REGIONAL QUALITY COUNCIL KICK OFF MEETING AGENDA
FRIDAY, November 4, 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: *Jolene Thibedeau Boyd (CIP), Rod Carlson (Living Well Disability Services), Joe Cuoco (Supportive Living Solutions), Betty DeWitt (CIP), 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), Megan Zeilinger (Dakota County), Dan Zimmer (State Quality Council)*

Minutes*: Barb Thompson*

1. **Introductions**

2. **Arc Update**
   a. **Introduction of Kayla Nance – Regional Quality Council Project Manager**
   b. **Hiring process for Regional Quality Council Administrative Assistant**
      We will be hiring for a 20 hour part time assistant.

3. **Follow up from October 7th meeting**
   a. **Recruitment of self-advocates or family members for the council**
      Has anyone had a chance to recruit self-advocates or family members? Rod has a mom who is interested. He hasn't been able to get anything confirmed. Kayla thought maybe the best first stop was to see if any of you already have established self-advocacy or family groups that she could come and speak at. Betty mentioned that at her previous work they have a strong self-advocacy group in Brooklyn Park (Life Works). Megan said they have providers they could connect her with. Danielle thought they had a couple in Scott. She was going to have another staff join as well. There is a stipend for self-advocates or family members. Steve thought it was like $50 per meeting.
   b. **Draft of Regional Quality Council Charter**
      See below
   c. **Examples of what type of questions you ask potential members that are interested in joining committees or boards with your organization**
      Steve got quite a few of these.
   d. **Activities of what is occurring outside of our quality review tool**
      Wanted a follow up of all the other activities going on. People also sent him additional activities. Kayla has been doing some research on what has or hasn't been done with some of that information. Now that we have that list, what do we do with it? Some of the surveys were quite intensive. He wants to make sure if there was some follow up we wanted to do.

4. **Update from State Quality Council and other Regional Quality Council (RQC) – Kayla**
   Kayla had her first meeting with them this past Friday. The primary work of the past meeting was getting into the different work groups. Looking at goals and rewriting.

   They are working on getting someone from DHS and the Ombudsman office still to come to our meetings.

   They are working on logos. For now they are calling us as the Metro Quality Council.

   Kayla will be the representative on the State Quality Council. The information on the website now is from 2015.

   Dan gave some updates – at the last council meeting all the sub groups redefined themselves. If you don't ask, they don't know. If you are struggling, ask them. We will be figuring this out as we go. In the last three months, the progress and the positivity has been great. We are very much invested in getting you guys that review tool. He wants to make sure that it is useful too. Right now the Institute is still helping us. We will see what comes out of our November 18th meeting. The state is putting together some strategic planning meetings in January put on by Michael Smull.

   a. **Review proposed quality review tool**
      They sent out a survey with the questions. ICI has put together a short review and a long review. It's not fully put together. They are hoping that by November 18th that it'll be ready for review. It's not written in a way that would be easily understood for self-advocates to answer. Want to make sure it's written in plain language. They are projected to maybe start doing reviews in March.
   b. **Person Centered Thinking training in December**
      One of the things that we have is two people that can train on Person Centered Thinking. They will be holding a training in early December. It's a two-day training. If any of you would like to attend, you are welcome to attend or you are more than welcome to send people.
   c. **What materials will be worked on jointly between all the RQC's**
      They met last week before the State Quality Council so Kayla was able to meet them. They discussed what are they things that they can do together that aren't region specific. They will work together to put together brochures – what it is and what the goal is. They will meet at the end of November for an all-day meeting. They will also work to put together a power point and a website. The website will be a little further out and will probably be in conjunction with the State Quality Council.

5. **Review draft Regional Quality Council Committee Charter**
   Steve ran through the draft Charter with everyone. Steve wanted to make sure the format worked with everyone.
   a. **Does it capture our discussion** -
   b. **What is missing** – Dan mentioned that you may want to talk about how many people that you want on the Council. You want to make sure that you make a good decision about who is going to be the best fit. Your region also needs to make sure you have a person that represents you on the State Quality Council and it should be on the Charter. That person needs to go through the process.
   c. **Other areas for consideration**
      1) **Ground rules**
         - Data privacy – consent for release of information, volunteer/reviewer/RQC training
         - Mandated Reporting
         - Maintain plain language
         - Respectful – info joined through the group will not be disclosed
         - Participation and engagement
         - Be nice or get out
         - How to be open and accessible as a RQC
         - Flexibility
      2) **Quality Review Process**
         120 names per month
         What type of people do we want to interview?
         - Both county and not connected – maybe a percentage of each
         - Communication – Put themselves forward
         - Buy in from managed care
            - Blue Cross
            - Medica
            - UCare
            - MHP
         - Online sign up form or online tool
         - Tie in with Days at the Capitol
         - Set Statement about Privacy
         - Need data agreement from state
         - How to get different information from counties
         - Can state pull names?
         - Provider based – approach
         - Tie in with Workforce Innovation Opportunity(?) Act (WIOA) (Independent Living Centers – ILC)
         - Other providers – food centers, clinics, emergency rooms, outreach workers, coordinated entry
         - MNChoice Assessment teams
         - State Self-Advocacy Committee

6. **Other survey's and outcomes of those survey's**
    a. **What do we want to do with the information**
        - Rod thought that understanding what's happening is imperative for this group.
        - Dennis said that he thought it would be good for the group to have an understanding of all the other big data pulls that are going on (maybe in a couple months). These are thousands of thousands of people getting that data pull.
        - Steve said based on that list of how things are done we'll put some definition around those surveys. Kayla will talk to someone from each of the counties to find out more about the large data pulls.
        - Jolene said that the information that they are getting about what didn't work would be useful information for us as a group to consider.

7. **Next Meeting**
    a. November 18th 9 - 11

Parking Lot

- Bring in Anoka, Carver, Ramsey, Washington

To Dos

- Kayla will come up with a list of 5-10 questions and have a draft for people to review before the next meeting.