Arrowhead Regional Quality Council

Meeting Minutes

Meeting Date: April 5, 2018

Meeting Location: Ordean Building Conference Room

Attendance

Name	Member Representation	Present Y/N
Annamarie Gutsch	Arc Northland	Y
Jenny Kempfert	Arc Northland	N
Zoey Leege	Arc Northland	Y
Mikayla Head	Arc Northland	N
Tracy Jenny	Arc Northland	Y
Ruth Rowenhorst	Carlton County	N
Kristie Buchman	Choice Unlimited	Y
Martina Williams	Cook County	N
Cathy Burke	Community member	Y
Anita Barr	Community member/family	N
Megan Johnson	Community member/family	N
Michael Manning	Community member	N
Kate Wallin	Community member	N
Laurie Berner	Arc Minnesota	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	N
Gena Bossert	St. Louis County	N
Dan Zimmer	State Quality Council	N
Becky Jakubek	Trillium Services	N
Kari Aanenson	Trillium Services	N
Josh Howie	Trillium Services	Y
Heather Trieschmann	UDAC	Y
Meghan Wasley	Pinewood	Y

Agenda:

I. Introductions and check-in:
   A. Icebreaker and introductions.

II. Updates:
   A. Person Centered Quality Reviews

      Zoey reported both interns including herself are mailing out anywhere from 10-20 letters each week. Many of the mailings pulled from the database are located on the range and this has increased travel time and expense. Currently Zoey is looking for additional quality reviewers to hire who live on the range to save on expense costs.

      Zoey reported the following data with the interview progress:
         i. Completed interviews: 26
         ii. Scheduled but refused: 5
         iii. Currently scheduled for the upcoming weeks: 9
         iv. Cases that have been "touched": 312
         v. Number of interviews refused: 91
         vi. No current/working phone number: 34

   B. Scheduling: The main challenge
      Zoey reported the process for scheduling interviews is attempting two phone calls to schedule, and if there is no response the case file is closed and listed as "refused" in the database system. There have been several cases the schedulers have come across having invalid phone numbers, and Zoey stated that it's beneficial having a go-to person working in each of the four counties that are willing to help provide updated numbers for many of the individuals in the database.

      Obtaining guardianship information continues to be an issue when making the initial contact to schedule. The schedulers have noted that when initiating the first attempt phone call to many Cloquet area providers are met with staff who are not willing to give out guardian information.

      Zoey mentioned it could be helpful in the future if county workers were able to elaborate or give more information about this project during meetings with

individuals. This method could become beneficial when scheduling future interviews with individuals.

C. What have we learned so far?

Currently Zoey is waiting for 40-50 interviews to be complete before running numbers to gain a bigger perspective of the trends, i.e. housing, transportation, etc. Zoey also mentioned the idea of the consent verbiage changing possibly in the future with hopes of being able track quantitative information about quality of life. There could be a future possibility for individuals who are interested with participating in an interview having the ability to request one personally.

III. Quality Improvement Projects:

A. Applying for grants requesting money be spent on developing ways to offer Person Centered Thinking for smaller providers in the area. Use of this grant would promote inclusion and education.

B. Zoey mentioned the possibility of hiring Upstream Arts which is an innovative company located in the Twin Cities. The focus of Upstream Arts is to promote sex education while building healthy relationships for people with disabilities.

IV. Current Projects:

A. Currently Zoey and Tracy are working with a few residents that reside at Burke apartments in Duluth helping to set up a tenant's organization. To date there have been two meetings and one currently scheduled to meet with residents in the upcoming weeks. Currently there is no outside funding for Burke apartments, but Zoey mentioned a possibility of funding the future tenant's organization.

B. Maltreatment training: Focus groups held with DRCC and People First. Next planning meeting is 4/16/2018. Confirmed panel members from Disability Law, Nick Lepak from Duluth Police Department, PAVSA, Adult Protection and maybe the Ombudsman. To be premiered at Arc Northland's Self-Advocacy Conference on Saturday, June 2, 2018.

V. Budget and Contract Updates:

A. Zoey submitted the new budget proposal and is waiting to hear back on approvals. The new budget begins on July 1st, 2018. Some of the main changes Zoey proposed include hiring a part-time scheduling manager to alleviate the workload and forecasting 20 reviews/interviews to be completed each month.

Future Meetings:

The next meeting will be held on **Tuesday May 31, 2018 from 1:30-3:00 PM**