



## **ANNUAL REPORT**

Submitted by: The Arc Northland

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## **RQC Introduction**

This report includes information from the Regional Quality Councils (RQC's) work devoted efforts in fiscal year (FY) 2019/2020. Further information on the work of the RQC's since the start of the grant in 2016, can be found in previous submitted reports. The start of the fiscal year for the RQC's continued with a focus on scheduling and completing Person-Centered Quality Reviews with individuals receiving Home and Community Based Services in the Arrowhead Region. The Agile Aps Database was not functioning from June – September 2019, which put a lull in the rate of interviews being completed. Prior to this, 15 – 20 interviews were completed per month. In Mid-November of 2019, a new Program Manager for the Arrowhead Regional Quality Council (ARQC) was hired, and interviews were maintained at a steady completion rate. In December 2019, the RQC's met with the Department of Human Services during meetings and other forms of collaboration efforts to start discussing changes to the upcoming fiscal year. It was concluded that the RQC's had fulfilled grantee duties by collecting a sufficient amount of data and efforts should be honed in and focused on specifically what the RQC's can do to support positive changes in their service territories. The ARQC began conducting presentation and outreach activities in rural communities, as well as each county that they represent. The focus of the message was to share the new vision for the work of the ARQC, gather input from key stakeholders, and share ways that they could be involved in our work. Due to the Covid-19 Pandemic, interviews concluded mid-March 2020, and ARQC staff began working remotely. The fiscal year ended with 227 interviews completed covering St. Louis, Carlton, Cook and Lake Counties. The three RQC's continued to collaborate by meeting virtually to draft and submit an amendment to our grantee duties. The contract was approved and signed in June 2020.

## **General Quality of Life Information**

### **Tracking Efforts**

#### *Data Tracking, Review, and Analysis*

The ARQC's contractual duties involved identifying and analyzing data on quality of services for people who are receiving home and community-based services (HCBS). The ARQC worked collaboratively with the other RQC's, the Community of Practice Cohort, and staff from the Minnesota Institute for Community Integration (ICI). In collaboration with the Communities of Practice Cohort, the ARQC Manager participated in meetings on a regular basis. This group analyzed data from a variety of different sources. Further information on Communities of Practice can be located on page 18.

The ICI played a major role in analyzing the qualitative and quantitative data collected through years of quality reviews and stored in Agile Aps. ICI staff compiled both a power point and an extensive report to share trends highlighted through RQC's collected data. The University of Minnesota Institute on Community Integration completed a review analysis of the RQC data collected from November 2017 – November 2019. The survey results include demographics information, description information by question, and a summary of the interviewer's notes by question from the Person-Centered Quality Reviews. Throughout Minnesota, 560 interviews were completed and analyzed. When asked about race, approximately 80% of participants identified as White, 12% as Black/African American, and few percentages identified as Asian, American Indian, Black & White, or Unknown. The full ICI technical

report is available upon request. Arrowhead sample information is provided here (quantitative data on choice and control):

## **Arrowhead Sample (N=203)**

### A. Demographics

Race/Ethnicity Status: White 87.6%, Black/African American 4.0%, Asian 0.5%, American Indian/Alaskan Native 6.4%, Black & White 0%, and Unknown 1.5%. Of the 202 individuals who answered the question, 177 (87.6%) identify as White, 8 (4.0%) as Black/African American, 1 (0.5%) as Asian, 13 (6.4%) as American Indian/Alaska Native, none (0.0%) as Black and White, and 3 (1.5%) were Unknown. One individual (0.5%) did not answer the question.

Gender: Make 54.2% and Female 45.8%. Of the 203 individuals who answered the question, 110 (54.2%) identified as male, 93 (45.8%) were female.

### B. Housing

Q1a. How much control do you have over your living situation?

Of the 200 individuals who answered the question, 12 (6.0%) said none, 70 (35.0%) said some, 64 (32.0%) said most, and 54 (27.0%) said full. Three individuals (1.5%) said not applicable.

Q1b. How much control would you like to have over your living situation?

Of the 199 individuals who answered the question, 1 (0.5%) said none, 9 (4.5%) said some, 48 (24.1%) said most, and 141 (70.9%) said full. Four individuals (2.0%) said not applicable.

### C. Daily Routine

Q2a. How much control do you have over your daily routine?

Of the 203 individuals who answered the question, 1 (0.5%) said none, 45 (22.2%) said some, 119 (58.6%) said most, and 38 (18.7%) said full.

Q2b. How much control would you like to have over your daily routine?

Of the 202 individuals who answered the question, none (0.0%) said none, 3 (1.5%) said some, 43 (21.3%) said most, and 156 (77.2%) said full. One individual (0.5%) did said not applicable.

### D. Employment

Q3a. How much control do you have over whether or not you are working (November 2017 – June 2019)?

Of the 147 individuals who answered the question, 7 (4.8%) said none, 68 (46.3%) said some, 50 (34.0%) said most, and 22 (15.0%) said full. Twenty-five individuals (12.3%) said not applicable, and 31 (15.3%) did not answer the question.

Q3b. To what extent do you feel your job meets your needs (November 2017 – June 2019)?

Of the 151 individuals who answered the question, none (0.0%) said none, 5 (3.3%) said some, 28 (18.2%) said most, and 118 (78.1%) said full. Twenty-one individuals (10.3%) said not applicable, and 31 (15.3%) did not answer the question.

Q3a. How much control do you have over whether or not you are working (starting July 2019)?

Of the 19 individuals who answered the question, 4 (21.1%) said none, 5 (26.3%) said some, 6 (31.6%) said most, and 4 (21.1%) said full. Six individuals (3.0%) said not applicable, and 178 (87.7%) did not answer the question.

Q3b. To what extent do you feel your job meets your needs (starting July 2019)?

Of the 14 individuals who answered the question, none (0.0%) said none or some, 5 (35.7%) said most, and 9 (64.3%) said full. Eleven individuals (5.4%) said not applicable, and 178 (87.7%) did not answer the question.

#### E. Community

Q4a. How much control do you have over things you enjoy doing outside of your home?

Of the 203 individuals who answered the question, 3 (1.5%) said none, 75 (36.9%) said some, 90 (44.3%) said most, and 35 (17.2%) said full.

Q4b. How much control would you like to have over things you enjoy doing outside of your home?

Of the 202 individuals who answered the question, none (0.0%) said none, 4 (2.0%) said some, 43 (21.3%) said most, and 155 (76.7%) said full. One individual (0.5%) said not applicable.

#### F. Relationships

Q5a. How much control do you have over the amount of time you spend with people you care about (family and friends)?

Of the 202 individuals who answered the question, 1 (0.5%) said none, 99 (49.0%) said some, 89 (44.1%) said most, and 13 (6.4%) said full. One individual (0.5%) said not applicable.

Q5b. How much control would you like to have over the amount of time you spend with people you care about (family and friends)?

Of the 201 individuals who answered the question, none (0.0%) said none, 2 (1.0%) said some, 52 (25.9%) said most, and 147 (73.1%) said full. Two individuals (1.0%) said not applicable.

#### G. Transportation

Q6. To what degree is transportation available when you want to go somewhere?

Of the 23 individuals who answered the question, none (0.0%) said none, 9 (39.1%) said some, 11 (47.8%) said most, and 3 (13.0%) said full. One individuals (0.5%) said not applicable, and 179 (88.2%) did not answer the question.

#### H. Support Staff

Q7. To what degree do staff treat you with respect?

Of the 197 individuals who answered the question, 1 (0.5%) said none, 10 (5.1%) said some, 56 (28.4%) said most, and 130 (66.0%) said full. Six individuals (3.0%) said not applicable.

#### I. Planning

Q7a. How much control do you believe you have over life planning?

Of the 167 individuals who answered the question, 1 (0.6%) said none, 58 (34.7%) said some, 80 (47.9%) said most, and 28 (16.8%) said full. Six individuals (3.0%) said not applicable, and 30 (14.8%) did not answer the question.

Q7b. How much control would you like to have over life planning?

Of the 166 individuals who answered the question, none (0.0%) said none, 10 (6.0%) said some, 39 (23.5%) said most, and 117 (70.5%) said full. Seven individuals (3.4%) said not applicable, and 30 (14.8%) did not answer the question.

#### J. Safety

Q8. To what degree do you feel safe?

Of the 201 individuals who answered the question, 1 (0.5%) said none, 22 (10.9%) said some, 90 (44.8%) said most, and 88 (43.8%) said full. One individual (0.5%) said not applicable, and 1 (0.5%) did not answer the question.

## K. Case Management

Q9. To what degree does your case manager explain your services in a way you can understand?

Of the 21 individuals who answered the question, 2 (9.5%) said none, 2 (9.5%) said some, 6 (28.6%) said most, and 11 (52.4%) said full. Three individuals (1.5%) said not applicable, and 179 (88.2%) did not answer the question.

## L. Hopes, Dreams and Goals

Q9a. To what degree are your goals, hopes, visions, and dreams reviewed and changed as you would like?

Of the 176 individuals who answered the question, 7 (4.0%) said none, 42 (23.9%) said some, 93 (52.8%) said most, and 34 (19.3%) said full. Four individuals (2.0%) said not applicable, and 23 (11.3%) did not answer the question.

## M. Services and Supports

Services and Supports (November 2017 – June 2019)?

Of the 170 individuals who answered the question, 2 (1.2%) said none, 19 (11.2%) said some, 97 (57.1%) said most, and 52 (30.6%) said full. One individual (0.5%) said not applicable, and 32 (15.8%) did not answer the question.

Q10a. To what degree are your services helping you meet your wants?

Of the 28 individuals who answered the question, none (0.0%) said none, 3 (10.7%) said some, 18 (64.3%) said most, and 7 (25.0%) said full. One Hundred seventy-five (86.2%) did not answer the question.

Q10b. To what degree are your services helping to meet your needs?

Of the 24 individuals who answered the question, none (0.0%) said none, 3 (12.5%) said some, 8 (33.3%) said most, and 13 (54.2%) said full. One hundred seventy-nine (88.2%) did not answer the question.

In order to share compiled trends and data analyzed by ICI with community members, ARQC staff designed a handout with the intention to share findings with presentations, and a participant letter to be shared with individuals who participated in quality reviews. Located below is a copy of the handout and participant letter. The handout has been shared with ARQC Council Members, Case Managers, different providers, county staff, and displayed on Arc Northlands Facebook page to reach more people. The participant letter was designed to follow up with review participants to share results, keep people informed of ARQC's work, and has information on how to still stay connected.



Control is measured by identifying how much choice over their life a person feels that they have, and how much they would like to have. The scale measures none, some, most, full, or N/A.

## Best Practices and Gaps in Disability Services

### Demographics

The University of Minnesota Institute on Community Integration analyzed data collected by quality reviews from November 2017 to November 2019, which were conducted through three Regional Quality Councils: Arrowhead, Metro, and Region 10 (Rochester).

Within the three regions, 560 people with disabilities receiving home and community-based services (HCBS) participated. The response rate is listed below:

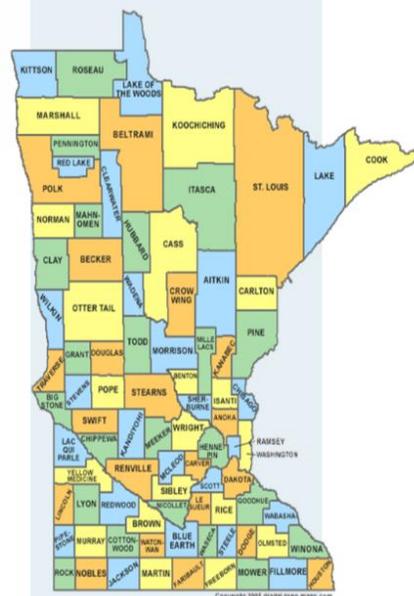
- Region 10:** 155 (27.7%)
- Metro:** 202 (36.1%)
- Arrowhead:** 203 (36.3%)

The Arrowhead region consists of Carlton, Cook, Lake, and St. Louis counties.

Out of the complete sample size 292 (52.1%) were male, and 268 (47.9%) were female. Race and Ethnicity are as follows:

- White-** 450 (80.6%)
- Black/African American-** 68 (12.2%)
- Asian-** 10 (1.8%)
- American Indian/Alaskan Native-** 15 (2.7%)

In general, there is a larger discrepancy in the Arrowhead region between current levels of control and the desired amount of control people would like.





## Housing

### Choice and control in Adult Foster Care and Independent living meant:

- Visit housing options before moving.
- Select bedroom and decorations.
- Control over selecting housemates.
- Access to adequate and qualified direct support professionals.
- Home needed to meet disability specific needs/accommodations.

### Barriers:

- No one available to help find housing.
- Inconsistent & unreliable supports.
- Not having help to physically move.
- Insufficient support meant living in low-quality housing.

## Daily Routine

**Best Practice:** Natural supports were able to fill gaps HCBS could not address.

### Gaps in Service:

- Not having enough direct support staff to meet needs.
- Lack of transportation.
- Not being able to manage physical/mental health.
- Lack of healthy meal choices.

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## Employment

**Note:** Most people who participated in quality reviews received employment or day program supports.

### Best Practices:

- Volunteering often substituted working because it was more flexible for health/disability related needs.
- Volunteering was used as a resume booster while an individual was looking for work, as well as gaining employment skills and experience.

### Barriers:

- People had concerns about working due to fear of earned income having a negative effect on their benefits.
- Employment supports were not always successful in finding the type of employment people desired.
- Individuals who wanted to work weren't always employed due to family members and guardian's opting for an activity-based program instead.



## Relationships

### Notes:

- 87% mentioned having relationships with one or more family members.
- 65.5% had one or more friendships.
- 16.25% were dating, partnered, or married.
- 10.36% had close relationships with paid support providers.
- 8.04% were friends with housemates.
- 41% reported wanting to have more contact with family and friends.
- 9.6% reported that they had no friends, or haven't seen their friends in years.

### Best Practices:

- Social Media helped people stay in touch with loved ones.

### Barriers:

- Transportation
- Health
- Finances
- Staff schedules
- Familial estrangement

## Community

**Note:** Most people identified community as activities they participated in, while professionals identified community as being apart of a group.

### Barriers:

- Finances
- Lack of transportation (dependability, options, limited hours during weekends and evenings).
- Lack of accessible locations.
- Limited support.
- In restrictive settings “going out” commonly meant running to Wal-Mart/other errands.

## Safety

### Best Practices:

- 92.5% of participants reported no safety concerns or a proxy identified safety outlined in support plan

### Gaps in Services:

- Poor building security
- Lack of trust in staff
- Falling concerns
- Winter/weather related concerns
- Need for accessible equipment (ramps, life alert, grab bars, etc.)
- Concerns with housemates
- Self-injurious behaviors

## Direct Support Staff/Case Management

### Barriers:

- 25.7% of people reported their supports were not satisfactory
- Staff spent time on their phones or weren't engaging
- Cultural barriers/ High turn over
- Not listening/respecting privacy
- Staff falsifying hours, not showing up, or stealing
- Fewer than half the participants reported that their case managers were responsive, came to meetings, and visited them regularly.
- 40.4% reported their case manager did not provide

enough information about services in a way they understood.

- Confusing service delivery (paperwork, not understanding how services worked).

**Note:** For people using in-home supports, the staffing crisis meant that people had to put up with poor staff performance in order to keep support staff.

### Best Practice:

- Using plain language
- Good communication
- Sharing new/innovative services right away

## Transportation

### Barriers:

- General lack of flexibility/limited schedules of transportation systems
- Lack of transportation options
- Unreliable service
- Confusing process to reserve a ride
- Expensive
- Poor staff/drivers
- Not always accessible

## Services and Supports

- 35% of people felt their services and supports were **fully** meeting their needs.
- 45% of people felt their services were **mostly** meeting their needs.
- 18.9% felt that their services were **somewhat** meeting their needs.
- 1.1% felt their services and supports were **not** meeting their needs.



Dear Participant

The Arrowhead Regional Quality Council (ARQC) wants to thank you for your participation in a Person-Centered Quality Review! The information you provided has helped our Regional Quality Council learn more about how people are doing in our region and how to support them in the future.

The purpose of the Arrowhead Regional Quality Council is to connect with and promote all communities of people with disabilities so that services and supports help them to live a life based on their hopes and dreams.

ARQC members include persons with disabilities/self-advocates, key stakeholders in the community, Department of Human Services and regional representatives. This letter contains information about our Council, a summary of our annual report, and ways to stay involved.



### Statewide Recommendations from Quality Reviews

The following recommendations were shared with the Department of

#### **Human Services:**

#### **HOUSING**

- People with disabilities have the right to live among the community, not in segregated housing.
- People with disabilities need tools and resources to make informed choices about housing options.
- Legislation should support accessible and low-income housing in safe and desirable locations.
- People with disabilities should have a service that supports their move into a new home.

#### **COMMUNITY**

- People with disabilities should be supported to build relationships within the community.
- People with disabilities are valuable community members.
- Community spaces should be accessible and welcoming.



## EMPLOYMENT

- People with disabilities have the right to financial management and should not be kept in poverty.
- People with disabilities have a right to meaningful employment and to earn a competitive wage.
- Employment support agencies should offer information on all employment options to allow people to make informed choices.
- Employers should:
  - ⇒ Know about benefits of a diverse workplace that includes people with disabilities
  - ⇒ Have training and education that supports people with disabilities
  - ⇒ Provide disability awareness training in the workplace

## SAFETY

- People with disabilities have the right to be free from abuse and neglect. They have the right to education and training on cyber safety, healthy relationships, health and well-being, and comprehensive sex education.
- Education and training should be co-created with self-advocates; it should be affordable and accessible.

## TRANSPORTATION

- People with disabilities are isolated due to lack of accessible and timely transportation.
- Waivered services should provide options for partnering with transportation services to reduce barriers for people.

## PERSON-CENTERED PLANS

- People with disabilities and their families should receive educations about person-centered practices and how this informs their services and supports.
- Funding for person centered plans should reflect plan development and follow up for accountability.
- Person centered plans should be led by people with disabilities.

## SUPPORT STAFF

- Legislation should increase wages of Direct Support Professionals.
- All direct care staff should receive quality training informed by people with disabilities, including:
  - ⇒ Comprehensive cultural training
  - ⇒ Person-centered thinking and practices
  - ⇒ Professional boundaries
  - ⇒ Building quality relationships





## CASE MANAGEMENT

- People with disabilities should be informed about their case managers' roles and responsibilities.
- Case managers should receive training and education to provide accessible and quality information about services and supports.
- Case managers should inform all persons they support about how person centered plans inform their services and supports.
- Meetings and communication between case managers and the people they support should be consistent, and reflect the needs and desires of the person.

## ARROWHEAD DATA

The full report can be viewed on the Regional Quality Councils web page:

<http://qualitycouncilmn.org/>

### **Housing - Main Barriers to having full control over living situation:**

- Lack of transportation
- Lack of support staff
- Lack of affordable/accessible options
- Rural areas like Grand Marais were mainly vacation homes and urban areas like Duluth affordable options were in unsafe areas or taken up by college students
- Lack of support or consent from team members when a person wants to move. (guardian, staff, case manager, certain services, etc.)

### **Transportation - Main Barriers:**

- Lack of staff to provide transportation
- Lack of options (specifically rural areas)
- Local or service provider transportation needs to be scheduled up to seven days in advance
- For people living in Adult Foster Care many times getting out of the house meant that the entire house went out at once.
- More flexible and accommodating transportation options (cabs, uber, lyft, etc.) are unaffordable

### **Case Management – Common Case Management concerns:**

- Unsure about case manager, especially if they have more than one; role confusion
- Poor communication (takes days to weeks to respond to emails and phone calls)
- Not sure what services are available
- A good case manager was defined as someone with consistent communication skills and someone who informed the person they are serving of new and innovative services/supports/resources instead of waiting to address needs/wants



## Arrowhead Data Continued



### Safety and Technology – Common Safety Concerns:

- Traffic related concerns (sidewalks and roads not shoveled or plowed after snow events, traffic is fast)
- Lack of respect for building security/strangers getting in
- Lack of trust in staff
- Winter related safety concerns (walking, driving, and isolation)
- Lack of equipment
- High need for elevators, ramps, grab bars, life alert, railings, security cameras, med administration technology

### How to Stay Involved

The Council is moving forward into the next phase of our work. We will be collaborating with Self-Advocates and stakeholders in the community to help expedite positive change at a local level with services for people with disabilities.

### There are many ways that you can continue to stay involved:

- Participate in a focus group, listening session, or informational interview
- Join a Community Conversations meeting
- Check out our website <http://arcnorthland.org/services/arrowhead-regional-quality-council/>
- Connect with Self-Advocates
- Attend a Council meeting

If you are interested in staying involved or if you have any questions about the work the council does, please contact:

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### *Tracking Efforts Moving Forward*

As the ARQC moves into the next fiscal year, tracking efforts will progress differently. While the RQC's will still collaborate, ARQC's next focus will be on hosting focus groups and listening sessions to help learn about and improve connections, supports, and services in rural areas. The design of focus groups stemmed from analyzing results and structures of other focus groups, outlined in a variety of scholarly articles. ARQC intends to continue collecting data through both listening sessions and focus groups; these projects will be facilitated on a virtual platform. In addition to the data collected from focus groups and listening sessions, data from a variety of sources will be analyzed by ARQC's workgroups to help guide the council's recommendations.

## **Quality Improvement Efforts**

### **Training**

During the 2019-2020 fiscal year, the Council collaborated on various ways in which training could be enhanced throughout the region, to improve services for people with disabilities and promote person-centered strategies.

#### *Person-Centered Coach*

Person-Centered Coach Training was sponsored for several participants to attend at Residential Services, Inc. in Duluth. Both the Program Manager and the Program Coordinator signed up to participate in this training opportunity. The training provides professionals with the knowledge and skills to add leadership support for more person-centered organizational change. Orientation Day 1 took place on February 11<sup>th</sup>, 2020. The purpose of orientation was to review what is expected of coaches and how their work fits into the framework of person-centered organizations, learn what materials are available for their support and select a learning partner to continue training with, and develop the structure for on-going coaching meetings. The core responsibilities for coaches are to:

- Seek opportunities to use the skills and use them effectively
- Model the desired behaviors
- Understand and use the resources available
- Identify what is and is not working – and share
- Participate in agency problem solving efforts

The group developed their purpose statement: "Learning to develop and inspire ideas to improve the lives of people through collaboration, inclusion and empowering others to live the lives they want."

Day One Coach Training took place on March 11<sup>th</sup>, 2020. This session focused on enhancing learners' skills in Storytelling, Good Day/Bad Day, Working/Not Working, and One Page Descriptions. The following session, Day 2, was cancelled due to the Covid-19 Pandemic. The training is currently put on hold until the Learning Community releases virtual training materials and/or physical distancing space is prepared to support in-person learning. There are six total learning sessions remaining to be completed.

### *Person-Centered Thinking*

The Council also sponsored two Person-Centered Thinking trainings in the region. Person-Centered Thinking approaches allow people with disabilities to have positive, self-directed control over their lives. The training includes a set of skills and the tools for participants to master for success. Skills/Tools: Sorting important to from important for; Defining roles and responsibilities; Matching supports; Communication; Learning log; The donut; Working/not working, and the 4 questions format. The second in-person training session was postponed due to the Covid-19 Pandemic and has yet to be completed. The Program Manager has continued to communicate with the Person-Centered Thinking trainer to schedule this when feasible.

### *Motivational Interviewing*

The third quality improvement training effort included Motivational Interviewing (MI) Skills Training to be conducted in the Duluth and Virginia areas of the region. Contracts were approved for two trainers to facilitate training; Virginia allotted for up to 30 participants and Duluth allotted for up to 24 participants. The training consists of Level One MI – 16 hours and Level Two MI 8 hours. Trainings were postponed due to the Covid-19 Pandemic and then offered virtually in August and September 2020. Motivational Interviewing Training gives participants the knowledge and practice of using ‘change-talk’ skills to help individuals guide toward positive behavioral changes; It is a person-centered approach that helps people through ambivalence to change.

## **Projects and Community Involvement**

### *Tenant Councils*

At the start of this fiscal year, ARQC began a focus on reaching out and connecting with rural communities. Through a connection with Cook County, the ARQC Program Coordinator began working with a group of tenants who reside in a low-income housing complex in Grand Marais. After meeting with tenants of the building ARQC staff assisted the residents in developing an informal tenant council to meet and discuss issues and concerns that they were having in their building. In partnership with Legal Aid, the ARQC Manager and Coordinator facilitated a meeting with tenants and management to review rights and responsibilities; tenants were able to voice concerns to management in a formal way and legal aid answered questions about their rights and how to address concerns in a constructive manner. Legal Aid advocates also shared information about steps on how to initiate the process in becoming a formally recognized tenant council.

### *Accessible Ely*

The ADA Compliance group (aka Accessible Ely) began meeting virtually to continue taking steps toward making the community of Ely more accessible for people with disabilities. Members met over Zoom in July to share work and efforts that have been achieved, as well as what has been challenging to accomplish due to Covid-19. The ARQC Program Coordinator plans to assist the group with an action plan facilitation to guide the steps of the group’s overall goals in early fall. Accessible Ely would like to begin working closely with small businesses in the community to evaluate their level of accessibility, be a resource for education, and help inform business on what accommodations could be a benefit for the community. ARQC’s partnership with this group has potentially explored the idea of including disability

awareness outreach and training to help foster understanding and provide education to aid in bridging the gap between businesses and the disability community.

#### *Civil Rights and Guardianship Alternatives Panel*

The local Self Advocated of Minnesota (SAM) Conference was scheduled for May 16<sup>th</sup>, 2020. The ARQC planned a panel presentation for individuals, families and community members to learn more about civil rights and alternatives to guardianship for people with disabilities. Self-advocates and experts in the community planned to sit on the panel to share information and answer questions. The conference was cancelled this year due to the Covid-19 Pandemic; ARQC staff plan to continue with this approach to share vital resources and information in the region when the conference resumes.

#### *Community Conversations*

The ARQC staff continued their involvement with the Community Conversations group that evolved from previous grant funds awarded during the 2018-2019 FY. The group met monthly until March 2020, when the Covid-19 Pandemic prohibited meetings/gatherings in-person. The group expanded with participants and began devoting their ideas and strategies into action. Our plan for March was to develop our Mission, Vision, and Values statement to build into a PATH. After restrictions were put into place, the Community Connector/group organizer began working with individuals' on more of a one to one basis, to assist with future planning. The group hopes to reconnect in the near future and work with ARQC on their goals for this FY regarding community connections and building natural supports.

#### *Community of Practice Cohort*

The ARQC Program Manager remained involved with the Communities of Practice Cohort; this group helps support implementing positive behavioral supports and person-centered strategies in our region. They use monitoring systems such as incident reporting, trends, quality of life factors, and defined action steps to guide their work. During the December 2019 meeting, the group reviewed the regions Person-Centered Incident Matrix (PCIM) and made plans to implement training for staff persons within their organizations and to connect with the community to provide awareness. Another main component of the meeting included preparing for the 'World Café' style listening sessions in Region 3. The questions were developed as well as a list of 'needs' from the Department of Human Services (DHS). The future goal would be to have funding for a 'Center for Excellence' in the region, to continue promoting person-centered and positive behavioral support strategies. The January meeting defined the 'what we want for our region' goals. The agenda items included, but are not limited to:

Expand across six counties and three tribes

- More free 2 day PCT Trainings
- Take the training to the people
- More coaches training
  - Added support and consultation afterwards plus organizations development
- Picture of Life training
- Charting the LifeCourse Training
- Develop "nuggets" of training for different needs – work with mentors – color outside the lines – also "refresher" training "hook intro" is another tyoe
  - PBS

Consultation in region

- Community of Practice
- Added support after training (coaches)

- How do we develop an actual consultant role? (on a system level)

#### Technology

- Website
- Consultation chat room on line to avoid over loading e-mails
- Webex, more accessible meetings
- Remote (telehealth type) consultations
- Equipment

#### Show evidence of progress

- FTE (to collect data, consult, website, PBS, etc)
- Maintaining a meeting system

#### Positive Supports in Region (across the Life Span)

- Collaborative Safety
- Supported Decision Making
- PBS

#### Culturally Responsive Supports within the Region

- Intentional efforts
- Policies

#### Build and Sustain Community Connections

- Create a model to be a billable service
- FTE
- Support the community in shifting perspective related to including everyone and eliminating stigma/ discrimination

#### Participate in a larger county collaborative (statewide)

- Reach out and collaborate with other counties in the state to support each other and learn from each other.

#### We want a DHS Satellite Office in our Region

- Connected with the state
- With regional FTEs
- With a training budget – to hire our current trainers

The group met again in February 2020, we made progress on enhancing training opportunities throughout the region with PCT and PC Coach Sessions. This group also expressed interest in learning more about ‘Charting the LifeCourse’ training methods and how to expand this option for people with disabilities/families in our region. Our March in-person meeting was cancelled, due to the Covid-19 Pandemic. The group hopes to begin meeting virtually or in-person when it is safe to do so.

#### *Local Solutions to End Poverty (LSEP)*

The ARQC staff continued their involvement with the LSEP group to assist with organizing a follow-up forum. The forum’s purpose was to host an accountability session, giving community members a chance to come together and talk with their elected officials. In mid-March, the planning committee chose to postpone event planning due to the virus concerns.

#### *Virtual Connections for People with Disabilities during Covid-19*

During the Covid-19 Pandemic, it has been increasingly difficult for people to stay connected with their communities. As our daily communications and interactions changed drastically, people felt more isolated and disconnected with few options in place to help support their needs in this area. Through our grant from the Department of Human Services, the Arc Northland’s Arrowhead Regional Quality Council was

excited to purchase 26 laptop computers at the end of the fiscal year for people with disabilities who did not have the means to connect virtually. The ARQC staff developed a short application process and shared the opportunity with service recipients in the Arrowhead Region. Together, we were able to provide people with easier access to connecting with their family, friends, team members, and other supports in their lives. We are happy to report that there are 26 people who now have the means to make these connections virtually.

## **Advocacy and Self-Advocacy Support**

### *Overview of Services*

The ARQC is able to provide advocacy and self-advocacy support to individuals and families as we maintain connections through our information gathering activities. Throughout the fiscal year, there were numerous opportunities to promote person-centered planning strategies after a Quality Review and/or provide support as follow-up from an outreach effort. Some examples include, for are not limited to:

- Referral to Arc Northland's housing department or core services
- Access to the ARQC Technology grant opportunity to receive a laptop computer
- Connections with organizations who facilitate Person-Centered Planning
- Technology assistance
- Provide information on voting rights and responsibilities
- Information on resources in the region for support groups/activities
- Sharing information on how/when to make a report of suspected maltreatment and rights violations
- Working one on one with individuals who are interested in learning more about person-centered thinking tools

### *Personal Story*

An example of how ARQC staff provided advocacy and connection begins with a woman living in a rural community. Prior to Covid-19, ARQC staff were still conducting quality reviews. This woman received a letter informing her of the random selection process for a quality review. She (who wishes to remain anonymous) was very excited to participate in an interview and share information about the quality of her services. As the Pandemic became a concern, the RQC's had halted all in-person reviews. However, she was still interested in talking with staff. Because of Covid-19, this individual felt very isolated, and living in a rural area provided an additional barrier.

After the initial conversation, ARQC staff learned that she had goals within housing, finances, and making more connections that are personal. After meeting her requested accommodations for meetings, staff were able to connect her with Arc Northland's housing services and self-advocacy group, connect with her case manager about assistance getting a rep-payee, and help her get both a laptop through ARQC's laptop grant, and a phone through Arc Minnesota's micro-grant. Both the phone and the laptop will provide a way for her to stay connected with her community, attend groups without having to go to the local library, and she will not have to rely so much on staff for transportation. Having access to a phone and a computer will help her work on building communication and personal skills as she connects with her peers and provides an accessible platform for her to work towards her goal of living on her own.

## **Outreach and Presentations**

Data collection from the Person-Centered Quality Reviews showed that there were many barriers for those who lived in areas that are more rural. The ARQC staff began enhancing connections with Northeastern Minnesota in January 2020; outreach efforts and presentations were scheduled and completed at the following locations:

- January 17<sup>th</sup> Ely Clinic
- January 30<sup>th</sup> Sawtooth Ridge, Grand Marais
- January 30<sup>th</sup> Grand Portage Reservation meeting
- February 4<sup>th</sup> North Shore Partners presentation, Silver Bay
- February 5<sup>th</sup> St. Louis County Waiver Unit meeting
- February 20<sup>th</sup> Mobile Office, Clair Nelson Community Center, Finland

The content of these meetings and presentations covered a variety of different areas/topics. This included a brief overview of the development of the RQC's, the three Councils service territories, and the primary goals. During this time, the RQC's were in the process of amending their current contracts and moving from Quality Reviews to planning to implement more quality improvement efforts. This was an ideal time to share information during outreach about what our vision looked like and how others could be involved with our work.

## **Arrowhead Regional Quality Council**

The Arrowhead Regional Quality Council (ARQC) is comprised of people with disabilities/self-advocates, lead agency representatives, providers, stakeholders, The Regional Resource Specialist, and The Ombudsman. Each Council Member has their own unique skills and experiences that bring value to the work of the ARQC. The Council has been instrumental in the progress of the Person-Centered Quality Review process, and devoted their efforts to the success of the tasks that they were charged with during the fiscal year. Member contributions included, but were not limited to, reviewing data collected from Quality Reviews, providing input and feedback on the training process for Reviewers, marketing and sharing the goals of the ARQC, and assisting the Program Manager and Coordinator with determining needs in the community.

### *Arrowhead Regional Quality Council Guidelines*

**Project Name: Arrowhead Regional Quality Council**

**Prepared by: Lori Moench, Program Manager and Emily Mack, Program Coordinator**

**Date: Updated 12.5.2019; Updated 6.30.2020**

## **A Purpose/Responsibilities of the Arrowhead Regional Quality Council**

### **Mission and Purpose**

The purpose of the Regional Quality Council is to connect with and promote all communities of people with disabilities so that services and supports help them to live a life based on their hopes and dreams. The council will work together to continually monitor and improve the quality of services and supports for people with disabilities. The council seeks to improve person-centered outcomes, quality of life indicators, and to drive overall systems change.

### **Vision**

People with disabilities will give input that will support best practices and find service gaps. This information will inform the council to identify creative ways to tackle service needs, gaps, and barriers.

### **Core VALUES:**

A—Awareness: Our goal is to become aware of best practices and gaps in services in our region.

R—Representation: We will seek out and listen to the voices of people with disabilities.

Q—Quality: Our goal is to understand how to improve quality of life for people with disabilities.

C—Collaboration: We will work together to promote best practices and problem solve.

### **Goals**

- Bring together persons with disabilities, family members, staff from providers, lead agencies, and state agencies
- Inform people with disabilities, family members, and advocates of the purpose and goals of the Arrowhead Regional Quality Council
- Collaborate and build relationships with people using services, agencies, and other stakeholders interested in quality improvement initiatives
- Analyze information collected from person-centered quality reviews, focus groups, listening sessions, and informational interviews and identify best practices, recognize gaps in services, and make recommendations to improve quality of services
- Work together to provide training, share best practices, and address service needs, gaps, and problems
- Focus our outreach on cultural communities for membership on the council

### **Regional Quality Council Responsibilities**

#### **1. Quality Monitoring System:**

- a. The ARQC will assist with outreach to people with disabilities, their families, service providers and other stakeholders to inform them about the purpose of the Council and process of participating in a focus group, listening session, or informational interview.
- b. ARQC members will assist with the development and monitoring of quality improvements projects as needed in the Arrowhead Region.

2. **Reporting:**

- a. The ARQC will review the annual report and provide suggestions for changes and improvements to the ARQC Staff.
- b. The ARQC will request data and/additional reports from ARQC Staff as needed.

3. **Regional Priorities for Quality Improvement:**

- a. The ARQC will review existing findings from quality reviews and the on-going data collection in order to identify and prioritize potential quality improvement projects.
- b. The ARQC select 1-2 areas per year in which to develop local quality improvement efforts
- c. The ARQC will develop recommendations for systems changes, based on findings from quality reviews and information from existing data on quality of services for people with disabilities.

**B Membership**

**Membership Requirements**

The Arrowhead Regional Quality Council will consist of at least one member in each role.

Role	Name	Agency	Contact
<b>Families</b>			
<b>Advocates</b>	Michael Manning		<a href="mailto:crystal@drccinfo.org">crystal@drccinfo.org</a> 218-481-7424
	Kate Wallin		<a href="mailto:Thunderroller1@yahoo.com">Thunderroller1@yahoo.com</a> 218-786-0248
	Becky Jakubek		<a href="mailto:bjakubek@trilliumservice.com">bjakubek@trilliumservice.com</a> 218-722-5009
	Cathy Burke		<a href="mailto:cathyr63@charter.net">cathyr63@charter.net</a> 218-724-5169
<b>Department of Human Services</b>	Sara Romagnoli	Regional Resource Specialist	<a href="mailto:Sara.romagnoli@state.mn.us">Sara.romagnoli@state.mn.us</a> 651-775-3820
<b>Ombudsman Office</b>	Michael Woods	Regional Ombudsman	<a href="mailto:michael.woods@state.mn.us">michael.woods@state.mn.us</a> 218-279-2526
<b>Providers</b>			
	Josh Howie	Trillium Services	<a href="mailto:jhowie@trilliumservice.com">jhowie@trilliumservice.com</a> 218-722-5009
	Ann Dahl	Udac	<a href="mailto:adahl@udac.org">adahl@udac.org</a> 218-722-5867
	Patty Johnson	Residential Services	<a href="mailto:patty.johnson@residentialservices.org">patty.johnson@residentialservices.org</a> 218-740-7630
	October Allen	Grace Place	<a href="mailto:seaberg.october@gmail.com">seaberg.october@gmail.com</a> 218-341-7699

	Meghan Terella	Access North	<a href="mailto:meghan@accessnorth.net">meghan@accessnorth.net</a> 218-625-1400
	Jen Anderson	At Home Living Healthcare Group; Bridges to Success	<a href="mailto:janderson@athomeliving.org">janderson@athomeliving.org</a> 218-728-1189 ext. 407
	Michelle Hooley	DRCC	<a href="mailto:hooley@drccinfo.org">hooley@drccinfo.org</a> 218-722-8180 x101
	Kristie Buchman	Choice Unlimited	<a href="mailto:kbuchman@choiceunlimited.org">kbuchman@choiceunlimited.org</a> 218-724-5869 ext. 201
	Michelle McDonald	Lake County DAC	<a href="mailto:mmcdonald@lakeconnections.net">mmcdonald@lakeconnections.net</a> (218) 834-5767
<b>Lead agencies (at least one member from each lead agency)</b>			
	Amy Patenaude	St. Louis County	<a href="mailto:patenaude@stlouiscountymn.gov">patenaude@stlouiscountymn.gov</a> 218-726-2186
	Ruth Rowenhorst	Carlton County	<a href="mailto:ruth.rowenhorst@co.carlton.mn.us">ruth.rowenhorst@co.carlton.mn.us</a> 218-878-2884
	Beth Swanson	Lake County	<a href="mailto:beth.swanson@co.lake.mn.us">beth.swanson@co.lake.mn.us</a> 218-834-8416
	Olivia Bonander	Cook County	<a href="mailto:olivia.bonander@co.cook.mn.us">olivia.bonander@co.cook.mn.us</a>
<b>Advocacy</b>			
	Laurie Berner	Arc Northland	<a href="mailto:lberner@arcnorthland.org">lberner@arcnorthland.org</a> 218-726-4860
	Lori Moench	Arc Northland	<a href="mailto:lmoench@arcnorthland.org">lmoench@arcnorthland.org</a> 218-726-4746
	Emily Mack	Arc Northland	<a href="mailto:emack@arcnorthland.org">emack@arcnorthland.org</a> 218-726-4726

## Membership

Application and consideration for membership:

Persons interested in becoming a member of the council fill out the Regional Quality Council application and submit to the council Program Manager. The council will review the application of the person at a council meeting. The council will review if the person is able to meet all of the membership requirements and commitments. The council will also consider current members and gaps in member roles. The council members will vote on accepting new members to the council.

**Size:**

The council will consist of 12-20 members

The council will review membership once a year in May and make recommendations for adding new members

**Terms:**

Two-year term, with a yearly commitment check-in with the Program Manager.

Staggered membership will be allowed upon review of the council in order to fill gaps in required membership categories

**Time Commitment:**

Members’ time commitment is up to 4 hours a month. This includes Regional Quality Council meetings and two hours outside of meeting time

Members try to attend each council meetings in person. If a member is going on leave, they will discuss potential proxies with the Program Manager.

If a member is absent for 3 consecutive council meetings, the Program Manager will contact to discuss continued membership on the council

**Membership Stipends:**

- Stipends of \$50.00 per council meeting are available to family and self-advocate members of the council

**Workgroups:**

- Will be developed as needed

**C Meetings**

**Meeting Schedule and Process**

- The council will meet once a month for a two-hour meeting
- The Program Manager will distribute the agenda and materials to council members by email no later than two days prior to the meeting
- Meeting minutes will be distributed to members by email within a week

**D Decision Making**

**Decision Making Process**

- The council will attempt to reach agreement by all members
- If the council is not able to reach an agreement, the council will use a 5-point scale to have more discussion:

1: No – Let’s do something else	Can you tell us why you feel this way? What parts of it don’t you like?
---------------------------------	--

	Is there anything you do like?
2: Wait – Can we change it?	What further information do you need? What facts could make a difference?
3: Maybe – I have questions	What parts do you like? What parts don't you like?
4: Ok – It's good enough	What could make it better?
5: Yes – Let's do it	

- If the council is not able to reach an agreement after using the 5-point scale, the co-chairs will recommend the final decision or next steps.
- Once a decision has been reached, members will accept the decision and move forward with the council's work.

## **E Working Agreements**

### **Working Agreements**

- Council meetings will start and end on time
- Cell phones should be set to vibrate. Members are encouraged to limit their use of cell phones during meetings if at all possible
- Members agree to use plain language in both spoken and written materials
- Council meetings will be chemical and fragrance free
- Engage in respectful communication and be considerate of all members
- Any information discussed during council meetings will remain confidential
- Each member will fully participate and engage in council meetings and listen to understand not to contradict
- Members will work to ensure meetings are accessible to all members. Possible accommodations are, but are not limited to, providing a call-in option, using visual aids, and/or using plain language

## **G Code of Conduct**

### **Code of Conduct**

Council members, staff, and visitors or guests will:

- Be honest, respectful, kind, considerate, and open-minded.
- Treat members with courtesy. All members will have the chance to speak and be listened to.
- Refrain from negative statements about council members, staff, or guests. Disagreements will focus on issues, not persons.
- Avoid language that is threatening, offensive, insulting, culturally insensitive, abusive, or intended to be hurtful.
- Refrain from misrepresenting the council by using its name for personal or organizational gain or influence.

If a council member, staff, or guest does not follow the Code of Conduct, the Program Manager may:

- Give the person a warning that the behavior needs to stop or they will be asked to leave the meeting/room.
- If the person continues with the behavior after the warning, request the person to leave the meeting/room.
- If the behavior continues, co-chairs will propose actions to the council. The council will reach agreement on proposed actions. If agreement cannot be reached the council will use the decision making process to work towards agreement.

*Updated and agreed upon: June 2020*

### **Work Groups**

For FY 19, the ARQC developed two work groups to support the Councils' work. The Person-Centered Quality Review Work Groups overall purpose was to oversee the process for conducting person-centered quality reviews within the region. Their primary tasks included:

- Help with recruiting, hiring, and training Quality Reviewers to conduct Person Centered Quality Reviews
- Figure out ways to let people with disabilities, families, service providers, county staff, and other stakeholders know the purpose of Person Centered Quality Reviews and what to expect when participating in a Person Centered Quality Review
- Develop procedures for scheduling and tracking the completion of 42 Person Centered Quality Reviews per month
- Figure out how information gathered from Person Centered Quality Reviews can be used on an individual level to improve quality of life
- Give feedback over time to improve Person Centered Quality Review tools and processes

The Quality Improvement Work Group was developed to provide regional leadership in the implementation of best practices related to the development and improvement of person centered, inclusive services, communities, and systems. Their primary tasks included oversight of the following tasks:

- Establish a mechanism to incorporate findings and trends from Person-Centered Quality Reviews into efforts to improve regional services
- Establish a mechanism to gather and incorporate information on quality of regional services from existing data:
- Maltreatment and behavioral incident reports
- Lead agency waiver reviews
- Gaps analysis study results
- National Core Indicators Survey results
- Olmstead Quality of Life Survey results

- Identify resources and best practices that promote higher quality of life for individuals with disabilities
- Establish regional priorities for quality improvement and develop mechanisms to foster collaboration, address training needs for all stakeholders and respond to barriers, issues, and service gaps
- Bring ideas for system-level changes to the appropriate governing body

## **Regional Quality Council / State Quality Council Collaboration Efforts**

**State Quality Council Workgroups** -- The State Quality Council (SQC) workgroups have been on hiatus for the majority of the 2019-2020 fiscal year. The Regional RQC staff (Metro, Arrowhead and Region 10) had divided themselves to have collaborative input from Regional Quality Council across all workgroups. The work groups are described below:

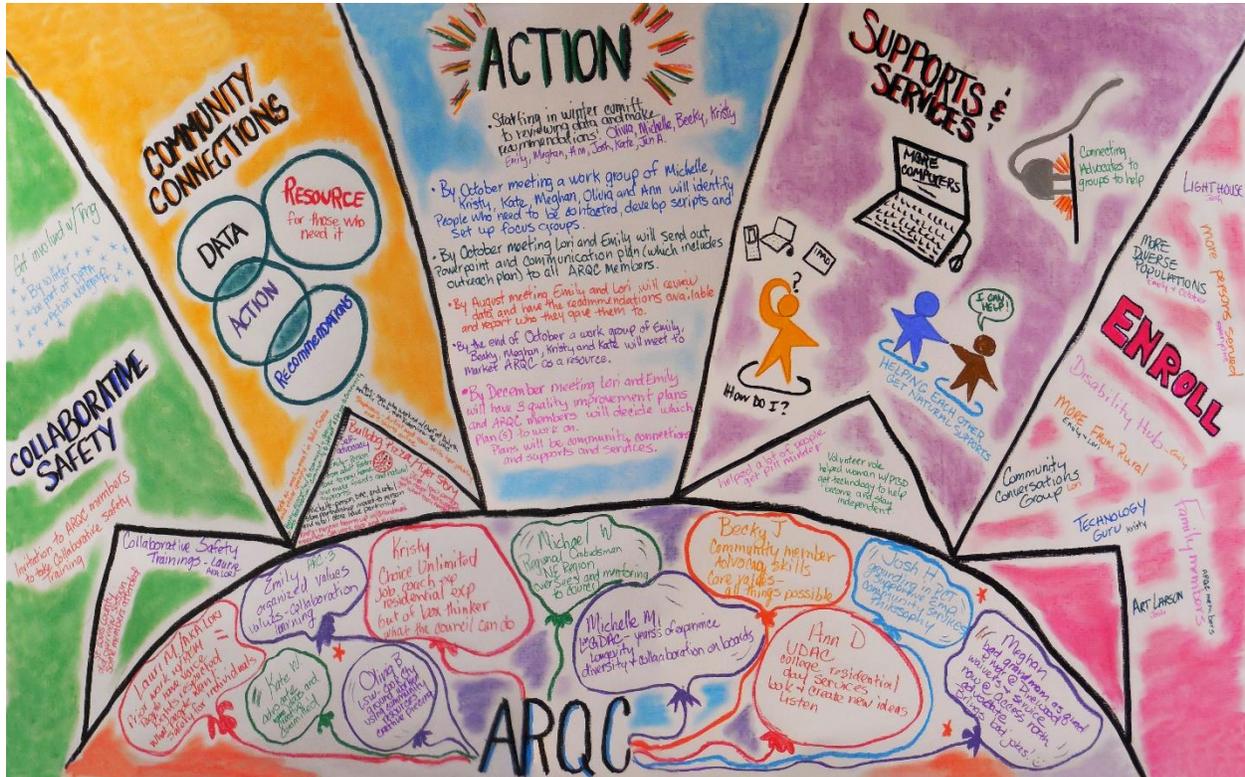
- **Public Relations Workgroup:** The mission of this workgroup is to inform and broaden statewide support of SQC priorities, outcomes and scope of work through legislative advocacy, communications plan, and education of public. Support and engage with other SQC work groups where it fits this mission.
- **Quality Monitoring Workgroup:** The mission of the Quality Monitoring group is to quantify the quality of services in Minnesota and monitor data to reflect improvement in people’s lives.
- **Regional Support and Development Workgroup:** The mission of this work group is improving lives of people with disabilities in Minnesota through the development of statewide best practices and identification of opportunities through:
  - Oversight of and input to the “interviews process” that ensures
    - data gathered identifies state-wide system improvement opportunities
    - positive life changes for participating individuals
  - Support of the RQCs in determining what work/decisions remain local and what should be brought to State Quality Council
    - Supporting the RQCs in bringing needs to SQC/DHS and getting them resolved appropriately
- **Steering Committee Workgroup:** The mission of this work group is to provide the governing framework for the council via policies and processes so that council members can efficiently address our society’s needs around quality disability supports, govern for the common good and sustain a just democracy.

## Recommendations

- Provide funding and resources to support the development of a ‘Center for Excellence’ in the Arrowhead Region
- People with disabilities and their families should receive education about person-centered practices and how this informs their services and supports
- Funding for person-centered plans should reflect plan development and follow up for accountability; plans should be led by people with disabilities
- People with disabilities should be informed about their case managers’ roles and responsibilities
- Case managers should receive training and education to provide accessible and quality information about services and supports
- Case managers should inform all persons they support about how person-centered plans inform their services and supports; meetings and communications should be consistent, and reflect the needs and desires of the person
- RQC collaboration with the Culture of Safety pilot project to begin phase 2 efforts to support the review and recommendations process for critical incidents in 245D licensed settings
- Begin steps for the expansion of RQC’s throughout the state of Minnesota
- Continue funding for RQC’s to gather information about the quality of life for people with disabilities, share gaps and services and promote best practices, learn from people who receive services (give them a voice and include them in our work), and implement quality improvement efforts in their service territories

# Priorities/Goals for FY2021

## Liberty Plan



In July 2020, The ARQC met via Zoom with a Person-Centered Planning facilitator to develop a Liberty Plan to help us guide our vision and work for the next fiscal year. The Council voted on Community Connections and Services & Services as our two key areas to hone in on. Together, we developed action steps with timelines to begin planning. Each member shared their own personal success story surrounding the identified topics and how they can play a role in meeting our goals. We determined that each member would help take steps to reach out to different providers and organizations to elicit support and collaboration on our efforts. The Council met again in August to review the plan and clarify roles and responsibilities for the process. Moving forward, work groups will meet more frequently to take action on the quality improvement efforts for the region.

## Services and Supports

Priorities for FY 2021 include improving services and supports for people with disabilities. The Council has developed focus group scripts for person-centered planning and guardianship alternatives. We have also been discussing the importance of the following areas in people lives/service supports: informed decision-making, civil rights, respect, disability awareness, and understanding service options and resources that are available to them. One quality improvement project that the Council began planning action steps for include promoting person-centered strategies. Individuals who receive services play the

most important role in helping to lead the change for more positive outcomes related to their services and their quality of life; Self-advocates should be at the forefront of our work. Our goal is to connect with people with disabilities and self-advocates to help them share their success story so that we can continue to promote best practices, and explain why person-centered planning is an important part of the process for people to reach their goals and live their best life.

### **Community Connections**

The second area that the ARQC will focus quality improvement efforts on include helping people with disabilities make and sustain community connections, as well as build natural supports in their lives. The Quality Review data tells us that there are gaps in services and barriers for individuals who reside in communities that are more rural. One of our objectives is to create stronger connections with people who receive services, their families, and their supports in these areas of the region. The goals for the action plan include conducting presentation and outreach activities, hosting listening sessions, and sharing best practices and resources while continuing to keep connections. Following the data collection from listening sessions, the ARQC will provide communities the opportunity to apply for grant funds that will help support the improvement of person-centered services and the quality of life for people with disabilities, if available.

### **Person-Centered Planning**

The Program Manager and Coordinator plan, along with The Arc Northland staffs' planning committee, to receive the three-day person-centered planning facilitator training from Star Services. The hope is to schedule the training with other providers in the region to occur in October or November of 2020. The Arc Northland team envisions a partnership with the ARQC to help connect individuals with planning opportunities. Through the ARQC's focus groups and informational interviews, the Council can offer support to individuals who feel that their plan or their team members are not meeting their needs.

### **Culture of Safety**

In May 2020, the ARQC was asked about the potential to be involved in the expansion of the Culture of Safety pilot project. A meeting was held via Skype with the ARQC Program Manager, Arc Northland's Executive Director, and the Disabilities Services Division with DHS. The pilot team for Collaborative Safety began reviewing and mapping incidents to learn about systemic influences to critical incidents occurring in 245D licensed facilities. The process includes a shifting culture change from blame to accountability. It utilizes person-centered practices and gives the staff support person a voice and space to share their experiences without fear. The objectives for the pilot project include developing recommendations about how Minnesota can continue to expand the use of this model throughout DHS and statewide; and develop a robust and proactive response to critical incidents dedicated to accountability, learning and improvement of Minnesota's systems rather than assessing blame. The ARQC Program Manager attended the Safety Leadership Institute as well as the Advanced Practical Training, and has experience with mapping in St. Louis County. A second meeting is scheduled for late September for the pilot project opportunities to be shared with the ARQC.

**Fiscal Year Budget Reflection**  
**7/1/2019 – 6/30/2020**

<b>Line Item</b>	<b>Budget</b>	<b>Balance</b> (Remaining Year 4)
Personnel	\$ 125,291.00	\$ 19,150.82
Rent	\$ 1,560.00	\$ 0.00
Travel	\$ 8,990.00	\$ 8,021.91
Supplies	\$ 6,600.00	\$ 1,165.10
Communications	\$ 3,600.00	\$ 308.93
Technology	\$ 700.00	\$ 0.00
Administrative	\$ 12,259.00	\$ 1,527.81
Liability Ins, Interpreter, Trainings	\$ 6,500.00	\$ 6,500.00
<b>Total</b>	<b>\$ 165,500.00</b>	<b>\$ 36,674.58</b>

## List of Acronyms

AC	<i>Alternative Care (waiver program)</i>
ADA	<i>American's with Disabilities Act</i>
AEOA	<i>Arrowhead Economic Opportunity Agency</i>
ARQC	<i>Arrowhead Regional Quality Council</i>
BI	<i>Brain Injury (waiver program)</i>
CAC	<i>Community Alternative Care (waiver program)</i>
CADI	<i>Community Access for Disability Inclusion (waiver program)</i>
CMS	<i>Centers for Medicare &amp; Medicaid Services</i>
DAC	<i>Day Activity Center</i>
DD	<i>Developmental Disabilities (waiver program)</i>
DHS	<i>Department of Human Services</i>
FY	<i>Fiscal Year</i>
HCBS	<i>Home and Community Based Services</i>
ICI	<i>Institute for Community Integration (through the University of Minnesota)</i>
RFP	<i>Request for (grant) Proposal</i>
RQC	<i>Regional Quality Council</i>
RTCC	<i>Regional Transportation Coordination Council</i>
PCP	<i>Person-Centered Planning</i>
PCT	<i>Person-Centered Thinking</i>
SQC	<i>State Quality Council</i>

## Appendix A Communication Plan

Audience	Key Message	Medium	Schedule	Owner
Individuals Receiving HCBS	Who we are, what we are doing and why	Brochures, Website, Presentations, Listening Sessions, interviews	Ongoing	ARQC Manager and Coordinator
	How to request a quality review/listening session	Mailings, Handouts, Website, Email, Phone, presentations	Ongoing	ARQC Manager and Coordinator
Individuals who are randomly selected to participate in quality reviews	Notification that they have been selected to participate and next steps	Letter, then at least two phone contact attempts	Weekly batch of letters, phone call one week after letter sent	ARQC Manager and Coordinator
	Results of their quality review  Follow up with resources/advocacy if needed	Mailing of written review summary, resources, follow up survey and scoring	One week prior to completion of quality review	ARQC Manager and Coordinator
Guardians for individuals receiving HCBS	Notification that an individual that they are guardian for has been selected to participate and next steps	Letter if requested, phone call, consent form via mail, fax or email; Presentations	Ongoing	ARQC Manager and Coordinator
Service Providers	Who we are, what we are doing and why	Brochures, Website, Presentations, Listening Sessions	Ongoing	ARQC Manager and Coordinator
Case Managers/County Human Services Staff	Who we are, what we are doing and why	Brochures, Website, Presentations, Listening Sessions	Ongoing	ARQC Manager and Coordinator
ARQC Members	Data and findings from Reviews  Quality Improvement projects and next steps	Annual Report	Annually and as requested	ARQC Manager
	Updates/Progress/Input on completing grant duties	ARQC meetings, calls for meeting agenda items, meeting minutes	Monthly	ARQC Manager
Quality Reviewers	Updates, changes and ongoing	In-person training, email announcements	Yearly and as needed	ARQC Manager and Coordinator
Community and family Members	Who we are, what we are doing and why	Brochures, Website, Presentations, Listening Sessions	Ongoing	ARQC Manager and Coordinator
	How to apply a member of the ARQC	Brochure, Website, Phone	Ongoing	ARQC Manager

## **Appendix B**

### **Meeting Minutes**

#### ***Arrowhead Regional Quality Council***

#### **Meeting Minutes**

Meeting Date: Tuesday, September 24th, 2019

Meeting Location: Residential Services Inc. Board Room

##### **1. Welcome and Check in**

- a. Zoey announced her resigning by the first of the new year, and the ARQC Program Manager Position being posted

##### **2. Small group work on questions/feedback from ARQC Members**

- a. ARQC staff collected questionnaires'
- b. Looked at meeting dates, times, and best use of council members time (monthly vs e/o month)
- c. ARQC is at 200 interviews so a request for data requests went out to council members
- d. Discussed possible workgroups, best use of council members' time.

##### **3. Update on Annual Report, Site Visit from DHS**

- a. DHS site visit is happening Wednesday, October 2<sup>nd</sup> 2019 at 10:00am.
- b. The annual report is due by December 30<sup>th</sup>, 2019. Zoey, Emily, and Tracy are splitting it up. End goal is to get the report done by the end of October.
- c. Annual Report will be in the same format as last years
- d. Funding for the ARQC is secured through July 1<sup>st</sup>, 2020.

##### **4. Update from Emily & Tracy on Quality Reviews**

- a. 199 completed reviews as of September 24<sup>th</sup> 2019. 5 more reviews are scheduled between now and October 4<sup>th</sup>.
- b. ARQC has 7 active reviewers, and one waiting to be trained in.
- c. Our database was down (little to no interviews June 2019-Beginning of September)
- d. Actively completing 15-20 interviews a month prior to database being down.
- e. Emily is going to start pulling data for each ARQC meeting (urban vs rural, how many case managers, types of waivers, group home or apartment, etc.).

##### **5. Check in on ARQC Grant Awards (for this year and last year)**

- a. RSI and Trillium still have secured money for Person Centered Training opportunities for small providers.
- b. Multiple quality improvement grants were awarded
- c. ARQC has set aside secured funding for 2 cohorts (Arc Northland team members, council members, possible community members, etc) for an in-depth motivational interviewing training. One training will be on the range, and one training will be in Duluth. A trainer is secured, but no future date has been set for the training (1-2 years out).

##### **6. Time for questions/discussion as needed**

- a. Sub groups were discussed. Going forward with data analysis what does this look like (part of our ARQC meetings or separate)?
- b. ARQC wants to look at what does the data say, what do we know, and what are you seeing in our community?
  - i. Action oriented plan based off trends/stats in our community.

**Attendance**

<b>Name</b>	<b>Member Representation</b>	<b>Present Y/N</b>
Emily Mack	Arc Northland	Y
Laurie Berner	Arc Northland	
Zoey Leege	Arc Northland	Y
Tracy Jenny	Arc Northland	Y
Ruth Rowenhorst	Carlton County	Y
Kristie Buchman	Choice Unlimited	Y
Martina Williams	Cook County	
Jen Anderson	At Home Living	Y
Michelle McDonald	Lake County DAC	Y
Cathy Burke	Community member	
Michael Manning	Community member	Y
Kate Wallin	Community member	
Sara Romagnoli	DHS	
Gaynelle Johnson	Family member (visiting)	
Beth Swanson	Lake County	
Michael Woods	Ombudsmen	Y
Meghan Terella	Access North	Y
Patty Johnson	RSI	Y
Amy Patenaude	St. Louis County	
Gena Bossert	St. Louis County	
Becky Jakubek	Trillium Services	
Josh Howie	Trillium Services	Y
Ann Dahl	UDAC	
Michelle Hooey	DRCC	
Others Present:		
October Allen	LTH Provider/SLC	

## *Arrowhead Regional Quality Council*

### **Meeting Minutes**

Meeting Date: Thursday, December 12<sup>th</sup>, 2019

Meeting Location: RSI, Board Room

#### **1. Introductions and Greetings:**

**A.** New ARQC Program Manager- Zoey has stepped down and Lori Moench was hired. Lori has been with Arc/ARQC about a month now, and come from doing years of quality improvement at REM.

**B.** Members intro and background with the council

**C.** New Intern and Quality Reviewer- Arc has brought on board a new intern (Alex Jost) who is a current grad student at St. Scholastica. Alex is interested in multiple departments at Arc and is set to train as a quality reviewer. ARQC has also hired on one more quality reviewer this past month, and Zoey intends to stay on as a reviewer once she is in better health.

#### **2. Updates on Quality Reviews:**

**A.** Meetings with ICI and data PowerPoint- Emily and Lori met with ICI, Metro RQC, and Region 10's RQC to go over the raw data the RQC compiled and sent to ICI for analyzation. With a sample of nearly 550 people receiving HCBS the ICI was able to analyze trends for each area the quality reviews cover (housing, daily routine, employment, community, relationships, transportation, support staff, safety, case management, services and supports).

ICI was going to dig deeper into the employment section, as they did not include people who weren't working (chose not to, retired, or in poor health).

**B.** Top areas of need in the community- Specific trends to Arrowhead were identified by ICI as Transportation, staff, case management, and safety/use of technology. See handout on area trends for more specific information.

Council members would like to pose the following questions for ICI to look closer at the data to find trends-

- What specific services were people on waivers using?
- Who had contracted case managers or case managers out of their county of residence?

**C.** Upcoming DHS meeting- All three RQC's, their directors, and DHS staff (Jason Flint and Alex Bartolic) Monday December 30<sup>th</sup>, from 9:30-11:30.

- Future: Vision and work of the RQC's- This meeting is to talk with DHS about what they see the RQC's doing, our current data, and what the RQC's can do to expedite change now. There are so many survey's out there that people are getting survey fatigue, and DHS is collecting a lot of data.

DHS would like to discuss possibly halting the quality reviews and amending our current grant contract. The RQC's have thought ahead and have brainstormed what kind of quality improvement projects we can do now, what we have been doing, and how to utilize the information/data we have now.

The next RFP will come out Spring 2020 to everyone, not just the existing RQC's. The SQC is currently on hiatus until further notice. No RFP out for them yet.

### **3. Council Charter:**

- A. Share draft document- Will correct Becky's name, add Michelle McDonald to member list, and fix some other minor errors. Lori drafted this charter from Zoey's template and working with Angie the metro council manager.
- B. Review for recommendations- Council members suggested the following:
  - a. Add on the agenda if something needs to be voted on
  - b. Add/change goals depending on how the DHS meeting 12/30 goes
  - c. Open the application again for current members and to generate more interest. Create the "exclusive club" atmosphere.
  - d. Council accepts new member
  - e. Reach out to more self-advocates
  - f. Reach out to old member to see what capacity looks like.

### **4. Outreach for promoting Quality Reviews:**

- A. People who receive HCBS can request a quality review
- B. Flyers to promote
- C. Meetings/presentations about the review process
  - a. RQC staff updated to 2020 communication plan.
  - b. RQC staff would like to reach out to more rural areas
  - c. Still going forth with reviews until we hear differently from DHS.
  - d. RQC staff interested in doing more listening sessions.

**5. Survey results:** 4<sup>th</sup> Tuesday of the month from 1-3 seemed to work for the majority. See previous attachment for more information.

### **6. Group discussion:**

- A. Quality Improvement Projects
  - a. Accessible Ely
  - b. Community Conversations Project
  - c. HUD Housing In Grand Marais (Sawtooth and Harbor View)
- B. Hopes/expectations of ARQC members (meet 1:1 w/ Program Manager)- Lori will reach out to schedule
- C. Work Groups- tabled for now.

### **Next meetings:**

- Tuesday January 28<sup>th</sup> 1-3pm. RSI conference room
- Tuesday February 25<sup>th</sup> 1-3pm. RSI conference room
- Tuesday March 24<sup>th</sup> 1-3pm. RSI conference room

**Attendance**

<b>Name</b>	<b>Member Representation</b>	<b>Present Y/N</b>
Emily Mack	Arc Northland	Y
Laurie Berner	Arc Northland	Y
Lori Moench	Arc Northland	Y
Intern	Arc Northland	Y
Ruth Rowenhorst	Carlton County	
Kristie Buchman	Choice Unlimited	
Martina Williams	Cook County	
Cathy Burke	Community member	
Michael Manning	Community member	Y
Kate Wallin	Community member	
Sara Romagnoli	DHS	
Beth Swanson	Lake County	
Michael Woods	Ombudsmen	Y
Meghan Wasley	Access North	
Patty Johnson	RSI	Y
Amy Patenaude	St. Louis County	Y
Gena Bossert	St. Louis County	
Becky Jakubek	Trillium Services	
Josh Howie	Trillium Services	Y
Ann Dahl	UDAC	
Michelle Hooey	DRCC	
Michelle McDonald	Lake County DAC	Y
<b>Others Present:</b>		
Jen Anderson	AHL/Bridges	
Tracy Jenny	Community Member/Parent	
October Allen	LTH Provider/SLC	

## *Arrowhead Regional Quality Council*

### **Meeting Minutes**

Meeting Date: Tuesday, January 28<sup>th</sup>, 2020

Meeting Location: Residential Services Inc. Board Room

#### **7. Introductions and greetings**

- a. Tracy a parent joined ARQC as a guest, as well as Jason Flint from DHS.

#### **8. Review Mission and Values of ARQC-**

- Lori received feedback from council members on reviewing the mission and values at the beginning of the meeting.
  - Overview of past interviews- We have collected information from well over 200 interviews. An interview, or “quality review” is done by 2 reviewers with a person receiving services who was randomly selected through DHS. The interview covers a variety of areas in a person’s life and aims to measure how much choice and control they have over those areas, how much choice and control they would like to have, and how their services are/are not supporting them with that.
  - Now that data has been collected, ICI’s data analysis will help guide ARQC’s work moving forward.
- a. The purpose of the Regional Quality Council is to connect with and promote all communities of people with disabilities so that services and supports help them to live a life based on their hopes and dreams. The council will work together to continually monitor and improve the quality of services and supports for people with disabilities. The council seeks to improve person-centered outcomes, quality of life indicators, and to drive overall systems change.
  - b. Vision - People with disabilities will give input that will support best practices and find service gaps. This information will inform the council to identify creative ways to tackle service needs, gaps, and barriers.
  - c. Core Values:
    - A—Awareness: Our goal is to become aware of best practices and gaps in services in our region.
    - R—Representation: We will seek out and listen to the voices of people with disabilities.
    - Q—Quality: Our goal is to understand how to improve quality of life for people with disabilities.
    - C—Collaboration: We will work together to promote best practices and problem solve.

#### **9. Motivational Interviewing Training: Duluth (Location TBD)**

- This training will be offered to Arc Northland staff, reviewers, and council members. The training can accommodate 15-18 people, although the Duluth location could go a bit higher if needed. Each training has 3 dates that need to be attended, and an additional two over the phone coaching sessions.
- a. Monday, April 6<sup>th</sup> and Tuesday April 7<sup>th</sup> 8:30am – 4:30pm
  - b. Monday, May 4<sup>th</sup> 8:30am – 4:30pm

- a. Virginia Location: Public Works Complex: Monday, April 13<sup>th</sup> and Tuesday, April 14<sup>th</sup>; follow-up booster Tuesday, May 12<sup>th</sup>.
  - i. A few case managers will be invited and Lori reached out to range mental health.

**10. Department of Human Services- Jason Flint**

- a. SQC and RQC Partnership
  - a. Jason Flint is DHS's state quality council (SQC) representative. Jason has been apart of the SQC from the beginning, before RQC's were even called to order. Over the years the SQC has been having the same discussions. In 2018 there was a large membership drop (lapse or quit).
  - b. Really trying to figure out how the SQC/DHS/RQC's can work together. There was a lot of struggle, and in fall 2019 the SQC is on pause. There is still uncertainty with what is going to happen with the SQC. Alex Bartollic and Jason Flint met with all RQC's moving forward and discussed how DHS envisions the RQC's work.
  - c. Much of the findings from ICI were echoes of other data DHS was collecting. DHS wants to look at what RQC's can do on a regional level, that DHS can't?
  - d. Consensus that the ARQC did not know much about the SQC. ARQC knew there was some process set up, but there was no real back and forth between the ARQC and the SQC. The ARQC was like a feeder to the SQC, but there was no real communication. The SQC director visited the ARCQ meetings a few times, but that was the extent of the communication.
- b. How can RQC's be supported by DHS
  - a. DHS wants to really look at RQC's now.
  - b. If the focus of the RQC's aren't sharpened there is some risk.
  - c. DHS can help the RQC's with connections
  - d. DHS can act as a sounding board with projects and how to get to where we need to be.
- c. What direction do you see the ARQC moving?
  - a. How can the ICI cohort and the ARQC collaborate/mesh? How and what can we share?
  - b. Consultation Practice- Help give a broader sense of how we change for the positive?
  - c. Needs assessment/what's working or not working for agencies and entire organizations.
- d. Next Steps/Follow Up
  - a. New RFP coming out (or the RQC's proposal for another contract year)
  - b. RQC's proposal will be submitted by the end of the week (01/31/2020)

**11. Quality Reviewers (Tabled)**

- a. Thoughts/ideas for engagement
- b. Meeting scheduled for 1/31 with group

**12. Next Meeting Reminder Date: Tuesday, February 25<sup>th</sup> 1pm-3pm**

- a. Location: RSI board room
- b. Guest from Dakota County- Innovation Grant (Lyft/Waiver collaboration)
- c. ICI data review

## Attendance

Name	Member Representation	Present Y/N
Emily Mack	Arc Northland	Y
Laurie Berner	Arc Northland	Y
Lori Moench	Arc Northland	Y
Ruth Rowenhorst	Carlton County	
Kristie Buchman	Choice Unlimited	Y
Martina Williams	Cook County	
Jen Anderson	At Home Living	Y
Michelle McDonald	Lake County DAC	
Michael Manning	Community member	
Kate Wallin	Community member	
Sara Romagnoli	DHS	
Beth Swanson	Lake County	
Michael Woods	Ombudsmen	
Meghan Terella	Access North	
Patty Johnson	RSI	Y
Amy Patenaude	St. Louis County	Y
Becky Jakubek	Trillium Services	
Josh Howie	Trillium Services	Y
Ann Dahl	UDAC	Y
Michelle Hooey	DRCC	
October Allen	SLC Homeless Provider/Grace Place	Y
Others Present:		
Jason Flint	DHS	Y
Tracy Gavisk	Parent/Community Member	Y

## ***Arrowhead Regional Quality Council***

### **Meeting Minutes**

Meeting Date: Tuesday, February 25<sup>th</sup>, 2020

Meeting Location: Residential Services Inc. Board Room

#### **13. Introductions and greetings**

#### **14. Reminders and discussion (10 minutes)**

- Motivational Interviewing Training: RSI Duluth
  - Arc Northland Staff and Arrowhead Regional Quality Council members get first selection. Lori also opened the invitation to communities of practice. 18 is the max right now but could possibly go more. Both locations are not full yet.
  - Monday, April 6<sup>th</sup> and Tuesday April 7<sup>th</sup> 8:30am – 4:30pm
  - Monday, May 4<sup>th</sup> 8:30am – 4:30pm
- Virginia Location: Public Works Complex: Monday, April 13<sup>th</sup> and Tuesday, April 14<sup>th</sup>; follow-up booster Tuesday, May 12<sup>th</sup>.
- Person-Centered Planning – 4 plans w/ Trillium.
  - We have until June 30<sup>th</sup>, 2020 to identify 5 people not on waivers who want a PCP done. We have 1 person signed up, so we still have 4 open spots. Lori connected with Access North but want to make sure were meeting our numbers. Grace Place might have one person who could possibly do a plan. Lori will connect with October.
  - Choice Unlimited has a grant program with a few people that might be able to get a plan done. Please connect with Lori.
- Chocolate After Dark (flyer). April 30<sup>th</sup>, 2020 at the Malting Building. Time is 4:30-7:30pm.
- Others?
  - 1<sup>st</sup> Wednesday of every month at City Hall in room 303, The Commission on Disabilities meets at 3pm.

#### **15. Arrowhead Data**

- a. Contract proposal update (15 minutes)
  - i. Hand out provided. We don't have the grant contract itself because it's not fully finalized but wanted to bring the deliverables proposed to discuss.
  - ii. Discussed different deliverables in the proposal. See handout for more information
  - iii. Regarding Person-Centered Planning trainings- there were concerns with learning, being a practitioner, and then offering trainings. It's extensive. Timeline is a little too restrictive. Seek out the right people to teach PCP. ARQC could go in the direction of informing people what PCP is, what a good plan looks like, and how to get one done.
- b. ICI data review and questions (30 minutes)
  - i. Data was reviewed and analyzed mid-November 2019
  - ii. Covers both qualitative and quantitative
  - iii. We are one of the only interviews that met with people individually. All the data we were collecting echoed information being pulled from larger sources.

- iv. See handout for specifics in data. Report can be emailed out.
- v. We want the data on our website
- vi. Only questions that were changed was Planning to Case Management and Hopes/Goals/Dreams was removed as transportation replaced that.
- vii. Some of the report labeled old questions as “new” due to prompting questions being updated, and the order of questions being re-arranged.

**16. Work Groups/QI Projects (30 minutes)**

- a. Work Groups:
  - i. Focus Group scripts (guardianship alternatives and person-centered planning)
  - ii. Quality reviewer engagement ideas- Tabled

**17. Council Projects (30 minutes)- Tabled**

- a. Organizational Needs Assessment
- b. Consultation Entity
- c. Disability Awareness Training
- d. Resource Booklet for clinics – Region 10
- e. Informational Interviews - Metro

**18. Proposed Marketing Materials – Tabled**

**19. Emily- Local SAM Conference Update**

- a. Saturday, May 16<sup>th</sup>
- b. Location and Time is still TBD
- c. ARQC is doing a human rights panel discussion- Michael Manning signed up to be on the panel as a self-advocate and council member.

**20. Next Meeting-** Tuesday, March 24<sup>th</sup> from 1-3.

- a. Future meetings: 4<sup>th</sup> Thursday of every month. Location TBD
  - i. Thursday, April 23<sup>rd</sup> 1-3
  - ii. Thursday, May 28<sup>th</sup> 1-3
  - iii. Thursday, June 25<sup>th</sup> 1-3

**Attendance**

<b>Name</b>	<b>Member Representation</b>	<b>Present Y/N</b>
Emily Mack	Arc Northland	Y
Laurie Berner	Arc Northland	
Lori Moench	Arc Northland	Y
Ruth Rowenhorst	Carlton County	Y
Kristie Buchman	Choice Unlimited	Y
Martina Williams	Cook County	
Jen Anderson	At Home Living	Y
Michelle McDonald	Lake County DAC	Y
Michael Manning	Community member	Y
Kate Wallin	Community member	
Sara Romagnoli	DHS	
Beth Swanson	Lake County	
Michael Woods	Ombudsmen	
Meghan Terella	Access North	
Patty Johnson	RSI	Y
Amy Patenaude	St. Louis County	Y
Becky Jakubek	Trillium Services	Y
Josh Howie	Trillium Services	Y
Ann Dahl	Udac	Y
Michelle Hooey	DRCC	
October Allen	SLC Homeless Provider/Grace Place	Y
Others Present:		

## *Arrowhead Regional Quality Council*

### **Meeting Minutes**

Meeting Date: Thursday, May 28, 2020

Meeting Location: Virtual (Zoom)

#### **21. Introductions and greetings (10 minutes)**

#### **22. Updates/Reminders and Discussion (15 minutes)**

- ***Motivational Interviewing Training:*** Postponed for now and is in the process of being re-scheduled. This was a no cost training at two locations (Duluth and Virginia, MN). Each location has a different trainer. Lori is working with the trainers to get a virtual training scheduled sometime this summer.

The first portion (level one) is looking to do five, three-hour sessions. The second portion of the training (Level two) will most likely be one 8-hour training. Duluth had 24 participants and Virginia had 18. Because there will be new dates, please keep in mind people that could benefit from taking this training if new spots open.

- ***Person-Centered Planning:*** Working with Trillium there is a total of 5 person-centered plans that can be completed with people who are NOT on waivers. So far 3 people have been identified. The future of when these will be completed is still being determined. Please connect with Lori if you find anyone that is not on a waiver and would benefit from a plan.
  - Places to reach out to include Grace Place, Access North, and Bethel
- ***RQC and SQC collaboration at meetings:*** Discussion on how collaboration will look in the future.
  - ***SQC:*** No SQC currently, but DHS is looking at re-birthing this. Laurie discussed that it will most likely be made up of each RQC, self- directed, and focus on what's working/not working. The SQC will possibly meet quarterly vs. every other month and be more efficient and connected.
  - ***RQC:*** All three RQC's continue to meet monthly. In an effort to improve communication and foster collaboration, the RQC's are looking at having the Program Manager and a council member from each region join in on other regional council meetings. This was planned to be held virtually.
- ***PC Updates:*** Share legal aid information and Zoom "how to" documents. See attached handouts.
- ***Collaborative Safety:*** Tabled for now

#### **23. Contract and action steps for completing deliverables (35 minutes)**

- Discussed amended contract. Biggest change included stopping quality reviews to focus on quality improvement projects and focus groups.
  - Focus group topics will be identified by the council

- Quality Reviewer team will be trained in facilitation and now participate in facilitating focus groups.
- There is a need for accessible ARQC materials for focus group participants. The council will look at creating a process for identifying and engaging focus group members, sharing data from these groups, and guiding quality improvement projects. Our new goals is to work with stakeholders on ways we can facilitate change now at a local level.
- Some paid deliverables (due October 1<sup>st</sup>, 2020) include our communication and implementation plan. The council will help identify our key audience and people to connect with. The outline of the communication and implementation plan is almost ready to be shared.
- Quality of life indicators- Use this process to review data on a regular basis. Possibly review and analyze data every other month as a group to help make recommendations?
- Council structure- Lori is looking to bring more family members to the table. She has connected with our regional DHS representative, and a cook county representative as well.
- Liberty Plan- Discussion on whether ARQC should have a liberty plan (or some form of person-centered plan) completed. This will help identify goals and provide direction, unity, and structure moving forward. Everyone present agreed that this was a good idea. Lori is looking into having this completed at our next June meeting.

**24. Work Groups (15 minutes)** – Work group topics are tabled until after Liberty Plan is completed. We are looking at creating some workgroup outlines and having council members participate in a work group every other month and having regular ARQC meetings in-between those months.

3 people have showed interest in joining a work group. Work groups will meet steadily and is critical to ARQC’s work moving forward.

**25. Arc Northland Peer Mentor Group (10 minutes):** Arc Northland is working on a peer mentor group that will connect successfully employed individuals with disabilities (mentors) to people maybe wanting to work, but unsure about the process.

Arc Northland is looking at doing the same thing with a family to family connection that will connect parents of children with disabilities to other parents to help combat fear, challenges, and isolation.

**26. Closing- Voting and Feedback with Survey Monkey (5 minutes):**

- a. Lori will be sending out voting and feedback options through Survey Monkey. We are looking to get feed back and approve changes on the following:
  - i. June Liberty Plan
  - ii. Approving the small changes to the charter (entire document will be sent to the council as well)
  - iii. Potentially adding a co-chair to the ARQC

## Attendance

Name	Member Representation	Present Y/N
Emily Mack	Arc Northland	Y
Laurie Berner	Arc Northland	Y
Lori Moench	Arc Northland	Y
Ruth Rowenhorst	Carlton County	Y
Kristie Buchman	Choice Unlimited	
Martina Williams	Cook County	
Jen Anderson	At Home Living	
Michelle McDonald	Lake County DAC	Y
Michael Manning	Self-Advocate	
Kate Wallin	Self-Advocate	Y
Sara Romagnoli	DHS	
Beth Swanson	Lake County	
Michael Woods	Ombudsmen	
Meghan Terella	Access North	
Patty Johnson	RSI	
Amy Patenaude	St. Louis County	Y
Becky Jakubek	Trillium Services	
Josh Howie	Trillium Services	
Ann Dahl	Udac	
Michelle Hooey	DRCC	
October Allen	SLC Homeless Provider/Grace Place	Y
Others Present:		

## *Arrowhead Regional Quality Council*

### **Meeting Minutes**

Meeting Date: Thursday, June 25<sup>th</sup>, 2020

Meeting Location: Virtual (Zoom)

#### **27. Introductions and greetings (15 minutes)**

- a. Welcome Olivia Bonander, case manager from Cook County who will be our new Cook County representative!

#### **28. Updates/Reminders and Discussion (10 minutes)**

- **Motivational Interviewing Training:** Virginia training still has openings. Please share with co-workers, and contact Lori Moench if anyone may be interested. Duluth training is full.
- **Person-Centered Planning:** All five spots for plans are filled. Trillium is going to move forward virtually, but still offer in-person plans as well. Lori plans to connect with October on two women from Grace Place who are interested in having a person-centered plan done.
- **ARQC End of Fiscal Year Budget:** Our fiscal year ends June 30<sup>th</sup>, 2020 and the new year starts July 1, 2020. In our current budget there is roughly \$16,500 left over. Laurie, Lori, and Emily are working on putting together a brief application process for individuals with disabilities we support to be able to apply to purchase personal computers with the left-over funds. This is being done with the goal of improving connections during covid.
- **Collaborative Safety:** ARQC was invited to collaborate with DHS and a few other counties in a collaborative safety project. This project was created to look at critical incidents in a 245-D setting, their influence/environment, and find out ways to improve and not punish staff for mistakes that were made with no ill-intentions.

This safety group would like to share data with an ARQC data workgroup to help improve things like policies, trainings, and what to change moving forward. ARQC would play a role in making recommendations for change. Another way for the council to be involved in this project would be to have a handful of members be apart of the case selection committee, which involves selecting cases for review.

#### **29. Liberty Plan Discussion (50 minutes)**

- Four key areas from data
  - Person Centered Practices and Planning-
    - Council discussion on our role in person-centered planning and thinking. Discussion included ways we could offer more trainings and opportunities, how to make person-centered practices more practical, how to make sure documentation is person-centered, and making sure to rally the correct people.
    - Getting self-advocates involved more in person-centered planning and sharing success stories as a tool.
    - Other potential focus areas include services and supports, safety, and employment.

- Overview
  - A liberty plan was derived from a path. The liberty plan uses the same principles as a PATH and MAP. The person at the center of the plan chooses the key areas of focus (three areas is a good number). After this step the following steps to complete a liberty plan are as follows-
    - Discuss strengths and abilities
    - Things you've already accomplished in specific focus area
    - What would your perfect world look like?
    - Action steps
- Preparation for July pre-planning meeting: Think about these areas ahead of time. It would also be beneficial to have someone who is able to say certain goals should not be a focus at this moment (due to budget, capacity, etc.).
  - Strengths
  - Weaknesses
  - Resources
  - Clear Vision

**30. Closing (15 minutes)**

- a. Contributions
- b. Doodle Poll- Please Respond by July 1<sup>st</sup> with any feedback on ARQC guidelines and poll to pick Liberty Plan pre-planning meeting that will be held in July.

**Attendance**

Name	Member Representation	Present Y/N
Emily Mack	Arc Northland	Y
Laurie Berner	Arc Northland	Y
Lori Moench	Arc Northland	Y
Ruth Rowenhorst	Carlton County	Y
Kristie Buchman	Choice Unlimited	Y
Olivia Bonander	Cook County	Y
Jen Anderson	At Home Living	
Michelle McDonald	Lake County DAC	Y
Michael Manning	Self-Advocate	
Kate Wallin	Self-Advocate	Y
Sara Romagnoli	DHS	
Beth Swanson	Lake County	
Michael Woods	Ombudsmen	
Meghan Terella	Access North	
Patty Johnson	RSI	
Amy Patenaude	St. Louis County	
Becky Jakubek	Trillium Services	
Josh Howie	Trillium Services	Y
Ann Dahl	Udac	Y
October Allen	SLC Homeless Provider/Grace Place	
Others Present:		