Arrowhead Regional Quality Council

Meeting Minutes

Meeting Date: 10/04/2018

Meeting Location: Ordean Building, 424 W Superior St Duluth, MN 55802

Attendance

Name	Member Representation	Present Y/N
Emily Mack	Arc Northland	Y
Laurie Berner	Arc Northland	Y
Jenny Kempfert	Arc Northland	N
Zoey Leege	Arc Northland	Y
Intern	Arc Northland	Y
Ruth Rowenhorst	Carlton County	N
Kristie Buchman	Choice Unlimited	N
Martina Williams	Cook County	N
Cathy Burke	Community member	N
Michael Manning	Community member	Y
Kate Wallin	Community member	Y
Sara Romagnoli	DHS	N
Michelle Hooey	DRCC	N
Gaynelle Johnson	Family member (visiting)	N
Beth Swanson	Lake County	N
Michael Woods	Ombudsmen	N
Meghan Terella	Pinewood Inc	Y
Shelley Robinson	Range Center	N
Patty Johnson	RSI	N
Amy Patenaude	St. Louis County	Y
Gena Bossert	St. Louis County	N
Dan Zimmer	State Quality Council	N
Becky Jakubek	Trillium Services	N
Josh Howie	Trillium Services	N
Ann Dahl	UDAC	N
Annamarie Gutsch	UMD	Y

Agenda:

I. **Introductions and Greetings:** New Intern Summer Thomas

II. Update: Outreach for Promoting Quality Reviews: Emily

A. *Cook County*- Monday 9/24 presentation to case managers about the council and outreach for interviews.

B. *Pinewood*- Presentation Monday 10/01. Scheduled some interviews. Going back next week for interviews, may schedule a listening session.

C. *Upcoming*: REM, MSOCS, Lake County, Providers in Cook County/disability apartment complexes.

III. Group Work: Charter for ARQC

A. *What is a Charter:* Clarifies what the ARQC does, how decisions are made, how meetings are run and membership qualifications and expectations.

B. *Review of current membership*- see attached sheet of council membership

1. Increase family members on council
2. Connect with Disability Services at colleges
3. Service Providers: discussed if it would make sense for some of the service providers on the council to designate another representative to the council, if their schedules don't allow them to attend ARQC meetings. Also discussed including at least one service provider from a rural area.
4. Work on outreach efforts to increase diversity on the council

C. Membership responsibilities and expectations

Ideal size for council- current size is appropriate

1. Attendance: Currently there are 6 meetings a year. Attendance was reviewed. Suggestions from members who attended include try to make all meetings, most meetings, or half meetings? Looking into possible stipend/incentive for individuals who are not paid to be there as a professional.
2. What should active participation look like? Some ideas included participating in discussions, asking questions, breaking into small groups to dig deeper and engage individuals who may be quieter.
3. Make plans for action. What are we going to do and how are we going to do it? Be proactive and put words into motion.
4. Should we review changing the dates, times, and/or locations of the meetings? It was decided that we will do a poll again with members in January to look at best options for meeting times/dates.
5. Should we investigate adding in a video attendance or phone attendance option as a substitute for physically attending ARQC meetings? It was decided that future ARQC meetings will be held at St. Louis County Government Services Center in Duluth to allow for conference call and WebEx options.

D. *Decision Making*- two options that should be voted on how the council is run/decisions made.

1. Option one: ARQC Program Manager (Zoey) serves as chair and the final decision maker. The council will first attempt to reach consensus on decisions and will follow with a majority vote on items that are unable to be resolved by consensus.
2. Option two: A chair will be chosen from the ARQC members. Action items will be decided by a majority vote from ARQC members. ARQC staff (Zoey and Emily) will not be voting members.

3. Option three: Zoey serves as chair of council, with all members as part of a voting body deciding how the council should spend their time, and how Zoey spends her efforts.

IV. Discussion: Priorities for Quality Improvement Activities

A. Review of activities ARQC has been involved in:
1. STRIDE Advisory Committee
2. Developing training on Maltreatment Prevention and Response Systems
3. Helping residents at ASI organize to address concerns with property management
4. Voter education and organization of a forum for self-advocates
5. Arc MN Public Policy Committee

B. How do we choose and prioritize activities?
1. Should be based on: trends identified by quality reviews, listening sessions, or existing data on quality of life
2. Should there be an activity for each county? It was discussed that rather than focusing activities by county, there should be at least one quality improvement activity that focuses on rural needs.

C. Recommendations: for changes/improvements in areas where the ARQC does not have the authority/time/funding to directly effect.

V. Announcement: Case Management Redesign at our next ARQC Meeting- see attached flyer

VI. Next Steps:

A. ARQC Staff (Zoey and Emily) will contact each ARQC Member to count their vote on what decision making method they would like the ARQC to adopt
B. Zoey will complete a draft charter for the ARQC to review at the December meeting
C. A poll will be sent out in December or January to review the best meeting date/time for the majority of council members.

Future Meetings: Thursday, December 6th, 1:30-3:30pm at St. Louis County Public Health & Human Services, 320 W. 2nd St, Lake Superior Room