"To improve the quality of services and supports for people with disabilities"

Region 10 Quality Council Meeting Minutes – 10/19/2017

Attendance: Leann Bieber, Marita Buehler, Josh Burt, Nicole Duchelle, Emma Edwards, John Flanders, Lisa Harrison-Hadler, Beth Honecker, Jodi Johnson(phone) , Ann Lazzara, Kyle Mullen, Harry Nevling, Anita Otterness, Dee Sabol, Matthew Shoen, Judy Young
Absent: Linda Driessen, Mary Pieper, Lynnsey Standahl, Jamie Stolp, Emily Miller
Staff: Kerri Leucuta, Polly Owens, Karen Larson
Fiscal Host: Buff Hennessey

1. Call Meeting to order – Dee Sabol
2. Approval of 9/21/2017 Minutes (handout) – Dee Sabol
    a. John Flanders motion to approve and Matthew Schoen second the minutes: council approved.
3. Manager's/Program Coordinator's Report:(Handout) – Kerri and Karen
    a. No questions or comments.
4. Olmstead Subcommittee Abuse and Neglect Listening Session(Handout)-Kerri
    a. Good input from this meeting. Theme of the information collected is that people said that there is a lack of response. Kerri is attempting to set up a MAARC training: Lisa is going to assist. Lisa reported that there is a new Quality Assurance Manager, her role will be to sort and rate the events/reports as they come in. We would like to see steps to improve the system and get better outcomes. When you make a report and you do not hear anything back what does that mean? When you make a report who do they talk to? Do they talk to person hurt? The person who filled out the complaint? The person that committed the incident? If I was maltreated and no one talked to me I would think that nothing was being done.
5. Region 10 Quality Council Survey Results – Handout
    a. The Council reviewed the survey results. Kerri to create a cloud and bring back to the council. Dee to assist Kerri with this project.
    b. We need to work on legislation for people with disabilities: example: Making sure that all buildings are wheelchair accessible.
    c. How does the council interface with ADA?
6. Revisit of Region 10 Quality Council Mission/Vision/Purpose/Values in preparation for November PATH facilitation
    a. A Path is a way to get to the future. It is a visual process to get to the future.
    b. At the next council meeting Nicole and Polly will be assisting the council with a PATH or Matrix.
7. Person Centered Values that Support Region 10 Quality Council Mission/Purpose(handout)
    a. Council would like us to improve our materials so it is very clear about who we are interviewing and working with: populations we will be serving. We need a 30 second elevator speech. We need it so everyone, can understand it.

8. Discussion regarding Ground Rules for PATH meeting (and all future meetings)
    a. The path/matrix work will set up ground rules/ guidelines to use at all meetings and trainings.
9. Systems Improvement Workgroup(Handout) – Kerri
    a. The workgroup met on 10/11/17 and sorted the National Core Indicators materials. We narrowed the information down to the top 8 topics and then down to the top 1 topic": Workforce shortage. Lots of discussion on how to improve the workforce shortage and encourage young people to go into the field.
    b. SI completed a PATH for the workgroup.
    c. It tells the group where we are at and this is where we are going.
    d. Tasks have been assigned to completed before SI workgroups next meeting.
10. Person Centered Quality Review Workgroup – LeAnn
    a. Purpose and Tasks were reviewed
    b. We have 15 Reviewer Applicant. We need more there are applications here today, the application is on the Arc SE MN web site and Facebook page. If you would like an electronic version, please let Karen know.
    c. PCQR Tool is ready to go. We are waiting for the data base: Agile Apps: to be completed. The data base is where the participants for the interviews will be down loaded.
    d. Quality Reviewer Training: Is still be fine-tuned. It will be a 2-day training. We will be training on interviewing, listening, scoring the results and writing up surveys. We will be holding our first training with volunteer reviewers in December. Karen and LeAnn will be setting up some training dates.
    e. Person Center Quality Reviews will be starting in November with staff. Interviews will be starting in January with Volunteer reviewers.
    f. The Leave behind: After the interview will be a R10RQC brochure and an Arc SE MN brochure. Then reviewers will go back and write up the survey results and send copies to the participant. The participant can share the copies with their team.
    g. Interview Team: Beth, Kyle, Ann, Harry, Matt and Karen as staff. Interview dates are: 10/25/17-10/31/17 and 11/2/17 at the Arc SE MN office. The PCQR workgroup determined that if you serve on the council or the PCQRW you do not have to be interviewed.
    h. Web site update: The start date was to be 9/1/2017 and it was moved back by the developer to 12/1/2017. We are now holding weekly meetings to maintain momentum. The web site will also have a what is working and what is not working page.
11. SQC Update – LeAnn
    a. Strategic planning day was held and direction for the future was mapped out.
12. Once Around/
    a. Beth: Legislative forum:(handout)10/4/2017 6:30-8:30pm at ProAct in Red Wing
    b. Leann: Halloween Trick or Treat for 25 years old and younger:10/26/2017

       10:00am-6:00 pm at Rochester Alternative Learning Center
    c. Tech Expo: (Handout) 11/4/2017 10:00 am-3:00pm at Heintz Center
13. Adjourn
    a. Adjourn by Harry Nevling

Notes By: Karen Larson