METRO REGIONAL QUALITY COUNCIL AGENDA
Friday June 8th, 2018
9 am – 11 am
The Arc Minnesota
2446 University Ave West, Suite 110
St. Paul, Minnesota
Hennepin/Ramsey Conference Room

In attendance: Danielle Fox, Rod Carlson, Tim Sullivan, Erin Paredes, Robert Morneau, Joe Cuoco, John Estrem, Dagny Norenberg, Kayla Nance, Isabel Taylor

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, Robert Morneau, Dakota County Ombudsman contact

2. **Small Group Discussions**

    Group #1. RQC Process/Procedures/Resources

    - When to follow up
        - Must be careful not to derail our mission. We should not follow up unless it is a MAARC situation so as we don't miss the purpose of why this group was formed. Must be clear with this group and with our volunteers on what our role is. Some docs have wording around hopes and dreams but really our role is to collect the data and then pull away
        - A lot of narrative data has been collected and that is helpful but we need numbers and percentages showing significant gaps to get changes made
        - Can't use consent to share info with other agencies and vice versa, this is appropriate given our role in data collection. Acknowledge that it's easy to get

wrapped up in work and derailed but this is about protecting our volunteers and our mission/purpose
    - Ensure resource doc is robust since that is all we can really do
    - Make volunteers understand liability element of it for The Arc, for the project in general, etc.
- Translation goals:
    - Expanding on translations when we can
    - Working on questions— ensuring that they are being communicated/understood in the same way regardless of language
    - Kayla: other language support not required, but was a decision on our part.
- Targeted recruitment to make sure diverse background of volunteers as part of development process, not as an afterthought
- Reaching out to existing resources—DHS Diversity and Inclusion Unit, ICI, Disability Law Center for any insight they could provide
- Consent form
    - Talks about aggregate data—needs to be updated
    - Communicating our purpose within consent form so expectations aren't wrong. Data collection, not intervention
    - "Information sharing ends after one year" – are we really going to destroy records, just use collective data after then, etc.? Discrepancy with DHS keeping longer? Define what is actually going to happen
- Volunteer training:
    - Emphasize the scope of our project
    - burnout prevention techniques or resources
    - Home safety/de-escalation techniques for volunteers
    - Emphasize data privacy concerns

Group #2 Membership/Steering Com. Development

Responsibilities of Steering Committee

- Kayla runs agenda by this group. Revisiting old topics, direction setting, big picture/calendar setting for the year—nonprofit executive board model
- Group could help define next steps, create guidelines for recruitment and more
- Guardianship issue—support from this group on what to say, who to reach out to in order to carry this issue forward. Sounding board
- Addressing/thinking on issues like recruitment, narrowness of interviewee population due to guardianship issue, etc.
- Group must be consistent with attendance in order to drive the rest of the group/not rehash general council meetings
- Crisis response—team uses own connections/knowledge to make recommendations in crisis situations interviewers might encounter. This organization is not a provider; passing things on is sort of the best we can do. Can't as a council solve problems, but can be conduit

- Beneficial to have diverse group—family member, service person, county person, etc.
- Meeting: maybe 4th Friday of every month, and additional as needed. Video conferencing recommended to avoid travel/time difficulties
    - Recommend volunteers for these roles because of large commitment
    - 3 people fine but 4 optimal
    - Geographic representation, diversity—not all county people, not all from one region
    - Name: Advisory Committee (move from idea of decision making to idea of advice and development)

Review Letter of Commitment for membership renewal

- Specify phone/video conference option in letter; even if not ideal, accommodations are important to us
    - John talked about new technology for this—portable video conferencing option which can zoom in on who is talking
- Formerly MOUs which proved complicated, took that out of the contract and now have replaced with letter
- If person doesn't want to renew, commit to helping find new member
- Would like more members who are family of people receiving services; has proved difficult for potential members from this group because of time commitment
- Add RQC member commitment to reach out to contacts/promote RQC in letter
- Rotating out members/providers? Longer commitment, maybe 2 years, due to the time it takes to get settled. Would provide other perspectives and help to not leave out interested parties. Time limits on membership (doesn't have to be rigid—guidelines, not bylaws, and if no other person available can remain on council)
- Siblings of people with disabilities—whole different perspective/relationship from parents

Outreach opportunities

- Announcements on agenda meetings for different organizations (could also help explain who we are for future interviews with clients)
- More established now than when we were just starting/planning
- Annual report due in August, will have more finalized information to share after that. Finalized information will get people interested, easier to share
- How to share positive feedback with providers/best practices within privacy/data requirements?
    - Robert: important info to share, maybe with an FYI letter. CEOs, etc., will want to know what we have found about their organizations
    - ICI did have a concern about small data samples—can't use five unhappy people to say that a provider isn't doing good work—but on the other hand the providers will want to know who is unhappy and what is wrong
        - Should develop metric around when we should pass along information. How many people interviewed versus how many people served? How many issues?

        - John: maybe need more data before we reach out/share specific information. We are not a policing group and shouldn't be seen that way
    - Report to community with aggregate data—not singling out organizations but providing general information on interviewees' experiences
        - Could prove a problem due to discrepancies/again due to our small sampling population

3. RQC Updates

- Guardianship issue ongoing: current practices, must ask and can only move forward with guardianship consent. Kayla will meet Daren Nyquist from Improve Group to talk about how to get together to contest this because it has been frustrating for both groups/is a rights issue
    - Erin: this relates to the question of when to follow up. It should be fine to come in and learn and leave without guardian consent if we are not making changes/influencing anything
    - Until now, we have done several interviews without guardian consent and it has been fine. Ombudsman Office supports us. Their letter in our support has influenced people to look at other guardian consent issues and question how approach it across the state
- Kayla is on case management redesign group, meeting since April through September once a month
- Olmstead neglect and abuse prevention group—moving forward to create action plans around presentation to subcabinet in July for recommendations
- RQC training on June 22nd for new volunteers and interns
- 2 new interns started this week, will be here through August
- About 80 interviews completed so far
- Annual report due in August, will bring it to RQC for feedback

4. What's Working/What's Not

What's Working

- Meeting time and place
- Small group with specific tasks
- Future planning
- good communication
- Break out meetings are good to add every so often to break up the feel of the group
- Small group discussions at the beginning
- Active/engaged group

What's Not Working

- Sounds like broad need for skype call in option
- Not enough time for small group task
- Inconsistent attendance (I'm guilty of this too)
- Technology—if needed, call-in would be nice

- nothing

5. **Next Meeting- July 13th, 2018, 9am-11am**