Arrowhead Regional Quality Council

Meeting Minutes

Meeting Date: Thursday, October 22nd, 2020 **I** 1:30pm-3:00pm

Meeting Location: Virtual (Zoom)

1. **Greetings and Introductions (10 minutes)**
2. **Deliverables (25 minutes)**
    - Communication Plan- Went over layout of document, content, and organization. Each member should have a copy.
    - Implementation and Activities Plan- Went over layout of document, content, and organization. Members can request a copy if they would like.
    - Updates on progress – focus groups, outreach, etc. - Started focus groups earlier this month for people receiving services. Next focus groups in November will be targeted towards case managers and providers. Topic for both is person-centered planning.

      Participants (if not paid to be there by your job) get a $25 visa gift card; mail in option receives a $10 visa gift card. Extended focus groups for people receiving services to a few more dates in November. Please keep sharing with people and identifying who may be interested in participating. Lori and Emily continue to make calls and emails to try to get participants.

      Questions asked in focus groups-
        i. What have you heard about person-centered planning (and what do you think it means)?
        ii. Have you ever been involved in a person-centered planning meeting and if so what does this look like?
        iii. Do you feel like your team listens to you? Please give us an example of a time your team did or did not listen to you.
        iv. How often are you talking with your team about your goals?
        v. Is there anything you don't like about the way your meetings are held and the structure of those?

      Feedback-
        - Change goals to hopes and dreams
        - Is there a way to gauge if their plan is right for them?
        - How was your plan created for you?

3. **Culture of Safety (15 minutes)**
    - Follow up from meeting with Jason Flint and Charles Young. Council moving toward option one. Option 1 is mapping and reviewing cases in SLC for now, and ARQC will review data semi-annually so we don't need to add a new safety analyst. This makes the most sense so we can start out slow, and December or January would be our first data analysis meeting.

4. **Workgroup Updates and Future Planning (20 minutes)**
    - Last workgroup in September was productive and members were engaging. We started a google doc to continue to work together. We worked on questions for listening sessions. Listening sessions will most likely start in quarter 3. Next work group is in November and we'll work on guardianship and alternatives.
    - Quality Improvement workgroup hasn't started yet, first meeting is in November.
    - QI project in Activities and Implantation plan is figuring out how to share personal experiences and best practices. ARQC is hoping to meet soon to discuss next steps for this project.
    - Resource Binder will be ready to share with Council for feedback by November 20th.
    - Continue to work with October Allen to provide a cultural competency training for council members.
5. **ARQC Intern Project (10 minutes)**
    - UWS Students working with ARQC to conduct a needs assessment to learn about needs in rural communities in regards to accessing technology and building connections. Results will be presented to Arc Northland and the ARQC if it works with their timeline.
6. **Closing (10 minutes)**
    - Upcoming meeting reminders: Nov. 17th data workgroup and Nov. 19th quality improvement workgroup; data action workgroup (culture of safety) Dec or Jan TBD
    - Gene Martinez with Capitol Connector still looking for team leads. It sounded like council members were interested. Lori will reach out via email. ARQC would be representing district 8.
    - RQC presentation opportunities- Recently presented at SPPLC on who ARQC is, what we do, and steps moving forward. We also presented at the MN Gathering and shared our data with best practices/gaps in services.
    - Annual Report- Will be submitted soon. Please send feedback to Lori.
    - Exit note – leave comment in chat

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- **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	Y
Kristie Buchman	Choice Unlimited	Y
Olivia Bonander	Cook County	
Jen Anderson	At Home Living	
Michelle McDonald	Lake County DAC	Y
Michael Manning	Self-Advocate	Y
Kate Wallin	Self-Advocate	Y
Sara Romagnoli	DHS	Y
Beth Swanson	Lake County	
Michael Woods	Ombudsmen	
Meghan Terella	Access North	
Patty Johnson	RSI	
Amy Patenaude	St. Louis County	Y
Becky Jakubek	Trillium Services	Y
Josh Howie	Trillium Services	Y
Ann Dahl	Udac	
October Allen	SLC Homeless Provider/Grace Place	
Others Present:		