Arrowhead Regional Quality Council

Meeting Minutes

Meeting Date: Thursday, December 12th, 2019

Meeting Location: RSI, Board Room

1. Introductions and Greetings:

A. New ARQC Program Manager- Zoey has stepped down and Lori Moench was hired. Lori has been with Arc/ARQC about a month now, and come from doing years of quality improvement at REM.

B. Members intro and background with the council

C. New Intern and Quality Reviewer- Arc has brought on board a new intern (Alex Jost) who is a current grad student at St. Scholastica. Alex is interested in multiple departments at Arc and is set to train as a quality reviewer. ARQC has also hired on one more quality reviewer this past month, and Zoey intends to stay on as a reviewer once she is in better health.

2. Updates on Quality Reviews:

A. Meetings with ICI and data PowerPoint- Emily and Lori met with ICI, Metro RQC, and Region 10's RQC to go over the raw data the RQC complied and sent to ICI for analyzation. With a sample of nearly 550 people receiving HCBS the ICI was able to analyze trends for each area the quality reviews cover (housing, daily routine, employment, community, relationships, transportation, support staff, safety, case management, services and supports).

ICI was going to dig deeper into the employment section, as they did not include people who weren't working (chose not to, retired, or in poor health).

B. Top areas of need in the community- Specific trends to Arrowhead were identified by ICI as Transportation, staff, case management, and safety/use of technology. See handout on area trends for more specific information.

Council members would like to pose the following questions for ICI to look closer at the data to find trends-

- What specific services were people on waivers using?
- Who had contracted case managers or case managers out of their county of residence?

C. Upcoming DHS meeting- All three RQC's, their directors, and DHS staff (Jason Flint and Alex Bartolic) Monday December 30th, from 9:30-11:30.

- Future: Vision and work of the RQC's- This meeting is to talk with DHS about what they see the RQC's doing, our current data, and what the RQC's can do to expedite change now. There are so many survey's out there that people are getting survey fatigue, and DHS is collecting a lot of data.

  DHS would like to discuss possibly halting the quality reviews and amending our current grant contract. The RQC's have thought ahead and have brainstormed what kind of quality improvement projects we can do now, what we have been doing, and how to utilize the information/data we have now.

  The next RFP will come out Spring 2020 to everyone, not just the existing RQC's. The SQC is currently on hiatus until further notice. No RFP out for them yet.

3. Council Charter:

A. Share draft document- Will correct Becky's name, add Michelle McDonald to member list, and fix some other minor errors. Lori drafted this charter from Zoey's template and working with Angie the metro council manager.
B. Review for recommendations- Council members suggested the following:

a. Add on the agenda if something needs to be voted on
b. Add/change goals depending on how the DHS meeting 12/30 goes
c. Open the application again for current members and to generate more interest. Create the "exclusive club" atmosphere.
d. Council accepts new member
e. Reach out to more self-advocates
f. Reach out to old member to see what capacity looks like.

4.Outreach for promoting Quality Reviews:

A. People who receive HCBS can request a quality review
B. Flyers to promote
C. Meetings/presentations about the review process
    a. RQC staff updated to 2020 communication plan.
    b. RQC staff would like to reach out to more rural areas
    c. Still going forth with reviews until we hear differently from DHS.
    d. RQC staff interested in doing more listening sessions.

5.Survey results: 4th Tuesday of the month from 1-3 seemed to work for the majority**.** See previous attachment for more information.

6.Group discussion:

A. Quality Improvement Projects
    a. Accessible Ely
    b. Community Conversations Project
    c. HUD Housing In Grand Marais (Sawtooth and Harbor View)
B. Hopes/expectations of ARQC members (meet 1:1 w/ Program Manager)- Lori will reach out to schedule
C. Work Groups- tabled for now.

Next meetings:

- Tuesday January 28th 1-3pm. RSI conference room
- Tuesday February 25th 1-3pm. RSI conference room
- Tuesday March 24th 1-3pm. RSI conference room

Attendance

Name	Member Representation	Present Y/N
Emily Mack	Arc Northland	Y
Laurie Berner	Arc Northland	Y
Lori Moench	Arc Northland	Y
Intern	Arc Northland	Y
Ruth Rowenhorst	Carlton County	
Kristie Buchman	Choice Unlimited	
Martina Williams	Cook County	
Cathy Burke	Community member	
Michael Manning	Community member	Y
Kate Wallin	Community member	
Sara Romagnoli	DHS	
Beth Swanson	Lake County	
Michael Woods	Ombudsmen	Y
Meghan Wasley	Access North	
Patty Johnson	RSI	Y
Amy Patenaude	St. Louis County	Y
Gena Bossert	St. Louis County	
Becky Jakubek	Trillium Services	
Josh Howie	Trillium Services	Y
Ann Dahl	UDAC	
Michelle Hooey	DRCC	
Michelle McDonald	Lake County DAC	Y
Others Present:		
Jen Anderson	AHL/Bridges	
Tracy Jenny	Community Member/Parent	
October Allen	LTH Provider/SLC	