METRO REGIONAL QUALITY COUNCIL MEETING MINUTES
Friday December 8th, 2017
9 am – 11:00 am
The Arc Greater Twin Cities
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 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?**
    a. If you have human rights posters, let Betty know! She could use them for the human rights act celebration.
2. **Regional Quality Council (RQC) Updates**
    a. **Interviews**
        - Interviews began in November!
        - Database information is somewhat spotty; missing guardian information, missing phone numbers, old information, provider information listed in guardian section
        - Guardian barrier: we worked with DHS on this and received review board consent to talk to the person before contacting their guardian if necessary (because often we need the person to share their guardian's information)
        - Have reached out to county workers for their help finding missing information
        - DHS ideal number is 42 interviews per month in order for information to be statistically relevant. Continuing to recruit volunteers who will also be conducting interviews so we can work towards this number

- Survey fatigue, holiday season timing can be barriers
- People can request interviews but unless selected randomly, will not be included in data set, mostly would be for personal use.

b. Stats

- Total calls: 180. Have been making 2 calls/leaving 2 messages so far, abandon if no response
    1. Phone numbers no longer in service: 29; no listed phone number for person: 27;, 26 refused, 45 people called twice, 9 acceptances
    2. We're leading the RQCs in number of interviews ☺
- 3 interviews in November, 4 so far in December, have a few set up for later December/January
- Diverse situations so far— different living situations. Lasting 30 minutes to an hour, generally more towards an hour.
- 3 interviews so far with people who don't communicate with words; have used different communication devices, staff/family help

c. Reviewer Recruitment/Training

- Working with volunteer manager here at The Arc GTC. Kayla & Kerri Leucuta from Southeast RQC did a webinar and have had some responses, also some contacts through Arc advertisement
- Official reviewer training in January—probably likely 8th and 9th. If you know anyone who's interested, feel free to pass along Kayla's information and those dates

d. Website will launch the week of December 18th—one final RQC staff meeting to review content before then

e. Phone numbers pulled from MMIS but counties might have more up to date information. Unclear why our information is less accurate.

f. Language issue—have come across about 12 people so far who will need interpreters. Also need documents translated—Arc employees and interns have helped with the documents, but still in process of finding out from DHS how to go about interpretation services. Our budget does not currently account for the cost of professional translators.

- Natural supports could be a resource (family or staff who can translate) but this does require initial contact/we would want to have reviewers who speak the language ready to go if person agrees
    1. However, defaulting to natural supports could take away from person's choice of what to share/influence what they share
- Spanish, Oromo, Hmong, and Somali—most people who need translation pulled have been Somali
    - Need letters translated, need summary of conversation written in the person's language. Time commitment: maybe 3 hours.
    - Erin can do Spanish translation letter
    - U of M language department outreach? Students, etc.—approach through ICI? Will need to ensure we meet certain standards
    - Could advertise directly for volunteers who speak the language
    - Reaching out to organizations—maybe willing to do pro-bono work or partial pay, etc.
    - Reminder that many providers are familiar with different languages and cultures, may be looking for additional work—possible resource there
    - Could probably at least receive stipend-- $75 for completed review (travel, interview, writing summary)
    - Contractors for braille/hard of hearing assistance
    - Literacy can also be a barrier— provide other options if necessary

3. Lance Hegland: Work Force Crisis: Please see other document for notes from that discussion.

4. What's Working/What's Not

What's Working

- Conversation with Lance was very helpful
- Lance was great
- Workforce discussion was good and provided good info
- Like the topic, very important
- Loved the guest speaker—presented ideas I haven't thought of—let's pursue
- Startling yet necessary discussion on workforce shortage. Would like to see how we can add to the movement.
- Having Lance come to the meeting
- Great update on interview process and discussion on interpretive services
- Thanks for the updates on the interviews. We truly appreciate knowing how the work is shaping up in the community

- Enjoyed solutions conversation

What's Not Working

- Acronyms—help!
- Fragrance
- Talking too fast. Can't follow along—missing data
- More time needed for staffing issue
- Reminder—don't sue acronyms without explanation ☺
- How do we connect with legislature?
- The room was a bit chilly today!

Next Meeting- Friday, January 12th, 2018