METRO REGIONAL QUALITY COUNCIL AGENDA
Friday, December 16, 2016
9-11 am
The Arc Greater Twin Cities
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.

Present: *Rod Carlson (Living Well Disability Services), Ann Cirelli, 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), Dennis Price (Dakota County), Trina Simons, Rebecca St. Martin, Tim Sullivan (Hennepin County), Natalie Zietz (Social Worker, Vale Place)*

Minutes*: Barb Thompson*

1. **Introductions- Trina Simons and Rebecca St. Martin**

2. **Follow up from November 18th meeting**
   a. **Update on Data Sharing and Data Pulls**
      What groups we would like to see interviewed and how we wanted it pulled. We have a meeting set up (Kayla and the folks from the other councils and several others) to see what's possible on January 11. There is a three-hour meeting set.
   b. **Meeting with DHS**
   c. **Administrative Assistant Position**
      We have posted for this 20 hour a week position. Kayla will attach the job description with the meeting minutes. It's pretty flexible.
   d. **Memorandum of Understanding (MOU)**
      Kayla went through the MOU with the council. Kayla would like for council members to review it and sign and get it back to her by the end of January. If there is anything you think should be tweaked or have a problem with it, let Kayla know. Kayla will follow up with Steve to see if we have to do a separate one for non-providers. Also is the MOU for providers or for people as individuals? Kayla thought it was for providers, but will double check with Steve.
   e. **Discuss meeting times for 2017**
      We will go to once a month meetings. Fridays seem to work the best for most people. Kayla wanted to discuss whether we do the 1st, 2nd or 3rd Friday. She will send a doodle poll out to everyone.

3. **Update from State Quality Council and other Regional Quality Council**
   a. **Tim S. will give a review of State Quality Council updates**
      The State Quality Council met last Friday. They considered the Abuse Prevention Plan from the Olmstead Plan that has already been submitted. There were some due dates for March 1st. Tim felt that there was definitive information about what they were asking them to do and whether it was appropriate to pass it down to the Quality Councils. He was in the minority and voted against it. Now they have to go back to

Department of Human Services (DHS) and get information from them about what data is available to be reviewed. The suggestion was to look at what was available like licensing reports. Dennis thought it was worth providing a document back saying that we don't think that this is doable. Kayla said that she and Steve had conversations with several folks regarding this back in October with Dan Zimmerman. We objected from the beginning that it did not fall within our contract. She said that it has been paired down. It came back to us that we can't say completely no. Dennis said that even if we are being told there is a legal contract. We can talk back. Part of the push back is that there may be a purpose to the bigger purpose, but that this isn't the body to do it. Kayla will take this feedback back to the meeting on January 11. John said that a legislative body should follow the rules taking a vote without a majority of members present. It's a disturbing precedence.

b. **Update on RQC collaborative efforts**
Kayla has been meeting with the other quality councils. They are hoping by the end of the year to have marketing materials. They have put together a power point that all of the councils can use and tweak as needed. Our names are getting out there a little bit more. They are still working on a website – found out that that has to go through the State Quality Council as well. Waiting for clarification from DHS on whether or not they can have a separate website or not. We are continuing to meet with the other two council coordinators at least once a month. John asked how many counties – we have 11 councils in total. They have been working on putting together an application for reviewers (which Kayla would like to look at today though it is not on the agenda). We do have the brief interview tool. We just got that this week. The State Quality Council has a work group that has been working with the Institute on Community Integration to create them.

4. **Review Interview Tool**
   a. **Break into small groups to review and provide feedback on the interview tool**
   The short tool is what was developed to be used to interview people who are on Home and Community Based services. We will be reviewing the quality of services being provided. The concept is to engage in a conversation. During which the interviewer will be charged with answering 10 questions based on a half an hour to 40 minute conversation. The bullet points are not meant to be asked as questions, they are guides for the interviewers. The interviewers will have to have extensive training to use this tool.
   b. **Discuss feedback in large group**
      - The demographic information pulls out the residential service, but not others.
      - Questions around what the seven questions based on?
      - Directions directly contradict how it was said that the tool gets used.
      - Was the goal just to collect a whole bunch of data?
      - How important are the questions to you?
      - How do you get at people who are not in the traditional, residential services?
      - Emphasis on Control vs Informed Choice
      - Do you feel you've been part of a discovery process to make informed choices? (options)
      - Doesn't ask – Do you feel financially and able to lead a person centered life?
      - Are the people working with me educated about alternative ways to live?
      - Trina is concerned that the way we are asking the questions are very complex and that the people being interviewed may have cognitive disabilities.

Ultimately this is a tool that regions will feed back into the system what works and what doesn't. Ultimately it's the State Regional Council that determines the tool.

c. **Discuss next steps**
   Kayla will take the information back to the State Regional Council
   She will send out a Doodle poll about which Friday we will be meeting on.

5. **What's Working/What's Not**

What worked:

- Pause to explain
- DID: Agenda, business items and workgroup time on a meaningful task.
- DID: No games needed. Kayla facilitates well.
- I like the small group process (4) [the group was even smaller than last time and was able to delve deeper]
- I like the idea that everyone wants this to happen.
- Great conversations! I like the diversity of the group!
- Start/end on time.

What didn't work:

- Accessibility. Trouble tracking conversation. People talking fast.
- I am concerned about DHS's role. Are they part or are they driving the process. This needs to be resolved.

6. **Next Meeting**
   a. **TBD**