METRO REGIONAL QUALITY COUNCIL AGENDA

Friday September 13th, 2019
9 am – 11am
The Arc Minnesota
2446 University Ave West, Suite 110
St. Paul, Minnesota
Hennepin/Ramsey Conference Room

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

In Attendance: Rod Carlson, Erin Paredes, Jeffrey Nurick, Diane Sjolander, Joe Cuoco, Chelsea Lorenz, Ann Cirelli, Mary Gaasch, Robert Morneau, Rebecca St. Martin, Rhonda Godfrey, Nora Ulseth

1. **Introductions/What's Happening? (9-9:10am)**
   - Your name and your favorite fair food or activity
   - Any updates or announcements to share
     - Nora Ulseth, MRQC Project Associate has accepted a Planning Specialist position with The Arc. Angie and Nora have created a transition plan so Nora can help with training in her replacement and making sure that the improvement project and the work of the MRQC is not affected by this change.
     - New MRQC/ Arc Interns: Emily Van Krevelen, Ruth Sheldon, Kayla Chapman

2. **Guest: Yosef Alakija, Disability Services Division, DHS**

Review of Legislation Changes Regarding Transition Programs

- Family Support Grant (FSG) is a MN State Grant administered by Lead Agencies. This Program provides cash grants to families of children, under 25 years of age who have been certified disabled, and reside in their biological or adopted family homes. The goal of the program is to prevent or delay the out-of-home placement of children and promote family health and social well-being by enabling access to family centered services and supports.
- Supports families in transition- related activities for dependents ages 14 through 24 (effective July 1, 2019).
- joseph.a.alakija@state.mn.us

3. **State Quality Council Updates**
   - There was one RFP applicant from recent Director of the State Quality Council, Dan Zimmer. Application was denied and there are no others at this time.

4. **Quality Improvement Project - Focus Groups Update**
   - People with disabilities and case managers
   - Thank you for sharing
   - Next Focus Group: Family Members in October, specifics are still being decided.

- How do council members want to be informed about focus groups? Council members would like notes from focus groups to be sent out to council members and then discussed at meeting following.

Break: 9:55-10:05am

5. **Small groups: Discuss action items for goal in charter**

Small Group 1 will consider the following goals:

- *Bring together persons with disabilities, family members, staff from providers, lead agencies, and state agencies*
  - Lead agencies make decisions without people with disabilities which has a negative effect.
  - **Action Taken:** Focus Groups
  - **Action Taken:** Community of Practice- case managers had no idea who the MRQC is and what we're doing, the big picture.
  - **Action in Progress**: Social media/newsletter- utilize MRQC Facebook
- *Inform people with disabilities, family members, and advocates of the purpose and goals of the MRQC*
  - **Action Taken:** Community of Practice
  - **Action in Progress:** Social Media/newsletter- utilize MRQC Facebook and Rebecca's Facebook
  - **Action in Progress**: Using network/connections within the council - take opportunities to inform case managers, counties, providers, etc.
  - **Action Needed:** Initial survey- post on Facebook to get more people for interviews
- *Collaborate and build relationships with people using services, agencies, and other stakeholders interested in quality improvement initiatives*
  - Other surveys for quality assurance that the MRQC can collaborate with?
  - **Action Needed:** Communicate value of the work that MRQC does- happier people receiving services benefits staff, case managers, and providers
  - **Action Needed:** Messaging- give people the WHY.

Small Group 2 will consider the following goals:

- *Analyze information collected from interviews and identify best practices, recognize gaps in services, and make recommendations to improve quality of services*
  - **Action Needed:** Clarify how this information is used and by who.
  - **Action in Progress:** Can information be shared up and down the chain, i.e. state and local case managers, lead agencies, providers, etc.
  - **Action Needed**: At what point can we start analyzing data? 100/300/500 interviews? What is the sample amount needed?
- *Work together to provide training, share best practices, and address service needs, gaps, and problems*
  - **Action Needed:** Change to IDENTIFY training needs.
- *Focus our outreach on cultural communities for membership on the council*
  - **Action Needed:** Any specific cultures we would like to include?
  - **Action in Progress:** Do we have tools and supports available to support diversity, i.e. translators? Welcoming?
  - **Action Needed:** How many people?
  - **Action in Progress:** Make recruitment part of the interview? Is this okay?

Share out to larger group

6. **What's Working/What's Not**
   - **What's Working:**

- Great participation and collaboration on charter goals.
- I like the group when it's divided up.
- Great conversation and great work on small groups.
- Kept on schedule.
- I like the small group discussions.
- Focus groups- seems to be getting individuals involved, inspired and getting the word out.
- Thanks for managing our time so well!
- Updates on focus group updates and small group breakout sessions.
- Good feedback!
- Good points and zeroing in on specific problems within the language of the bullet points.

- **What's Not Working:**
  - Explaining what role everyone has in the council for interns.
  - Was this about employment? I lost track of where that went.
  - Having handouts ahead of time from speaker- time spent clarifying for zoom participants.
  - Zoom is awesome but the time we spend trying to figure out technology hurdles is sometimes frustrating.
  - Encapsulating the message of the RQC. Need to be clear about how it will benefit care teams and case managers.
  - Didn't quite understand link of FSG to this meeting. FSG is not for those on waivers.
  - Take a break earlier.

Next Meeting – October 11th, 2019 from 9:00 – 11:00am