual, and we will address transportation issues for those who need a ride in the Duluth area.

Meeting Format and Time

- Becky explained she would like to address the topic of meeting time and format at each meeting, to make sure everyone is getting what they need out of the monthly meeting, and it is accessible as possible for all members. We discussed wanting to meet in person, as a large group, 2 times a year to encourage in-person interaction and collaboration. Sometimes the most important collaborations occur before and after a meeting, when people are interacting in more causal ways or conversations. Several council members were concerned about travelling in the winter months. This concern is very understandable and will be taken into account when scheduling these meetings in the future.
- Becky also asked if the council would be interested in a guest speaker for the August 25th meeting. Becky thought it might be helpful for Rachel Freeman from ICI (Institute on Community Integration) to come speak to the group about the work she does there and how that overlaps with the ARQC and the work we are doing. Some of the other members of the council know who Rachel Freeman is and thought it would be good to hear from her. Becky explained she would try to get Rachel to come do a presentation for us at the August 25th meeting.

Other

- Becky asked council members to share any agency updates or upcoming events. Don't forget to vote on 8-9-22 in the Primary Election. Trillium Services will be having their Annual Picnic on August 9th from 3:00 pm to 7:00 pm. The Arc Northland will be having a Picnic on Thursday August 18th at Fairmount Park- 72nd Ave West & Grand Ave Duluth (The Zoo) from 12:00 pm to 3:00 pm. Please RSVP Becky or Beth if you are interested in attending the event. There will be great food, enjoyable conversation, and yard games to play. Zoo admission is also included but RSVP needed please.

- **Our Next Meeting is August 25, 2022 at 9:00 am virtual**

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Attendance

Name	Member Representation		Present Y/N
Becky Lambert	Arc Northland	ARQC Staff	Y
Beth Johnson	Arc Northland	ARQC Staff	Y
Ruth Rowenhorst	Carlton County	Lead Agency	N
Amy Patenaude	St. Louis County	Lead Agency	Y
Olivia Bonander	Cook County	Lead Agency	N
Sara Beauchene	DHS	Lead Agency	N
Michelle McDonald	Lake County DAC	Lead Agency	Y
Beth Swanson	Lake County	Lead Agency	N
Kate Wallin		Self-Advocate	N
Tara Wilson		Self-Advocate	Y
Heath Maki		Self-Advocate	N
Becky Jakubek		Self-Advocate	N
Shawn Stanich		Self-Advocate	Y
Amanda Crosby	Arc Northland	Advocate	Y
Mary Martin	Family Member	Advocate	Y
Kristie Buchman	Choice Unlimited	Service Provider	Y
Nicole Lind	RSI	Service Provider	Y
Ann Dahl	Udac	Service Provider	N
Josh Howie	Trillium Services	Service Provider	Y
Others Present:			