METRO REGIONAL QUALITY COUNCIL MEETING MINUTES
Friday July 28, 2017
9 am – 11 am
The Arc Greater Twin Cities
2446 University Ave West, Suite 110
St. Paul, Minnesota
Hennepin/Ramsey Conference Room

Minutes by Isabel Taylor

1. **Update from State Quality Council and Regional Quality Councils**
    a. **Institutional Review Board Approval Process**
        i. Still waiting on approval but we're close; they need to figure out the data security protocol. Since we're getting data from DHS, protocol needs to come from DHS
        ii. Hopefully will be the final approval
    b. **Database/tool application**
        i. Working with DHS IT people to develop database, develop tool to retain database info
        ii. AgileApps: free, previous government use. Case management system. Will likely start with it because it's already up and running
        iii. Now looking into SNAP Survey, which has visual components—hundreds of images to choose from, ability to choose happy/sad scale, etc. for people who don't use words to communicate. Hope to transition to this later.
    c. **Training Workgroup**
        i. Team is developing training so when the tool is available, we're ready to go
    d. **Conference Presentations**
        i. AARM conference booth; Age & Disability Conference presentation on SQC and RQCs
    e. **Website**
        i. Moving along; by next week should have a test site to send out for feedback. Hopefully full site will be up and running by September
    f. **Annual Report**
        i. Due at the end of the month, but given extension
        ii. Will be sent out early next week for review and feedback. SQC report will also be sent out when available
    g. **Olmstead Committee**
        i. Kayla has been asked to sit in on the Olmstead Committee for Abuse and Neglect

ii. Started meeting in early July and will have 7 or 8 meetings up until November to develop a work plan that will be submitted for review. Early stages of what's working/what's not. Highly attended meetings.
iii. This group will come to our September meeting to present and do a listening session. We'll also open that meeting up to the public.

2. **Gaps Analysis**
    a. **Council Members Review of meetings (Danielle, Joe and Julia)**
        i. **Danielle**
            1. State does this every 2 years for HCBS. Previously has been survey/data collection. This year was an interactive conversation; positive experience connecting with stakeholders
            2. Gaps that came out: transportation, housing. Danielle will share data if interested. This year the group tried to establish next steps. Breakout groups for each gap and process mapping about what to do. Each group drafted a plan for how to move forward and each individual was supposed to leave the table with a to-do list
            3. Challenge: not having everyone at the table necessary to make the significant changes (federal, state level changes). Hope is that the plans will continue to move forward. DHS has those plans and will do some work with prioritization. In-depth and problem-solving conversation but as always hard to solve significant problems. Housing: moving forward on planning.
            4. MACSSA: Commissioner Piper presented information on Heading Home plan. Call to action from Piper. Looking to form a group to give recommendations to DHS on housing. Danielle will be involved with this group.
            5. Advisory council/group around adult protection services work group has been re-instated. Awareness campaign and call-in line have led to more investigations and more known issues, especially around financial abuse and the elderly.
            6. Goals: bring forward legislative changes regarding ability to share information with family and the language currently used; it can be difficult to engage other family members/support systems when possible abuser is legal guardian
        ii. **Julia**
            1. Positive change of pace to have discussion rather than survey. Used to generally be the same problems.
            2. Unfortunate tendency to want to start another work group rather than work with what already exists
            3. DHS asked county to send people who could make commitments but didn't seem to do that on their end; sent MHFA members, not people with knowledge of housing, etc.
            4. Expectations not necessarily clear; who's going to take the lead following through?
        iii. **Joe**

1. Seems like they left the plans in the hands of attendees, even though the plans require DHS buy-in, funding, etc. Expect attendees to be the ones generating momentum.
2. Seems like they need a leader/designated leaders to follow up on ideas and next steps, otherwise plans will be in limbo. Is it doable? Not doable? Needs more research?
3. Wilder involvement

iv. No leadership from DHS on legislative priorities

v. Kayla

1. People were surprised to suddenly be asked to commit to another work group after working hard on plans that require DHS help, etc.—feels like will fall flat
2. The RQC is about taking a look at things that need improvement as much as it is about the survey. What can RQC do to tackle those goals?

b. Quality Improvement Projects: small group presentations

i. Group One: Housing

1. Landlord and developer relationship building
    a. Housing coalitions—educate and give data, join coalitions. Push developers to do more.
    b. MFHA commissioner—meet, build support, have more of a voice there, etc.
    c. Educate developers about disability/housing needs and resources/tax credits available
    d. Coalition/educate with Homes for All. Broaden their mission to include needs of people with disabilities.
    e. Provide data and educate cities to make it easier for developers serving this population.
    f. Give perspective from our group to communities; show who is impacted by housing availability in order to reduce pushback on disability housing

ii. Group Two: Youth Outreach

1. Problem: younger generations do not see a career in human services as viable
2. Goal: increase knowledge, access, and opportunities for students to be exposed to the human services field
3. Ideas
    a. Volunteer club for high school
    b. Class/presentation at job options in human services
    c. Collaboration with providers and partners for robust information (person centered thinking, disability walk, etc)
    d. Start with pilot program
    e. Minimize stigma right away, help young people expand the way they look at those who receive services from the state

3. Quality Improvement Project(s) discussion

a. What's a doable first step for these projects?

i. Researching housing coalition. What's out there? How do you get involved?

ii. Collecting data; what information are you going to share? Get information specific to your region to Kayla before next meeting
iii. Set up meeting with Mary Tingerthal; she has been learning more about services than about housing so far but is open to learning more
iv. Pilot program: pick a community to start with. Alternatively, doing research to see what's already out there. Work experience component? Requirements of that?
    1. Some members already have a relationship with Benilde-St. Margaret's. Could Invite some of those people to our meetings to discuss possibilities

b. Let's not re-create the wheel; let's tap into what's already happening and succeeding in our communities, and who's making it happen. Doesn't have to be a DHS resource.

4. **Next Meeting- August 11, 2017, 9am-11am**