Arrowhead Regional Quality Council

Meeting Minutes

Meeting Date: February 1, 2018

Meeting Location: Ordean Building Conference Room

Attendance

Name	Member Representation	Present Y/N
Annamarie Gutsch	Arc Northland	Y
Jenny Kempfert	Arc Northland	Y
Zoey Leege	Arc Northland	Y
Mikayla Head	Arc Northland	Y
Tracy Jenny	Arc Northland	Y
Ruth Rowenhorst	Carlton County	Y
Kristie Buchman	Choice Unlimited	Y
Martina Williams	Cook County	Y
Cathy Burke	Community member	Y
Anita Barr	Community member/family	N
Megan Johnson	Community member/family	N
Michael Manning	Community member	Y
Kate Wallin	Community member	N
Cathy Burke	Community member	Y
Sara Romagnoli	DHS	N
Michelle Hooey	DRCC	Y
Beth Swanson	Lake County	N
Michael Woods	Ombudsmen	Y
Anita Barr	Parent	N
Megan Johnson	Family member	N
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	Y
Becky Jakubek	Trillium Services	Y
Kari Aanenson	Trillium Services	N
Josh Howie	Trillium Services	Y
Heather Trieschmann	UDAC	Y

Agenda:

I. Introductions and check-in:
   A. Member for the first time: Tracy Jenny, intern at Arc Northland.

II. Updates:
   A. Person Centered Quality Reviews

      Zoey reported DHS allots 600 randomly selected names to schedule for interviews every six-months. Interviews are set up currently by intern Kayla who attempts to contact an individual three times for a response. Only ten individuals thus far have not been available due to canceling, unavailable or no longer interested. Currently there are seven interviews scheduled for next week with a goal of scheduling as many as possible each week.

      Kayla reported each phone call to individuals have been different, noting most people she contacts would prefer to do a phone interview rather than meeting in person. She also reports a lack of caregiver response, and sometimes they will hang up on her. Some of the individuals contacted are excited for the opportunity for the interview. It was also noted that staff working for providers or caretakers were the people making the ultimate decision on behalf of individuals contacted

      Zoey posed the idea of resolving the barrier of staff making the decisions for individuals were to reinforce to the caregiver/staff our intentions are to hear personal responses directly from the individual. Michelle Hooey (DRCC) indicated she will be personally sending information to staff raising awareness that either Kayla or Tracy could be contacting individuals who are clients of the DRCC as Zoey indicated the database doesn't include information of providers in the data received pertaining to an individual.

   B. Hiring and Training Quality Reviewers

      Zoey reported there are eleven people including interns Kayla and Tracy who have been trained as quality reviewers. The training included mock interviews with volunteers and writing summaries after the completion of an interview.

      Zoey noted the qualification for people wanting to become quality reviewers for the second round of reviewers would need to have real life/lived experience. Also noted was interviews are done in pairs with one person interviewing and one as a note taker. Michael Woods (Ombudsman) asked if interview questions were readily available to look at or where they could be located, i.e. website, etc.

Zoey did mention that the interview questions from phase 1 will most likely need adjusting.

The need for guardian consent forms were also mentioned, and currently the IRB has stated there doesn't need consent for individuals who have a guardian. The IRB has suggested to inform the guardian of the interview, but also let the guardian understand it's the right of the individual to make the decision.

C. Website
The website is currently a work in progress, and Zoey is currently working with a web developer in the Twin Cities. Currently the website is found through searching google.

D. Budget
Currently the budget has been underspent, but with the project ramping up the budget next year will most likely be overspent due to the volume of interviewers/interviews taking place. The budget is set up to use it or lose it, and does not roll over into a following year.

E. Quality Improvement Projects:
Stride Advisory Committee (Zoey)
Stride is believed to be contracted by an unknown third party provider, and currently trying to learn more about the Stride Advisory Committee. There have been numerous complaints how this service is not working for people. Some of the complaints heard were individuals need to contact Stride for pickup/drop-offs at least 24-hours in advance and once scheduled, an individual is given a 2-hour timeframe window. Currently Stride has no denials for almost 27 years which seems preposterous given the amount of complaints.

Maltreatment Training Prevention and Response (Michelle)
A one-day conference will be held at the Holiday Conference Center on June 2, 2018 from 9:00AM until 12:00PM. A panel will need to be developed with including guest speakers. Included in this one-day training will entail focus groups.

Residents Councils (Becky)
Becky discussed a meeting was held at the Burke apartments with residents who were interested with starting a resident's council within their apartment community due to multiple complaints. Burke is operated by ASI, and currently the management company is not responding to the complaints that involve meeting people's basic needs of the residents. The next meeting with Burke

residents will be held on Monday, February 26, 2018 at 5:00PM, and is open to all residents who reside in Burke.

F. Work Groups: Discussion on Next Steps

In March planning will include looking for people to commit to a group(s).

Future Meetings:

The next meeting will be held on Thursday April 5, 2018 at 1:30-3:00PM.