METRO REGIONAL QUALITY COUNCIL
FRIDAY, November 18, 2016
9 am – 11 am
The Arc Greater Twin Cities
Hennepin 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.

Present: *Rod Carlson (Living Well Disability Services), Ann Cirelli, Betty DeWitt (CIP), Alicia Donahue (Ombudsman Office), John Estrem (Hammer), Danielle Fox (Scott County), Chelsea Lorenz (Dakota County), Kayla Nance (The Arc Greater Twin Cities), Erin Paredes (Dakota County), Steve Piekarski (The Arc Greater Twin Cities), Dennis Price (Dakota County), Tim Sullivan (Hennepin County), Andrea Werlinger (Department of Human Services)*

Minutes*: Barb Thompson*

1. **Introductions**

2. **Arc Update**
   a. **Jargon Jar**
      Anytime anyone uses an acronym without explaining it, you will put a piece of candy in the bowl. It will help keep us responsible and accountable. And to make it accessible.

3. **Follow up from November 4th meeting**
   a. **Draft of Regional Quality Council Charter**
      Kayla went through the Charter draft and changes were made.
   b. **Review Membership application**
      Kayla went through the membership application.

4. **Update from State Quality Council and other Regional Quality Councils (RQC) – Kayla**
   a. **Quality Review Tool Update**
      The meeting is today and Kayla's understanding is that they will see the tool today for the first time.
   b. **Person Centered Thinking training in December-deadline November 30th to register**
      There is still room for people who want to be involved.
   c. **Marketing Materials**
      Kayla has met with our Marketing Director here to see what we can move forward with. We are trying to get some stuff together fairly quickly. She is working with the two other Quality Councils to put those materials together. She is hoping we will have them ready by mid-December. Working on getting a page put up on The Arc Greater Twin Cities website.

5. **Review Data Sharing Agreement and continue discussion of sample areas**
   a. **Data Sharing Agreement understanding and plan for moving forward**

Still need the individual consent. Danielle will run it by her County attorney. Steve said that we could possibly send out the fully executed, signed contract. We may need to have separate signed contracts with each county, though the state contract should cover the counties. We want clarification from counties on whether we need separate county agreements. We will follow up with someone from DHS to get further clarification. We are finding nobody within other parts of DHS knows that it's their responsibility. No one has actually talked to anyone that would be doing those data pulls. The struggle is the communication. Someone has to initiate that conversation on behalf of the State Quality Council. Andrea will try to reach out to people she knows.

b. Break into small groups

She would like each group to identify up with five areas; why and what barriers there may be; and possible solutions.

c. Bring back to large group with identified areas and discuss how to proceed

1st Group

- Unlicensed Services
  What services?
- MnChoice (Initial) Assessments
- Managed Care – elderly
- School/IEP, 504 Plans
  Dept of Ed?
  Kids/Parents – permission
- Mental Health/Chemical Health (Jail/Homeless)

2nd Group

- People not receiving professional services
  Corrections, shelter, family care
  Barriers: how do you identify these groups and where are they? Cultural barriers (using culturally competent vendors/staff).
- People living at home/Home and Community Based Services (HCBS)
  Children and Adults living at home with parents
  Barriers: we are talking about children – accessing info about children is more complicated. Is the tool appropriate for children? Where are they? Overwhelmed populations.
- Employment Status
  Competitive employment; adult daycare; people unemployed by choice
  Barriers: where do you contact them and where do you do the interview? Employment status can change rapidly and suddenly
- Licensed settings (all different types)
  Barriers: so much information is being asked – a lot of survey fatigue. What authority does the Regional Quality Council have? Skewing of data.

Top Four:

- Unlicensed Services
- Managed Care
- Licensed Services
- Children

Kayla will take the top four and try to identify what avenues we need to take and look at the barriers and bring it back at the next meeting.

6. **What's Working/What's Not?**
   <u>What Worked</u>
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7. **Next Meeting**
   a. December 2, 9–11 am

Parking Lot
- Bring in Anoka, Carver, Ramsey, Washington

To Dos
- County folks will share the Data Agreements
- Kayla will talk with people at the Department of Human Services