



## Regional Quality Councils Year in Review

The Regional Quality Councils (RQCs) work to monitor and improve the quality of services for people with disabilities in their region. The councils promote and connect communities so that people have services and supports that help them live a life based on their hopes and dreams.

There are three Regional Quality Councils:

- Arrowhead Regional Quality Council: Carlton, Cook, St. Louis and Lake counties
- Metro Regional Quality Council: Hennepin, Scott, and Dakota counties
- Region 10 Regional Quality Council: Houston, Olmsted, and Wabasha counties

The Regional Quality Councils gather information through Person-Centered Quality Reviews (interviews), listening sessions, and focus groups. Each RQC responds to the unique needs of their region with quality improvement projects, collaboration, and community engagement.

### **Regional Quality Council Collaboration in 2019**

Together, the Regional Quality Councils collaborated on many tasks and projects. Work accomplished in 2019 includes, but is not limited to, reviewing and updating our Person-Centered Quality Review tools, evaluating and streamlining the Agile Apps Database, and participating in State Quality Council meetings and workgroups. The RQCs also worked together on conferences, community outreach efforts, presentations, marketing materials, and website updates.

### **In 2019, the Metro Regional Quality Council (MRQC):**

- Conducted 137 Quality Reviews.
- Hosted 1 listening session and 5 focus groups around employment with 64 total participants from different stakeholder groups:

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



- People with disabilities, family members, case managers, employment support professionals, and employers.
- Provided support and technical assistance to The Arc Minnesota's Self Advocate Advisory Committee during meetings and events such as their Parent Panel.
- Participated in sexual violence prevention work through coalitions and legislation.
- Facilitated 4 community conversations about the Vulnerable Adult Act redesign, shared feedback with the Department of Human Services, and participated in the VAA Redesign Summit.
- Collaborated with lead and state agencies to evaluate the effectiveness of tools and resources such as the Informed Choice Toolkit and Disability Hub.
- Reported to the Department of Human Services with best practices, recommendations, and lessons learned.
- Presented work at the St. Louis County Health and Human Services Conference and hosted a Marketplace Session at the Minnesota Gathering for Person-Centered Practices.
- Shared work and collaborated with various professional groups, such as a community of practice and a county employment innovations group.
- Sponsored a self-advocate to attend the Age and Disabilities Odyssey Conference.

### **In 2019, the Arrowhead Regional Quality Council (ARQC):**

- Conducted 122 Quality Reviews and 3 listening sessions.
- Provided funding to a local provider for individuals that are not on waivers to have a person-centered plan completed.
- Provided funding to host a Community Conversations Event to help build natural supports and friendships with local employers, property owners, and other community members.
- Provided funds to a local long-term supportive housing program that houses women who have experienced long-term homelessness. The funds helped these women get out and experience different things in the community that they live in.

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

---

ARROWHEAD COUNCIL • 424 West Superior Street, Suit 500, Duluth, MN 55802  
METRO COUNCIL • 2446 University Avenue West, Suite 110, Saint Paul, MN 55114  
REGION 10 COUNCIL • 6301 Bandel Rd NW, Suite 605, Rochester, MN 55901



- Coordinated with training professionals to facilitate Motivational Interviewing Training for Arc Northland staff, Quality Reviewers, and ARQC Members; as well as professional in the Virginia, Minnesota area.
- Collaborated with Legal Aid Services and facilitated a community meeting at a subsidized housing complex in Grand Marais. The meeting helped tenants and management understand their rights and responsibilities, and how to work together when working through building concerns.
- Participated in an ADA compliance group, referred to as Accessible Ely, which stemmed from a person who participated in a Quality Review. This group addresses the lack of accessibility in rural areas.
- Collaborated with the Local Solutions to End Poverty Forum.

### **In 2019, the Region 10 Quality Council:**

- Conducted 75 Quality Reviews.
- Hosted and facilitated 8 Community Conversations around Community Connectedness and Natural Supports (in Olmsted and Wabasha Counties).
  - Roughly 110 community members participated and gave feedback.
- Participated in sexual violence prevention work through coalitions and legislation.
- Facilitated a community conversation about the Vulnerable Adult Act redesign and shared feedback with the Department of Human Services.
- Presented “Quality Services and Supports YOUR Way” at the 2019 Self-Advocate Minnesota Southeast Region Conference.
- Participated in forums as they relate to disability topics and community concerns in our region. Forums include the Legislative Forums and 2019 Community Health Forum.
- Participated in the 2020 Census Complete Count Committee and were invited to be a panelist in a “Panel Discussion on the 2020 Census” to share information about the importance of being counted.
- Partnership in a “Community for All” community of practice committee (name changed to “Working Together”).
- Ongoing partnership with Olmsted County and community providers for training and collaboration in regards to expanding organization-wide

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

---

ARROWHEAD COUNCIL • 424 West Superior Street, Suit 500, Duluth, MN 55802  
METRO COUNCIL • 2446 University Avenue West, Suite 110, Saint Paul, MN 55114  
REGION 10 COUNCIL • 6301 Bandel Rd NW, Suite 605, Rochester, MN 55901



person centered practices and positive behavioral practices, and laying the foundation for cultural change.

### **Looking to the Future: 2020 Priorities**

In 2020, the Regional Quality Councils will improve and sustain their quality improvement system by continuing to identify and promote best practices and gaps in services for people with disabilities/self-advocates, families, community members, and agencies who provide services and supports.

The RQCs will provide education and promote the implementation of person-centered practices to people with disabilities, family members, guardians, service providers, and the broader community.

The RQCs will work together to satisfy these priorities and will respond to the unique needs of their region.

### **Ways to Get Involved**

- Participate in a focus group, listening session, or community conversation.
- Check out our website at [qualitycouncilmn.org](http://qualitycouncilmn.org).
- Learn about opportunities with the council in your area.
- Connect with advocates and self-advocates.
- Share your story with our policy team.

If you would like more information or if you are interested in getting involved with the Regional Quality councils, you can contact your region's manager:

- Metro RQC: Angie Guenther - [AngieGuenther@arcminnesota.org](mailto:AngieGuenther@arcminnesota.org) or 952.915.3669
- Region 10 RQC: Kerri Leucuta - [kerrileucuta@arcminnesota.org](mailto:kerrileucuta@arcminnesota.org) or 507.513.7615
- Arrowhead RQC: Lori Moench - [lmoench@arcnorthland.org](mailto:lmoench@arcnorthland.org) or 218.726.4746

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

---

ARROWHEAD COUNCIL • 424 West Superior Street, Suit 500, Duluth, MN 55802  
METRO COUNCIL • 2446 University Avenue West, Suite 110, Saint Paul, MN 55114  
REGION 10 COUNCIL • 6301 Bandel Rd NW, Suite 605, Rochester, MN 55901