Arrowhead Regional Quality Council

Meeting Minutes

Meeting Date: Thursday August 2, 2018

Meeting Location: Ordean Building, Conference room B/C

Attendance

Name	Member Representation	Present Y/N
Emily Dotterwick	Arc Northland	Y
Annamarie Gutsch	Arc Northland	N
Jenny Kempfert	Arc Northland	Y
Zoey Leege	Arc Northland	Y
Laurie Berner	Arc Minnesota	N
Ruth Rowenhorst	Carlton County	Y
Kristie Buchman	Choice Unlimited	Y
Martina Williams	Cook County	N
Cathy Burke	Community member	N
Michael Manning	Community member	Y
Kate Wallin	Community member	N
Sara Romagnoli	DHS	N
Michelle Hooey	DRCC	N
Gaynelle Johnson	Family member (visiting)	Y
Beth Swanson	Lake County	N
Michael Woods	Ombudsmen	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	N
Becky Jakubek	Trillium Services	N
Josh Howie	Trillium Services	N
Ann Dahl	UDAC	Y

Agenda:

I. Introductions and Greetings
   A. New members and visitors:
      1. Emily Dotterwick: will be starting as the "Quality Review Coordinator" with the ARQC. Emily currently works as the Housing Coordinator with Arc Northland.
      2. Gaynelle Johnson: is visiting to learn more about the work of the ARQC and to determine if she may want to join the council. Gaynelle has a family member who receives services.
      3. Ann Dahl: is now representing UDAC on the ARQC.
   B. Members shared about areas in their life where they would like more choice and control.

II. Updates on Quality Reviews
   A. We reached our monthly goal and completed 21 quality reviews in July. This was likely due to having a consistent process for contacting individuals and having an intern who was well trained and enthusiastic. Also, it may be due to the word getting out about the quality reviews.
   B. Some history and context on the quality reviews was discussed, for the benefit of new members and visitors:
      1. Ann asked for clarification on how the quality reviews are different than other surveys and interviews that DHS is currently doing. Zoey explained that interviews are conversational in style (semi-structured) and meant to gather input at a local level on individual's perception of their quality of life/quality of services they receive.
      2. Gaynelle shared her experience of being contacted frequently for surveys about her family member's care and that this experience was time consuming and felt "generic". Zoey shared that the quality reviews do take about 30-60 minutes but this is based on how much information a person wants to share. Individuals receive a summary back with in about 10 days with the results of their review.
      3. Mindy (attending with Michael) suggested filming quality reviews. Zoey discussed that currently consent forms do not include permission to do this. However, it does make sense to look at how to provide interview summaries in alternative formats.
      4. Ann asked about guardian consent. Zoey shared that this has been an ongoing discussion with the Ombudsman's Office and DHS. The Ombudsman's Office is advocating for individuals being able to participate in a quality review without requiring guardian consent, while DHS is maintaining that guardian consent should be obtained.
   C. Next Steps:
      1. Next week there is a meeting with RQC staff and the staff from U of M Institute for Community Integration (ICI). They will work on updates and improvements to the quality review tool. They will also talk about what the results from the reviews look like and if we are getting the kind of information we need. Finally, they will discuss how to improve consistency when conducting and scoring quality reviews.

2. There will be additional training for quality reviews this fall.
3. The longer version of the quality review is now envisioned as a similar format to the current reviews, but covering more subjects and being conducted with other members of a person's support network/team. These longer reviews will start this fall.

III. Grant Report: The annual Grant Report is due on 8/15/18.
1. Progress on grant duties: Zoey provided a copy of the portion of the annual grant report that focuses on grant duties.
2. Data and findings: Zoey shared a portion of the annual report showing data on response rate and completed interviews. Zoey is currently working on analyzing and reporting on the quantitative and qualitative data from the quality reviews.
3. Site visit: DHS will be doing a site visit and financial audit of the ARQC on 8/16/18.

IV. Outreach/Marketing of Quality Reviews
1. People are now able to request a quality review! The group discuss who/and how they will share information about this. Zoey provided handouts on how the quality review process works and how to request a review.
2. Discussed Zoey doing presentations/demonstrations on the quality reviews. Members present at the meeting are willing to host Zoey. Gaynelle will talk with the program manager where her sister receives services.

V. Group discussion: Vision and Involvement of Council Members:
1. Kristie/Choice: Choice will put information about the quality reviews in their newsletter. They will also hand out flyers about the reviews at annual meetings. They will host Zoey to present on the quality review process. Kristie also shared information about the quality review project Choice is working on with Upstream Arts, to promote healthy relationships.
2. Michael: is interested in helping train new quality reviewers by helping them practice using the review tool. He would like to help train Emily and an intern that will be starting with the ARQC.
3. Amy/St. Louis County: will get the word out about requesting quality reviews to case managers.
4. Ruth/Carlton County: will get the word out about requesting quality reviews to case managers. Zoey would like to work with Ruth to figure out how to do more outreach with providers and individuals receiving services in Carlton County.
5. Gaynelle: will reach out to the day services provider that her sister uses about the quality reviews. Expressed her appreciation of services available in MN for people with disabilities.
6. Ann/UDAC: will host Zoey to present on quality review process. Ann is also willing to help the ARQC figure out how to marker reviews and how to go about making recommendations based on information/data gathered from quality reviews.

Future Meetings: Thursday October 4th, 2018, 1:30-3pm; location TBD