Arrowhead Regional Quality Council

Meeting Minutes

Meeting Date: March 30, 2017

Meeting Location: St. Louis County Government Services Building, Duluth

Attendance

Name	Member Representation	Present Y/N
Roberta Cich	Arc Northland	Y
Jenny Kempfert	Arc Northland	Y
Zoey Leege	Arc Northland	Y
Ruth Rowenhorst	Carlton County	Y
Kristie Buchman	Choice Unlimited	Y
Martina Williams	Cook County	Y
Michael Manning	Community member	Y
Kate Wallin	Community member	Y
Sara Romagnoli	DHS	Y
Michelle Hooey	DRCC	Y
Beth Swanson	Lake County	N
Michael Woods	Ombudsmen	Y
Anita Barr	Parent	N
Shelley Robinson	Range Center	Y
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
Ann Dahl	UDAC	N
Heather Trieschmann	UDAC	N

Agenda:

I. Introductions and Check in: Welcome new members Kate W. and Michael M.

II. Update from Data Work Group: Shelley
   A. Shelley, Sara and Zoey met on 3/13 to discuss how to use existing information on quality of services. Reviewed sources of existing data and decided on a report that summaries what existing data says about quality in the domains identified by the State Quality Council. This will allow comparison with new information gathered from interviews with people receiving services.
   B. Abuse and Neglect Report: Zoey has been charting abuse and neglect allegations on the Department of Human Services website for Carlton, Cook, Lake and St. Louis counties. This data can be analyzed to see if there are any trends and how our region compares to other regions.
   C. Comments: Michelle cautioned on interpreting data correctly and presenting it in a way that is useful for the ARQC in actually improving quality of services.

III. Listening Sessions:
   A. Zoey did a listening session with People First to ask members to share what the feel is working and not working about services they receive.
   B. This information was categorized and a summary was presented back to the People First Group. People First agreed that this summary could be shared with the ARQC.
   C. Findings:
      1. What is not working: relationships with roommates, choice and/or independence, work/employment, support staff, being assigned chores, transportation
      2. What is working: support from staff, job/employment, relationships with friends/significant others, being involved in my community, having choices and being heard, having independence, getting help with budgeting/finances, working on educational goals
   D. Zoey and Becky just hosted a smaller listening session that was more conversational with some people Becky knows in the community.
   E. If other ARQC members are interested in hosting listening sessions, please contact Zoey.

IV. Discussion on Quality Improvement Projects
   A. Transportation Needs: Roberta provided an update on a project Arc Northland is working on in collaboration with Loaves and Fishes to assess Transportation Services and needs for people with disabilities
      1. Meetings have been held with County Commissioners Patrick Boyle and Beth Olsen, DTA staff Dennis Jensen and Sophie Parr and County Case Managers Brent Harju, Karen Mcgreevey and Theresa O'Halloran-Johnson. A meeting will also be scheduled with staff from Arrowhead Transport and Northern St. Louis County Commissioner Mike Jugovich.

2. Zoey will write a summary of existing transportation services to help identify gaps/areas of need for a potential quality improvement project or pilot project.
3. Comments: Kate W. and Michael M. both commented on the difficulty of finding accessible parking spot for vans in Duluth. Spots that are van accessible are able to be used by anyone with a handicapped parking pass, which means they are often taken. Becky commented that the city will respond when vehicles without a handicapped parking pass are parked in accessible spots by towing the vehicle.

B. Olmstead Academy Project: Zoey is working with Arc Northland Advocate (Meredith) and a self-advocated from People First on a project focusing on community integration. This project is funded by the Olmstead Implementation Office. The project will focus on integration and inclusion for people in supported community employment.

V. Update on Review Tools:

A. Preview of longer review tool: meant to be a conversation that captures a persons preferred outcomes, progress towards achieving outcomes and support and services needed to achieve outcomes. U of M Institute for Community Integration is continuing to develop the tool and an interview guide.
B. Shorter interview tool is closer to being completed
C. Next steps:
1. Dan will need to present the tools to DHS's Internal Review Board (IRB) for approval. This will be done on 4/28. The IRB will then either approve the tools or come back with changes/additional developed that would be needed
2. Training for people who will be conducing reviews: The RQC staff from all 3 regions is working to develop a training curriculum for reviewers as well as qualifications, application and job description.
3. Data collection application and data base need to be developed. RQC staff have been meeting with both DHS and U of M ICI about how to do this.
4. Determining what happens after the interviews, how the data collection is used: RQC staff have been discussing this. The idea of the results from the longer interviews being presented to a person and their support team at team meetings has been proposed as an option.

D. Comments:
1. Michelle commented that individuals who are selected to be interviewed should be giving the choice if they want to be interviewed on their own, or with a support person present. She is concerned that if staff from a service provider is present, this may influence a person's responses.
2. Shelley commented that some people may be more comfortable responding with a support staff present.

VI. Presenting at St. Louis County Health and Human Services Conference: Zoey and the coordinator from the Metro RQC are applying to do a 1.5-hour session at the conference on the mission, goals and work of the RQCs. If anyone on the ARQC is interested in being a presenter, let Zoey know.

VII. Other: Updates and Announcements from members

A. Self-Advocacy Conference: Roberta spoke about this conference that Arc Northland has organized for Sat, April 22nd. Registration and information sheets were handed out. Zoey will be doing a brief presentation on the ARQC.
B. Gaps Analysis Meeting on 5/24: Sara provided an update. DHS is looking for people with disabilities and families receiving Home and Community Based Service to participate. She clarified that this is an open public meeting. Sara will send out an email to the ARQC.

Future Meetings:

ARQC meeting: Thursday May 4th, 2:30-4pm