Arrowhead Regional Quality Council

Meeting Minutes

Meeting Date: August 3, 2017

Meeting Location: St. Louis County Government Services, St. Louis River Room

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	N
Cathy Burke	Community member	N
Michael Manning	Community member	N
Kate Wallin	Community member	N
Sara Romagnoli	DHS	N
Michelle Hooey	DRCC	N
Beth Swanson	Lake County	N
Michael Woods	Ombudsmen	N
Anita Barr	Parent	Y
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	N
Becky Jakubek	Trillium Services	Y
Kari Aanenson	Trillium Services	N
Josh Howie	Trillium Services	N
Heather Trieschmann	UDAC	N

Agenda:

I. Introductions: New member Anita Barr was present. She is a parent of an adult son who lives at home and receives services.

II. Updates:
   A. Review tools
      1. Both the short and longer interview tools have been approved by DHS's Internal Review Board (IRB)
      2. Next step is for Zoey and the staff from the other Regional Quality Councils (RQC) to work with the U of M Institute for Community Integration (ICI) to learn how to use and score the interview tools
   B. Database/Data Application: Zoey and the other RQC Staff are working with DHS Staff develop a database and a data application to collect and store information gathered during interviews. Agile Apps and Snap Survey are the tools that are being used.
   C. Training for Reviews: Zoey and the other RQC staff have put together an outline for training people to be reviewers (see Appendix A).
      1. New training content will be developed as Zoey and RQC Staff learn how to administer the review tools.
      2. Roberta suggested training on boundaries for reviewers.
      3. Jenny suggested a job description for reviewers.
      4. Discussion of who would be recruited to do reviews. Discussed that people would need to have either life or work experience with disability. If staff from service providers are doing interviews they would not interview people they provide services to. Interviews would need to be completed when staff are "off the clock" in order for them to be paid a stipend from the ARQC, so they are not getting paid twice.

III. Annual Report: Zoey put the Annual Report up on the projector and ran through the different sections of the report.

IV. Small Group Activity: Members were split into small groups and were each given a section of the Annual Report to review. They were instructed to summarize 2-3 things they learned in the section and put what they learned in plain language. They were then asked to come up with 2-3 recommendations or suggestions, based on what they learned.
   A. Abuse and Neglect Work Plan (Becky J. and Kristie B.)
      1. Learning:
         a. Various sources that track incidents of abuse and neglect for minors and vulnerable adults are not consistent. The number do not add up.
         b. There is no information in this summary regarding how many incidents involved adults and how many involved minors. They are lumped together.
         c. The number of reports made compared to the number of investigations is shocking. I.E. 450 reports and only 7 resulted in investigations.
         d. It would be interesting to know if anyone self-reported. Can we know the breakdown of who is reporting?
      2. Recommendations/Suggestions:

a. Determine how to collect all data throughout the state; one entry site. This would help insure consistent data.
b. Separate data when reporting to note number of minors and number of adults. By knowing more specific information we may be able to target enhanced training and awareness to prevent further abuse.
c. Look at process that investigators go through. What constitutes and investigation? Is there recourse when an investigator does not follow through? What are their checks and balances?
d. Make it easier for people to self-report.

B. Lead Agency Reviews (Roberta C., Amy P. and Anita B.)
1. Learning:
a. Larger counties have more services available.
b. Larger counties have more specialization in program areas. I. E. larger county may have case managers working only a specific waiver.
c. Person-centered practices are evolving constantly and it's hard to know where counties are at.
d. Rural areas pose unique challenges: people may not want other to know their business; lack of services; different mindset/independent/ more isolated.
e. St. Louis County: differences between north (rural) and south (more urban).
f. Hard to compare small county data with larger counties.
2. Recommendations/Suggestions:
a. For comparison purposes, put data in a grid vs. a narrative.
b. What percentage is each county receive Home and Community Based Services?
c. Who does what in each county? A flow chart would be helpful.

C. Gaps Analysis Studies (Jenny K. and Ruth R.)
1. Learning:
a. One of the unique things about Cook County is that its remote location creates barriers to providing and receiving services.
b. Some of the common service gaps in the Arrowhead region are housing, transportation and psychiatric services.
c. The Gaps Analysis Study is done every 2 years by DHS to look at challenges in providing and accessing disability services in each county.
2. Recommendations/Suggestions:
a. More training for individuals/families on how to use computers/technology to access services from a distance.

V. Discussion: Choosing Quality Improvement Projects

A. Zoey will put together a list based on today's activity and activities/projects she is already involved in. ARQC members will help decide where to focus quality improvement efforts at the next meeting.

B. Discussed having a training/discussion panel on Maltreatment in the fall, in collaboration with the Olmstead Implementation Office. Members present expressed interest in this.

Appendix A: Outline of Training for Quality Reviewers

I. Existing Training
   A. Mandated Reporting
   B. Data Privacy
   C. Disability 101 (for reviewers that may need additional training in this area)
   D. Person Centering Thinking/Practices

II. New Training: content that needs to be developed
   A. History/Context: Why are we doing reviews?
   B. Brief Interview
      1. Explanation of how to use the tool
      2. Examples of how to code answers
      3. Practice
   C. Long Review
      1. Explanation of how to use tool
      2. How to listen for and identify outcomes
      3. How to complete "Life Outcomes Worksheet"
      4. Practice
   D. Reflective listening skills (Zoey)
   E. Data Base/Application Training

Future Meetings: To be determined