METRO REGIONAL QUALITY COUNCIL AGENDA
Friday November 9th, 2018
9 am – 11 am
The Arc Minnesota
2446 University Ave West, Suite 110
St. Paul, Minnesota
Hennepin/Ramsey Conference Room

In attendance: Rod Carlson, Erin Paredes, Robert Morneau, John Estrem, Katie Elleraas, Georgann Rumsey, Dan Zimmer, and Angie Guenther

Purpose Statement: The purpose of the Regional Quality Council is to promote and connect communities so that people have the services and supports to live a life based on their hopes and dreams. Implement a system to continually monitor and improve the quality of services and supports for people with disabilities by improving person centered outcomes, quality of life indicators and to drive overall systems change.

1. Introductions/What's Happening?

- New member, Katie Elleraas, Scott County contact
- New Metro Regional Quality Council (MRQC) Project Manager: Angie Guenther. Graduated from the University of Minnesota School of Public Health with her MPH. Has ~4 years of experience with I/DD through direct care in a group home setting, home setting, and as a special education paraprofessional. Has been involved in the MRQC as an interviewer.
- Updates since last meeting (June 2018): Robert shared that Ombudsman is hiring another officer who will take Dakota County from him but he expects to continue working with the council

2. Review and Discussion of Materials

- **Metro Regional Council Charter draft:**
  - **Liked:** the staggered membership options allow for flexibility
  - **To change:**
    - Within the Membership table:
      - Remove "Dakota County" from Robert's description
      - Add a column containing contact information for members (phone number and/or email)
    - Under "Regional Quality Council Responsibilities," change the first bullet to "Participate in all scheduled Regional Quality Council meetings"
  - **Questions about the charter:**
    - What went into the decision to make the project manager the chair of the committee?
      - During the early phases of the committee, it was a natural transition for Kayla to be both the project manager and the chair of the council but we should revisit the role as we develop. (For reference, Arrowhead RQC has project manager facilitate meetings and Region 10 has co-chairs). Suggestion to move to co-chairs to lead the council – one being the project manager and the other a council member, elected by the council on an annual basis. With two chairs, the council would still be able to meet in the absence of one of the chairs.
    - How many members do we have? The charter says the committee will have 15-20 members.
      - We currently have 18 committee members (15 members who serve as agency leads, family members, self-advocates, and providers and three members from the Arc Minnesota). It was suggested that we expand the range in the charter to allow for more flexibility of members to 10-20 members. It would be valuable to get more members who utilize services to get their input.
    - Do we require members to reside or work in Dakota, Scott, or Hennepin Counties?

- Yes, it would result in members with vested interests in the council. (This would not apply to interviewers).

- Do we keep that workgroups "will be developed as needed"
  - Yes, that wording accurately reflects the work we do and allows for flexibility
- Have we previously established committee goals, vision, and values?
  - We did work in the beginning of the first contract, Dan suggested to look at the quarterly reports during the first contract. Angie will look through previous meeting notes to see what was established. We will revisit, revise, and add to these in ways that reflect the growth of the committee since they were created. Suggestion to review the other RQCs and the SQC to possibly align values, goals, and vision.
- How can we better explain the time commitment? We don't want members to send other representatives on their behalf because it takes time to explain the work and to answer questions. It seems to set back the progress of the committee for that meeting.
  - The only time that sending a representative is appropriate is if the existing member is going on an extended leave. We should change the wording to include that if a member is going on leave, they discuss potential proxies with the project manager or co-chairs (if applicable).
- What does the last bullet mean, "Members will be flexible to making the council open and accessible for all current and potential members?"
  - Recommendation to explain what accommodations to make the meeting accessible for all members. This may be through providing a call in option, visual aids, or using plain language. Examples will be used in the charter to make this clear.

- **Letter of commitment:** this was presented as a replacement for the Memorandum of Understanding (MOU) because there were challenges around

agency representatives signing the MOU. Members will sign the commitment letter before becoming a member of the MRQC.

- **To change:**
  - To be consistent with the charter, remove the part about attending meeting "in person or by phone." It will be simpler to just say "will attend at least 75 percent of the meetings." The goal attendance of making all meetings will be outlined in the charter, while the required attendance of making 75% of meetings will be outlined in the letter of commitment.
  - The last bullet is not clearly addressing time commitment outside of council meetings. There may be times where there are opportunities for members to work on council projects/topics outside of meetings. These will be previously agreed upon and will be tasks such as attending speaking arrangements, meetings, listening sessions, etc. The charter notes an additional two hours each month to be spent on council-related activities outside of meeting times.
- The group likes the letter of commitment more than the Memorandum of Understanding because it is not a legal document but still outlines the expectations.

3. State Quality Council Updates from Dan Zimmer

- Every year, half of the SQC is up for reelection. This is a long process that goes through the Secretary of State. Of the 26 members, 5 are returning and 4 have been recommended for the council. There is one opening for a person receiving services and two openings for lead agencies. With these incoming members there are also 7 members finishing up their first year, making the council fairly new. With this new group, they are doing a lot of reviewing and relearning. For example, they are taking a new look at the goals, mission, and values since they have not been updated since they were developed in 2012.

- There have been two main changes that relate back to the SQC. The first is that the legislation (245D) is from 2011 and no longer fits what they are doing. DHS thought they should make changes for the 2019 legislative session but they were not able to make the timeline so they are looking towards 2020. The second change is that they are nearing the end of their contract with their temporary fiscal agent, Alliant Consulting. The SQC is developing RFP to go out January-February to see who the new fiscal agent will be.
- The SQC is continuing their work with Institute on Community Integration (ICI) and the RQCs to develop the new consent process and forms. We have learned that we do need guardian consent but we will begin the process with an invitation letter to see if the individual is interested in being interviewed. If they say they are interested, then we will connect with the guardian for consent.
  - Currently working with DHS to get more accurate and up to date guardian information because it has been hard to connect with guardians up to this point.
  - Jason Flint (the new DHS representative) is looking into the possibility of blanket consent for all individuals under public guardianship to participate in quality reviews. Public guardian is when the Commissioner of DHS is the appointed guardian. Typically, a there will be a local delegate from the county also appointed to help with guardianship duties.
- The longer interviews were put on hold because of the limited completed short interviews, reviewing current date collected, and what we are learning.

4. Regional Quality Council: FY 2018 – Annual Report

The report was completed and submitted in July 2018. The MRQC has not had a meeting before it was submitted. Please look over the report and prepare to discuss it at the next MRQC meeting in December. Angie will forward the report out in the next couple of weeks.

5. Staff & Intern Update

- We have posted the position for the MRQC's Administrative Assistant online and have reached out to the applicants who expressed interest before the search was put on hold.
- We have two RQC interns working with us.
  - Caitlin is a bachelor's of social work student at Augsburg. She has experience as a PCA and is interested in doing the interviews and developing her communication skills.
  - Justine is a masters of social work student at Augsburg. She has work experience as a case manager and is interested in the larger policy and systems change aspects of this project.
- We are aiming to get the volunteers, interns, and staff back to interviewing in December.

6. What's Working/What's Not

What's Working:

- Good, open conversation and communication
- The time and date of the meeting
- Revising and updating MRQC documents

What's Not Working:

- Low attendance will potentially result in "re-doing" the work done today
- Nothing
- Small group/weather impacting attendance
- The delay to find staff felt like it stopped momentum and energy. It would be helpful to have backup

7. Next Meeting- December 14, 2018, 9am-11am