METRO REGIONAL QUALITY COUNCIL MEETING - NOTES
Friday April 14, 2017
9 am – 10:30 am
The Arc Greater Twin Cities
2446 University Ave West, Suite 110
St. Paul, Minnesota
Hennepin/Ramsey Conference Room
Notes: 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- Welcome Isabel!**
2. **Arc Updates**
    a. **Tool Development Check-In (DLAST)**
        i. Should be ready by the end of the month
        ii. Additional instructions have been added for clarification
        iii. Survey should be a conversation; use intuition to find answer to main question
        iv. Short form will be the quantitative portion, where we get much of our data
            1. Survey taker will receive a short summary of the conversation in the weeks afterwards, perhaps interviewer's notes
        v. Long form will probably take around 1 hour; qualitative data
            1. 5 per month to start
            2. Reminder: goal is eventually 42 reviews (total) per month
            3. Long form survey takers will receive a longer write-up/narrative of the conversation; will have the opportunity to have the write-up sent to members of team, family etc.

4. One longer form per month will be used to interview other members of individual's team; interviewer/RQC member could possibly attend annual meeting and present written narrative to team, particularly if there is disconnect between experiences and desires/goals

vi. Appendix will be used as training guide for new RQC members

vii. Minor tweaks remaining but this is close to the final product

3. Update from State Quality Council and other Regional Quality Councils

1. IRB application in by April 28th; meeting that day with work group and ICI, Dan, etc.
2. Applications and approvals on same day in order to submit on 28th.
3. Could take up to a month to approve; perhaps as quickly as two weeks. Might ask clarifying questions.
4. Hope to know by mid-May whether or not approved; preliminary interviews by June
5. Remember that the tool will not be presented to the interviewee in a complicated manner; will be written in plain language, a narrative of the conversation
6. Short interviews will be either in person or via phone. Most interviews will be in person.
7. ICI is creating a proposal to build a database for this project. Cost estimate should be there today (4/14). ICI also creating application tool (electronic version of survey), will be part of the proposal
8. Training work group developed out of state quality council has been working on job description, application, handbook, etc. in order to jump start hiring process once tool is complete.
    a. After this, will be reaching out to organizations and direct support individuals, etc., for recruitment
9. Hoping to use DHS bulletin within the next month to explain project and raise awareness/interest.
    a. Also working on communication plan for individuals chosen to interview, letter to send to guardians, etc.
10. Presenting at Odyssey conference in June, ARM Conference also in June

a. Looking for opportunities to raise awareness

4. **Quality Improvement Project – small group brainstorming for use of funds (must be spent by end of June)**

GROUP A:

1. Translation of the tool into 3 languages
    a. ***Note: some money is already aside for this***
2. Training component: who's a good interview? How do we make sure we're asking the right questions for branching conversations that get at what's important to the person? How do we report accurate information if the guardians are present?
    a. Cultural diversity training?
3. Incentives for people who participate
4. Making the implementation of the tool practical, diverse, respectful
5. How do we make this tool different from all the other tools out there? Where does this information go? (Follow through/person centered)
6. Overall: ways to enhance the assessment tools

GROUP B:

1. Event to introduce the community to RQC
    a. Inform as to our purpose, get ideas and suggestions, invite community leaders, etc.
2. Marketing
    a. ***Note: some money is already set aside for marketing***
3. Funding for making improvements to community accessibility; partner with another group
4. Create an experience for community members to reviews accessibility to community (wheelchairs, blindfolds, etc. and needing to navigate community)
5. Mock appeal
6. Pop up assistive technology- supplying things that people with disabilities don't get funding for/insurance doesn't cover (post it notes, clasps, etc.)
    a. Survey as to what the top needs for these types of supplies are

5. **Next step: Kayla will send these ideas to the council and there will be a vote on which ideas to pursue and where to go from there**
6. **What's Working/What's Not**
    a. **WORKING:**
        i. Hearing different perspectives
        ii. Making progress on the tool
        iii. Small groups/breakout groups

1. Size of small groups is good
2. Getting to know people through small groups is a great side benefit
3. Dividing rooms into different rooms was good for listening/ability to focus

iv. Quietness of beverages and fruit as snacks
v. Council members open and thoughtful

b. NOT WORKING:

i. Low attendance
ii. Writing on large paper is bulky
iii. Talking too fast
iv. Not getting anywhere; project so huge
v. We still seem to not be fans of the tool
vi. Crinkling wrappers of candy and snacks
vii. Presence of perfume/cologne
viii. Ability to take time to get this right

7. Next Meeting- Friday, May 12th, 2017