

2017-2018 REGION 10 QUALITY COUNCIL ANNUAL REPORT



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

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Table of Contents

1. Region 10 Quality Council History and Priorities.....	Page 3-8
2. Outreach and Community Engagement	Page 8-10
3. Minnesota State and Regional Quality Council Website.	Page 10
4. Data Findings from Brief Interviews	Page 11-17
5. Abuse and Neglect Prevention Committee	Page 17-18
6. State and Regional Quality Council Collaboration Work.	Page 18-19
7. Quality Improvement	Page 19-20
8. Budget/Financials.....	Page 21
9. Priorities for 2018-2019	Page 22
10.Appendices	Page 23-55



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1. Region 10 Quality Council History and Priorities

2017-2018 Membership

PERSON Josh Burt: Second Term Ends: 2020 Matt Schoen: Second Term Ends: 2021 Emma Edwards: First Term Ends: 2019 Shelly Maciujec: First Term ends 2021 (NEW)	PROVIDER Linda Driessen: Second Term Ends: 2020 Marita Buehler: First Term Ends 2019 Kyle Mullen: First Term Ends: 2018 (Resigned) Ann Lazzara: Second Term Ends: 2020 John Gamble: First Term ends 2021 (NEW)
COMMUNITY MEMBER Mary Pieper: Second Term Ends: 2021 John Flanders: First Term Ends: 2018 (Retired) Dee Sabol: First Term Ends: 2019 Judy Young: Second Term Ends: 2020 Open Position:	FAMILY/ADVOCATE Harry Nevling: Second Term Ends 2020 Beth Honecker: Second Term Ends 2021 Leann Bieber: First Term Ends: 2019 (Now Cty Rep) Anita Otterness: First Term Ends 2019 Lisa Harvey: First Term Ends 2021 (NEW)
COUNTY REP Lynnsey Standahl – Houston County Nicole Duchelle – Olmsted County (Resigned) Leann Bieber -- Olmsted County Jodi Johnson – Wabasha County	
DHS Emily Miller	OMBUDSMAN Lisa Harrison-Hadler
Staff Kerri Leucuta: Council Manager Karen Larson: Program Coordinator Polly Owens: Region 10 Quality Assurance Commission Buff Hennessey: Arc Minnesota Southeast Region Regional Director	

Region 10 Quality Council History

In 2016, legislation was passed to address the state's need for regional quality councils to provide technical assistance, monitor and improve the quality of services for people with disabilities, and monitor and improve person-centered outcomes and quality of life indicators for people with disabilities.

As of July 2016, The Arc of Minnesota Southeast Region, acting as the fiscal agent, established the Region 10 Quality Council, and began the process of developing an Activities Implementation Plan (**See Appendix A**) to outline the duties the council would be charged with. Once established, The Arc Southeastern Minnesota, in partnership with the new Region 10 Quality Council staff, began the process of forming the group that was to become the council, and quickly began working on their responsibilities. The Region 10 Quality Council meetings were held monthly from 9/2016 through 12/2017 from 3:00-4:00 pm at the Olmsted County 2100 Building in Rochester, MN. Starting 1/2018, meetings are held bi-monthly (on even months) from 2:30-4 at Cardinal of Minnesota in Rochester, MN.



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Region 10 Quality Council Priorities

Priorities for fiscal year 2017-2018 included:

- Receive approval from the Institutional Review Board (IRB) regarding the Person Centered Quality Review Tools and Process (Note: IRB approved the tool and process August, 1 2017!)
- Finalize Quality Reviewer Training materials and program
- Finalize and implement database and the random selection process for individual participants in person centered quality reviews.
- Facilitate person-centered quality reviews
 - Recruit, interview and train person centered quality reviewers
 - Develop peer mentoring component for training individuals.
 - Train and empower individuals receiving services and other stakeholders.
 - Conduct person centered quality reviews each month, with a ramp up period to determine a reasonable number of Long Reviews and Short Reviews that can be accomplished during a month's time.
- Finalize and implement Feedback process
- Continue to assist in the development of Quality Review Database to allow RQC's to manage, store, and analyze data gathered through the review process.
- Continue to assist in the development of the Regional Quality Council website to be able to meet the go-live expectation of September 2017. (Website went live December 2017. Please see Section 3 of this report.)
- Continue to identify resources and best practices that promote a higher quality of life for persons with disabilities.
- Continue to establish regional priorities for quality improvement based on regional strengths and needs.
- Continue to foster collaboration among participants and their families or representatives, lead agencies, advocacy organizations and HCBS providers to promote quality and person centered thinking.
- Continue to Identify and address common training needs, including training needs for program participants and families.
- Develop mechanisms where individual concerns regarding the quality of services and supports can be expressed and addressed.
- Report findings to the State Quality Council with recommendations for system-wide changes to improve quality of services.

For the first half of the 2017-2018 fiscal year, the Region 10 Quality Council staff and Council members focused mainly on finalizing the Regional Quality Council Database, the Quality Review processes and procedures, and New Quality Reviewer Training Materials. These priority action items were finalized, and we were able to start piloting what we were initially calling "Brief" Quality Reviews as of November 22, 2017. Our initial goal was to complete 42 quality reviews per month. In conducting these interviews, it became evident that a significant amount of quantitative data, as well as qualitative data was gathered. For each area covered in the interview, a series of prompting questions are used to gather enough information about how much choice and control the interviewee has over, or to what degree they experience, the area covered. Notes from the interview are used to create a narrative that supports the scoring for each area. Quantitative information is contained in these narratives. This information is used to create a summary that is given to the interviewee after they have completed a brief interview. Interviewees then have a chance to provide input about the accuracy of this information gathered during the interview. They may also choose to share the interview summary with their team, or circle of support, to highlight things that are going well for them, or areas they may want to work to change.



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Barriers to completing reviews

- Major barriers to completing the desired number of brief interviews per month have been low response rate and difficulty scheduling interviews. There are several factors that contribute to these barriers. To begin with, contact information for people that are part of the random sample provided by DHS, is often missing or incorrect. Information on guardianship is not provided or is inaccurate, yet DHS has maintained a position that verbal consent from guardians is required to participate in a brief interview. Individuals who are selected to be interviewed, or their support staff, are not always willing or able to provide guardian contact information. Guardians may then refuse an interview on the individual's behalf or fail to return calls from RQC staff to give consent. To date, this has resulted in a total of 20 individuals not being able to participate in a Region 10 Quality Review due to lack of guardian consent. Another barrier to scheduling brief interviews is that information on which service providers a person is working with is not provided in the random sample from DHS. For these reasons, it has taken significantly more time than anticipated to schedule brief interviews.
- Additionally, the cost and time required to complete brief interviews is significantly more than what was anticipated. Brief interviews are conversational in style and take approximately an hour to complete. The brief interviews cover 10 subject areas and consist of a total of 50 prompting questions. In the original RFP response, it was estimated that the brief interviews would consist of 10 questions and would take approximately 15-30 minutes to complete. Thus the stipend was originally set for \$25.00 per brief review. Due to the length and complexity of administering the brief reviews being greater than anticipated, the stipend has been raised to \$50.00 per brief review. Additionally, it was decided that to increase accuracy and reliability in summarizing and scoring the brief interviews, there should be two quality reviewers completing each brief interview. The recalculated cost per brief interview is \$100.00, plus mileage. Based on the unanticipated additional cost, resources, and time involved with completing each review, the goal for the number of reviews completed by each RQC has been revised to a more realistic number of 240 reviews per year (from the initial goal of 42 reviews per month).

Recommendations

- The following steps should be taken by DHS to assist with the scheduling of brief interviews: 1) reconsider the necessity of guardian consent for participating in an interview and 2) reconsider providing information about which service providers a potential interviewee is working with to be included in the upload of "random sample" data.
- Individuals receiving HCBS in a county serviced by a RQC should be able to request a brief interview. Requested interviews should count towards the required number of 240 brief interviews to be completed each fiscal year. The RQC staff should do outreach to stakeholders to explain the benefit of participating in an interview and to communicate how an individual can request an interview.

November and December 2017 began the work of scheduling and performing our first quality reviews, as well as recruiting new Quality Reviewers and planning our first volunteer Quality Reviewer training. Region 10 Quality Council's first reviewer training took place on January 15-16, 2018, and 10 Quality Reviewers completed the orientation training. As of June 30, 2018 we have 15 Quality Reviewers trained and all but two have completed at least one quality review. Region 10 Quality Council staff and volunteer Reviewers have completed 60 quality reviews in the past 7 months. Recruiting and training new Quality Reviewers will be an ongoing process.



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The Regional Quality Council staff have also collaborated with DHS to create a functional database that we are constantly looking at ways to improve and help make our processes more efficient. October 2017 was when the database was ready to pilot, and a total of 700 names have been loaded to our database thus far to begin contacting to offer our quality review opportunity.

The Regional Quality Council partnered with DHS in the Spring of 2018 to begin building the reporting mechanism within the Agile Apps database so the Councils can begin to look at and analyze the data that is being collected. **(Please refer to section 4 for some Data Findings from the Brief reviews that have been completed.)**

Barrier to analyzing data

- One barrier that we have determined with analyzing data is that only the *quantitative* data is able to be captured in our database, but not the *qualitative* data from the narrative. The Regional Quality Council Staff are currently working with DHS to find a way to easily capture the Qualitative Data as well, which is currently being capture manually which is labor intensive and inconsistent.

Recommendation

- Alternate applications, or options within Agile Apps, should continue to be explored that will be able to not only accommodate reporting on the quantitative data, but also be able to extract qualitative data from the narrative.
- Future RFP's put forth by the SQC should include the development and/or use of a database when data collection is a part of the Grantee's duties.

In addition to the priorities listed above, the Region 10 Quality Council staff, Kerri Leucuta and Karen Larson, worked to grow their current skills and knowledge though self-development education and trainings. Education includes, but is not limited to: "Understanding the Emerging Landscape of Employment" workshop; "Cybersecurity in 2017" training; "Managing Volunteers to Achieve your Mission" workshop; "2017 Minnesota Gathering on Person-Centered Practices"; "A County Experience From the Front Line" webinar; "Valuing Lives" screening; and "HCBS Foundation" webinar.

Region 10 Quality Council Workgroup Priorities

The Region 10 Quality Council currently has two main workgroups to assist in the work needing to be accomplished by the Council: The Person Centered Quality Review Workgroup and the Systems Improvement Workgroup. The Region 10 Quality Council has also created two adhoc committees to help with Council Work as needed (Quality Improvement Grant Review Committee and Region 10 Quality Council Development Committee).

Region 10 Person Centered Quality Review Workgroup

The primary role of the Person Centered Quality Review Work Group is to oversee the process for conducting person centered quality reviews within the region.

The Person Centered Quality Review Workgroup has been working on assessing, evaluating and discussing the review feedback forms, the quality reviewer training manual, the review tool, and the review tool documents.



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The feedback forms from the reviewers highlighted that we need to remind the quality reviewers that this is a one-time interview and that we are not there to fix the situation. We are there to gather data. They also highlighted that the quality interview starts out with one reviewer asking questions and one taking notes, and these roles may interchange during the review. These situations have improved as the quality interviewers do more reviews. The feedback forms from the interviewees highlighted that we, as reviewers, need to remind the interviewee that this is a one-time visit and we are there to gather data on what is happening in their life at this time.

The Person Centered Quality Review Workgroup worked on the Quality Reviewer Orientation/Training Notebooks. They suggested and the following changes were made to the Quality Reviewer Orientation/Training Notebooks: Add a table of contents, and add the letters that are mailed out to the interviewees.

The workgroup also suggested reviewers need some sort of identification such as business cards and/or name badges so the quality reviewers feel more comfortable going out into the community to do reviews.

The workgroup discussed the challenges of completing the reviews. Some of the challenges are:

- 1.) Interviewees that do not use words to communicate;
- 2.) The guardian refuses the review;
- 3.) Database not current;
- 4.) Phone numbers and addresses not listed or incorrect;
- 5.) Challenges with providers answering the phone and can't get to the person to ask about a review;

Region 10 Systems Improvement Workgroup

The primary role of the Systems Improvement Work Group is to provide regional leadership in the implementation of best practices related to the development and improvement of person centered, inclusive services, communities and systems by overseeing the following tasks:

- Establish regional priorities for quality improvement based on regional strengths and needs.
- Foster collaboration among participants and their families or representatives, lead agencies, advocacy organizations and HCBS providers to promote quality and person-centered thinking.
- Identify and address common training needs, including training needs for program participants and families.
- Identify a regional team to participate in training and technical assistance activities related to the development of person-centered organizations

As the Implementation of Quality Reviews was delayed while the review tool was being finalized and approved by the Institutional Review Board, quality review data was unavailable until recently. This workgroup chose to review and analyze other sources of data to identify gaps and best practices in our region. The workgroup reviewed data gathered from Listening Sessions completed with county employees and stakeholders from each of the three counties participating in the Region 10 Quality Council. This workgroup also analyzed regional data from the National Core Indicators Survey, provided by the State Quality Monitoring Workgroup. The topic that continually rose to the top as a priority was the staffing crisis in Minnesota. The Systems Improvement (SI) Workgroup began talking about what could impact the staffing crisis regionally, and the conversation turned to the benefits of people developing Natural Supports. We discussed the fact that everyone (with or without disabilities) needs support in one way or another...some people need more support than others. The workgroup liked the idea that we, as a community, should be better at supporting each other, and talked about what it would take for this to happen.



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The project that this workgroup has been working toward is the Region 10 Quality Council hosting a series of (a minimum of) 6 Community Conversations to discuss what is needed for communities to be able to build better relationships and better support people with disabilities in our region. The first three Community Conversations have been scheduled for these upcoming dates in Olmsted County (**please see Appendix B for the flyer created for the August 22, 2018 date**):

- Wednesday, August 22nd from 5:30p-7p at the Rochester Public Library (101 2nd Street SE, Rochester, MN 55904)
- Wednesday, September 5th from 3:30p-5p at the Elks Club [1652 Hwy 52 N (Hillcrest Shopping Center), Rochester, MN 55901]
- Tuesday, September 25th from 6:30p-8p at SEMCIL ([2200 Second Street SW, Rochester, MN 55902](#))

A minimum of three additional Community Conversations will be scheduled, and will include locations in Houston and Wabasha Counties as well. These conversations are intended to bring awareness around naturally supporting people with disabilities, as well as for stakeholders to share their ideas as to what is needed for communities to be able to build better relationships and natural supports. Recommendations from these Community Conversations will be shared with the Region 10 Quality Council as well as the State Quality Council.

Quality Improvement Grant Review Committee (adhoc committee)

The main purpose of this committee was to review and approve or deny applications for Quality Improvement Grants offered by the Region 10 Quality Council in June 2017. Once approved, the Region 10 Quality Council Staff and Committee have followed the progress of the approved grants to ensure all requests have been carried out in meaningful and timely manner as they were intended. (**Please see the Approved Trainings and the follow-up report in Appendix C.**)

Region 10 Quality Council Development Committee (adhoc committee)

The main purpose of this committee is to recruit prospective council members as current terms expire and/or people retire from the council, review their applications, and forward recommendations to the whole Region 10 Quality Council for approval. This year the committee recruited and approved three new members to replace members who have retired after their first two years. The Region 10 Quality Council is currently looking for one more Community Member to join the council.

2. Outreach and Community Engagement

The Region 10 Quality Council worked throughout the 2017-2018 year to share information with regional stakeholders (including individuals receiving services, family members, providers, lead agencies, etc.) about the Regional Quality Councils. The Council worked to foster collaboration among stakeholders to promote quality and person centered thinking, as well as to identify and address common training needs, including training needs for program participants and families. We shared information about who we are, what our goals and objectives are, how we plan to accomplish our goals, and how others can get involved.

Outreach



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The Region 10 Quality Council staff participated in several conferences this year to inform stakeholders about who we are, as well as to gain valuable information from stakeholders about what is working and what is not in our regions and in the state of Minnesota.

- Region 10 Quality Council staff participated as an exhibitor at The Arc Minnesota Southeast Region First Annual Assistive Technology and Resource Expo on November 4, 2017.
- Region 10 Quality Council staff participated as an exhibitor at the Special Olympics Polar Plunge fundraising event on February 9, 2018.
- Region 10 Quality Council staff participated as an exhibitor at the 2018 Brain Injury Alliance Conference in Brooklyn Center, MN on April 12-13, 2018.
- Region 10 Quality Council staff participated as an exhibitor at the Rochester Community Volunteer Fair on April 12, 2018.
- Region 10 Quality Council staff partnered with The Arc Minnesota Southeast Region to participate in the Region 10 Work Skills Challenge Day on April 25, 2018 in Rushford, MN (event designed to help young adults with disabilities in our local schools improve upon their skills to prepare for, obtain, and maintain competitive, integrated employment).
- Region 10 Quality Council staff presented at the Annual Self-Advocates Minnesota (Southeast Region) Conference in Rochester on June 2, 2018 which focused on helping self-advocates make sure that their Voice is heard.
- Region 10 Quality Council staff partnered with the other councils to present and participate as exhibitors at the 2018 ARRM Annual Conference on June 6-7, 2018.
- The Region 10 Quality Council planned and executed our Second Annual Conference and Stakeholder Meeting. The conference occurred on June 21, 2018 at Assisi Heights in Rochester MN. There were approximately 60 attendees at this conference. The topics selected for our conference were in response to training needs identified in regional listening sessions. Guest Speakers included Lori Jasper, STAR Program Services Consultant, who presented on the topic of Relationship and Community Engagement; as well as Betsy Gadbois, Director of Person-Centered Practices at Owakihi, who presented on Person Centered Outcomes. **(Please see Appendix C for feedback gathered from the conference)**
- Region 10 Quality Council staff and The Arc Minnesota Southeast Region Staff co-hosted an information table at Rochester's "Thursday's on 1st" event on June 28, 2018, where we shared information about The Arc and their upcoming Second Annual Assistive Technology Expo, and about the Region 10 Quality Council.

Community Engagement

The Regional Quality Council collaborated throughout the year to identify opportunities for community engagement, to learn about gaps and best practices within Region 10, as well as share what we have been learning with others. The following are opportunities that the RQC staff participated in to facilitate community engagement:

- Listening Sessions -- Houston County Stakeholders, Wabasha County Stakeholders, Olmsted County Stakeholders
- MaxAbility Steering Committee Participation
- Forums as they relate to disability topics and community concerns (i.e. Housing, Transportation, Childcare) -- Poverty, Financial Stress and Homelessness Community Forum; Candidate forum
- Volunteered at The Arc Minnesota Southeast Region Annual Golf Tournament fundraiser on July 31, 2017



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- Participated in the Terra Loco Walk, a fundraiser for The Arc Minnesota Southeast Region on September 18, 2017
- Attended and volunteered at The Arc SE MN Annual Meeting on October 27, 2017
- Region 10 Quality Council staff partnered with The Arc Minnesota Southeast Region to co-host a Legislative Forum on November 14, 2017 in Red Wing, Minnesota
- Region 10 Quality Council Staff partnered with The Arc Minnesota Southeast Region, and Self-Advocates of Minnesota, Southeast Region (SAM) to co-host an Olmstead Plan Listening Session on behalf of the Olmstead Implementation Office on February 5, 2018
- Region 10 Quality Council hosted a Minnesota Adult Abuse Reporting Training on February 6, 2018
- Staff and Council Members attended and advocated at Disability Day at the Capital on February 27, 2018
- Region 10 Quality Council hosted our Second Annual Stakeholder Meeting and Conference..."We are better Together: Building Communities for All" on June 21, 2018
- Participation in "Community of Practice" committee
- Partnership with Olmsted County and community providers, to continue with training in regards to expanding organization-wide person centered practices and positive behavioral practices, and laying the foundation for cultural change
- Collaborated with Self-Advocates of Minnesota to assist with the creation of marketing materials such as brochures and PowerPoints.

3. Minnesota State and Regional Quality Council Website

The State and Regional Quality Councils realize the importance of informing stakeholders of who we are and what our purpose and goals are, and how we are going to achieve our goals. With that in mind, the Quality Council staff collaborated with the Region 10 Quality Assurance Commission and hired a website designer to create a Minnesota State Quality Council Website. After much teamwork, The Quality Council website went live December 2017!

The developer chosen is Grahame Beresford Creative out of Minneapolis, MN. Grahame is a family member of a person with disabilities, so presented his website vision with not only professionalism, but also the passion and inspiration we were looking for in developing the State Quality Council and Regional Quality Council website.

The website not only offers information about State and Regional Quality Council activities and events, but it also offers resource information to individuals with disabilities, families of people with disabilities, and professionals who work for people with disabilities. The resource page includes links to an Adult Resource Guide (<http://arcse-mn.org/wp-content/uploads/2018/04/Resource-Guide-for-Adults-with-Disabilities.pdf>), and a Children's Resource Guide (<http://arcse-mn.org/wp-content/uploads/2018/04/Resource-Guide-for-Children-with-Disabilities.pdf>) that were developed by Region 10 Quality Assurance Staff. These resource guides are intended to give people access to a wide range of internet-based information that will help individuals live and work as independently as possible including financial resources, disability funding sources, health care, education, specific supports and services and more.

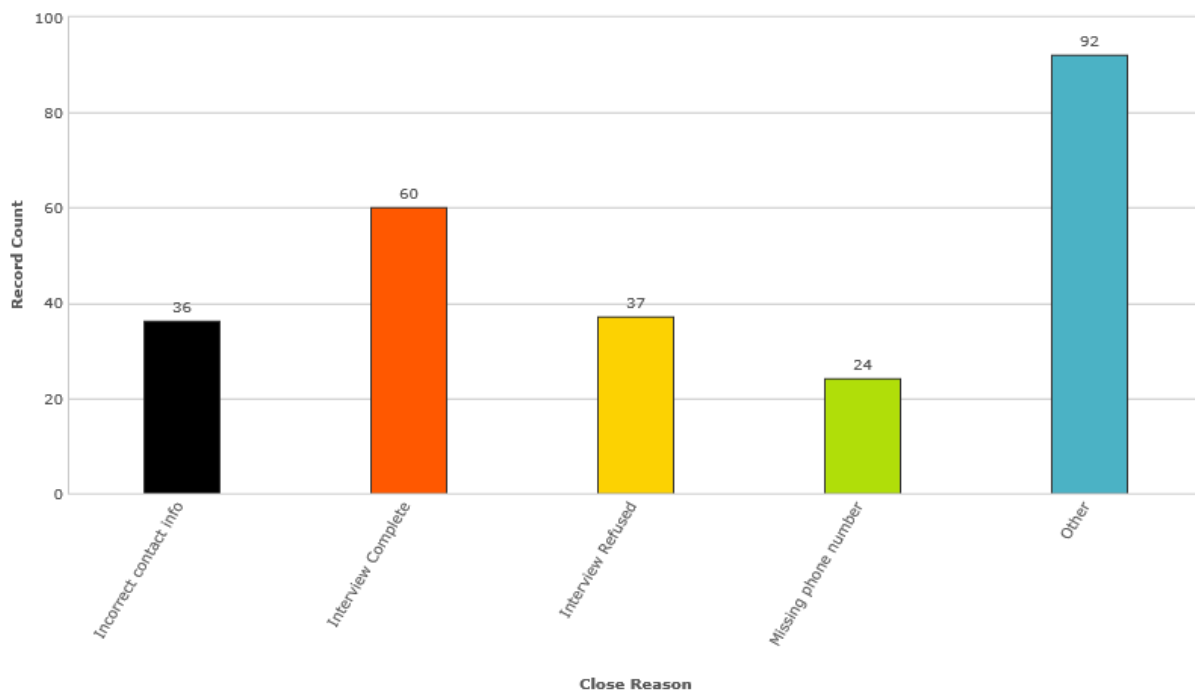
Please visit the Minnesota State Quality Council website at: <http://qualitycouncilmn.org>.

4. Data Findings from Brief Interviews

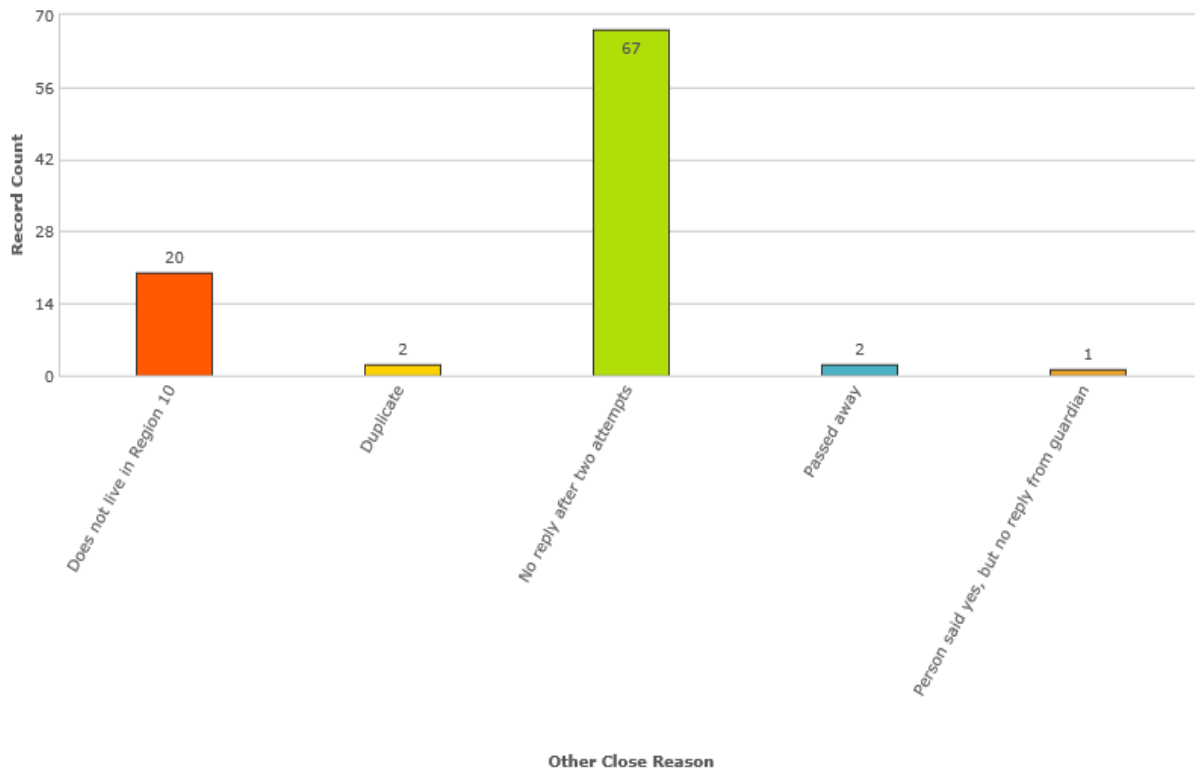
Response Rate:

For purposes of this report, response rate is defined as the number of people that completed a brief interview, divided by the number of people the Region 10 Quality Council (RQC) coordinator has attempted to contact to schedule a brief interview. Attempted contacts include the following categories: completed interviews; refused interviews (by individual, guardian or staff); those that agreed to the interview, however the guardian never replied with their verbal or written consent; those with incorrect contact information; those with the phone number missing (but a letter was sent); those that did not respond to contact attempts; and those who were reported as deceased. Those individuals whose cases were closed because they were duplicates and cases that were closed because the individual did not live in one of the counties that are part of Region 10 Quality Council area were not included as attempted contacts. See the graphs below for details on the number of individuals in each category. Based on this formula response rate for the brief interviews for FY18 is calculated at 26.43% (60 interviews completed divided by 227 people that the RQC Coordinator attempted to contact).

For comparison, the response rate for people the RQC Coordinator were able to contact can also be calculated. This alternative response rate is defined as the number of people that completed a brief interview divided by the number of people the RQC Coordinator was able to contact. Contacts include the following categories: completed interviews; refused interviews (by individual, guardian or staff); those that did not respond to contact attempts; those that wanted to do the interview but Guardian did not reply to give consent; and those that were reported as deceased. Based on this formula the response rate for those contacted by the RQC is calculated at 35.93% (60 interviews completed divided by 167 people that the RQC Coordinator was able to contact).



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Contact Attempts:

Additional information on attempts to contact individuals and schedule interviews can be obtained from data collected in Agile Apps. The original "random sample" provided by DHS included the names and contact information for 700 individuals receiving HCBS and residing Olmsted, Wabasha, and Houston counties. As of the end of FY18, the Region 10 Quality Council Coordinator has opened 253 of the total 700 cases. A case is opened when the coordinator assigns the case to herself and prints a letter informing the individual that they have been selected to participate in a brief interview and will be contacted by the RQC Coordinator by phone to see if they are interested in participating. For those cases that are found to be duplicates (the same individual is part of the random sample more than one time), and those who do not live in a county that is part of the Region 10 Quality Council, the case is closed prior to sending out a letter.

Of the 253 cases opened by the Region 10 Quality Council Coordinator, 249 were closed by the end of FY18. Close reasons are detailed in the graphs above. The remaining 4 cases are in "pending" status, meaning the RQC Coordinator is in the process of making phone contact attempts with these individuals.

Completed Interviews:

As stated in the response rate section of this report, the Region 10 Quality Council staff and volunteer Quality Reviewers completed 60 brief interviews in FY18.



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Quantitative Data:

Quantitative data is defined as data that expresses a certain quantity, amount or range. Information shared in this section of the report reflects the range of scoring for the 60 brief interviews completed in FY18. As stated earlier in this report, the brief interviews cover the following domains: Access to Services and Supports, Person-Centered Planning and Delivery, Provider Capacity and Capabilities, Individual Safeguards, Individual Rights and Responsibilities, Individual Outcomes and Satisfaction and System Performance. There are ten specific areas that are covered in the brief interviews as follow: housing situation; daily routine; community access and involvement; relationships; support staff; safety; life planning; access to employment; acknowledgement of hopes, dreams and goals in service planning and access to services and supports. Quality reviewers use prompting questions for each area covered to gather the interviewee's input on how much choice and control that have, how much choice and control they would like to have or to what degree they experience the area. Scoring follows a Likert scale as detailed below:

- **None:** The person has no control over, or does not experience any of the area of in their life they were asked about; **none** means 0% of the time.
- **Some:** The person has control over, or experiences to some degree, the area of their life they were asked about; **some** means 50% of the time or less.
- **Most:** The person has significant control over, or experiences the area of their life they were asked about to a large extent; **most** means 51% of the time or more.
- **Full:** The person has total control over, or experiences to a full degree the area of their life they were asked about; **full** means 100% of the time.
- **N/A:** Not applicable; the question does not apply to the person.

Prior to sharing these findings, it is important to note the limitations of the data. Most importantly, the number of 60 completed interviews, is too small to be representative of the population of people receiving HCBS as a whole in Region 10. As discussed previously, there are a total of 2300+ people receiving HCBS in Olmsted, Wabasha, and Houston collectively. Thus, the 60 completed interviews represent only 0.026% of the total population of people receiving HCBS in the region. To be representative of the total population, between 150-200 interviews would need to be completed.

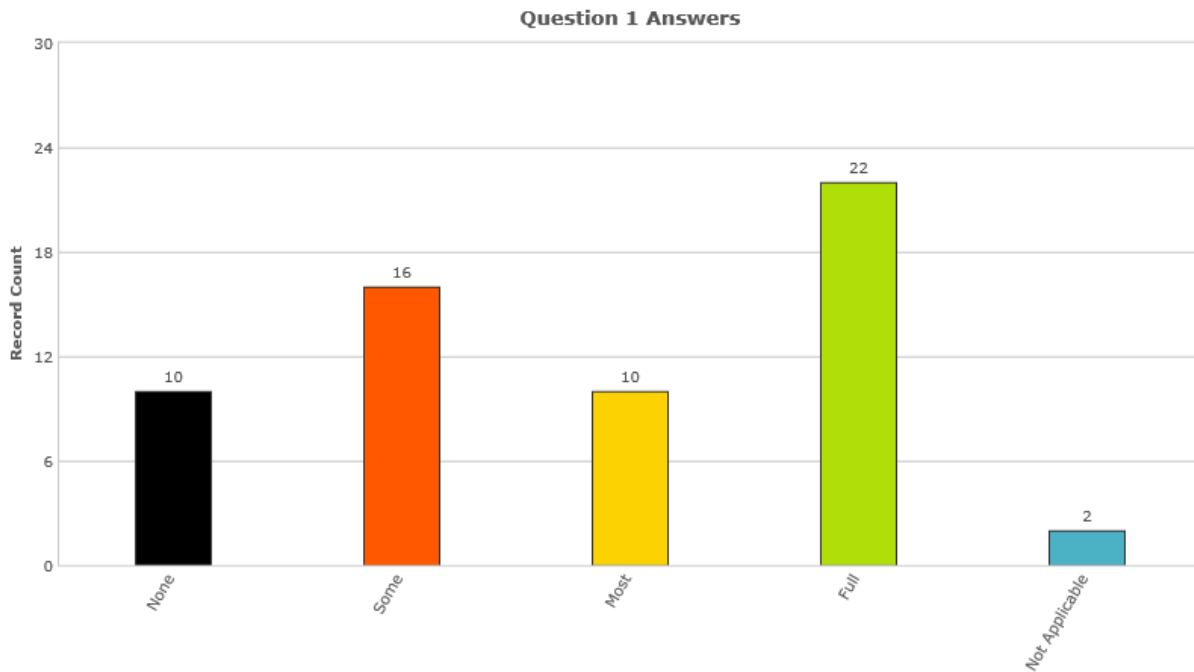
Another limitation to be considered is the reliability of the scoring of the brief interviews. Quality reviewers have received only two days of classroom training on conducting and scoring the brief interviews, following by mentoring by RQC staff. Now that quality reviewers and RQC staff have had time to pilot the brief interview tool, consistency of the information gathered and the scoring of the interviews needs to be examined to determine interrater reliability. For these reasons, data shared in this section of the report should be considered as anecdotal. As the number of completed interviews increase and as interrater reliability is established, the reliability and validity of the quantitative data will increase.

Given the limitations of the data discussed above, quantitative results for just two of the areas covered in the brief interviews will be shared in this report and should be considered anecdotal. Findings show how interviewees' responses were scored for the following areas: housing situation and access to employment. Again, this data should be viewed as an example of how quantitative data can be gathered and presented from the brief interviews and is not representative of the population of individuals receiving HCBS as a whole in the region.

Housing Situation:

The chart below shows how each brief interview was scored in for the question, "How much control do you have over who you live with?" For a total of 10 interviews, the information gathered from the prompting questions indicated that the interviewee had no control over who they lived with. An example of this would be an individual who does not wish to live with any of the members of their household as is not able to make changes in who they live with. An exception to this would be a minor living in their family home, as it is typical for minors to have limited choice in who they live with. For 16 interviews, the information gathered from the prompting questions indicated that the interviewee had some control over who they lived with. An example of this would be an individual who was given some input about who lives in their household, but did not help choose the majority of people living in their household. For 10 interviews, the information gathered from the prompting questions indicated that the interviewee had most control over who they lived with. An example of this would be an individual who was able give input into who most of the people living in their household are, and could make changes in who they live with if they chose to. For 22 interviews, the information gathered from the prompting questions indicated that the interviewee had full control over who they lived with. An example of this would be an individual who chose either to live alone or chose to live with all the people in their household.

Question: How much control do you have over who you live with?

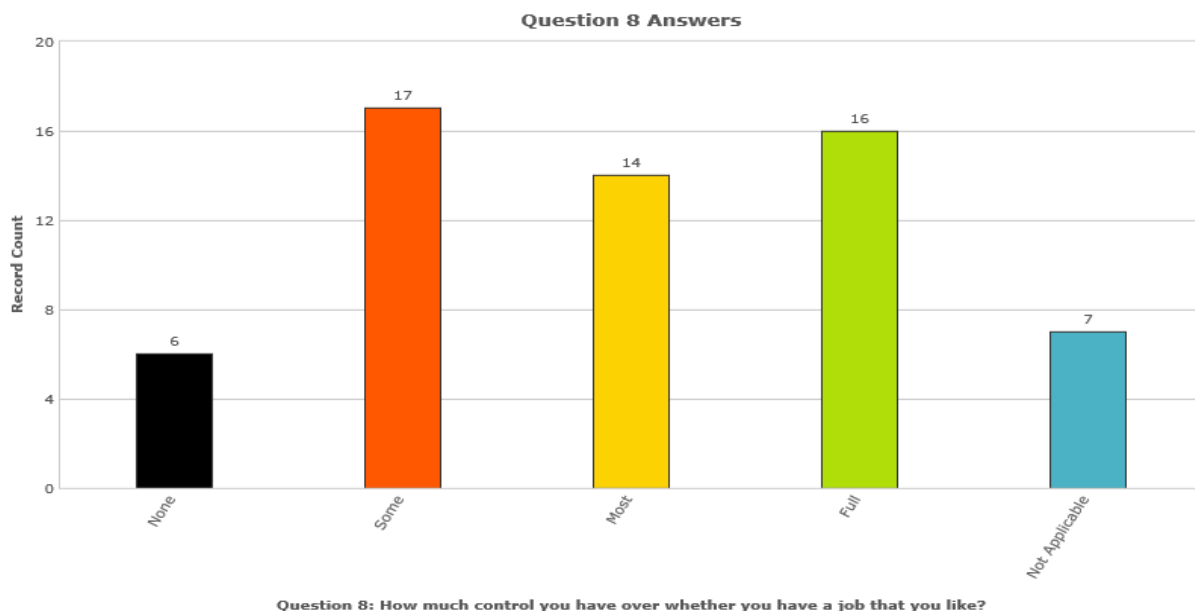


Question 1: How much control do you have over who you live with?

Access to Employment:

The chart below shows how each brief interview was scored in for the question, "How much control do you have over whether you have a job that you like?" For 6 interviews, the information gathered from the prompting questions indicated that the interviewee had no control over their employment situation. An example of this would be an individual who would like to work but is prevented from working due lack of access to services and supports. An exception to this would be a minor who not of legal age to work. For 17 interviews, the information gathered from the prompting questions indicated that the interviewee had some control over their employment situation. An example of this would be an individual who was given some input about the type of work they perform, but did not help choose the majority of tasks they perform at work. For 14 interviews, the information gathered from the prompting questions indicated that the interviewee had most control over their employment situation. An example of this would be an individual who was able give input into what type of work they perform, and could make changes in the tasks they perform, or their employment, if they chose to do so. For 16 interviews, the information gathered from the prompting questions indicated that the interviewee had full control over their employment situation. An example of this would be an individual who chose the type of work they perform and is satisfied with their current employment situation. A total of 7 interviews were scored as Not Applicable due to the interviewee either being too young to work or being retired.

Question: How much control do you have over whether you have a job that you like?





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Qualitative Data:

Qualitative data is defined as descriptive statements that can be made about a subject based on observations, interviews or evaluations. Originally, the brief interviews were not intended to gather qualitative data. However, it became apparent that a great deal of qualitative information was being captured during the interview process. This qualitative data was gathered in the notes section for each area covered in the interview. In order to evaluate this data, the RQC Coordinator needed to document the notes for each interview manually. The findings below are a few examples of gaps and best practices for a variety of areas discussed in interviews. In keeping with Person-Centered Planning tools, findings are divided into "What's Working" and "What's Not Working" for interviewees.

What's Working?
Your doctor provided resources for services and supports when you didn't know what was available.
You have one-on-one staff.
Your staff is person centered, and allows you to write your own goals.
You didn't choose your roommates but do get along with them.
You moved from foster home to group home, and now lives in your own apartment attached to residential group home, with minimal support...and like it!
You were able to pick your own bedroom, which is located downstairs, and you decorated how you wanted to decorate, including pictures of your favorite cars!
You like "Mom's Meals" because they send you a menu and you get to choose what you want to eat.
You have had the same House Nurse for over twenty-five years.
You live in your own basement apartment with support from upstairs staff.
One of your two jobs pay minimum wage.
Your mom taught you how to make beaded jewelry, and you are able to sell it for additional income.
The County has provided you with a Yellow Cab pass card to use for travelling about town.
Your three current jobs pay minimum wage or more.
Your Program Supervisor and has known you for 15+ years
You bake and share with friends and neighbors.
You have friends outside of your housemates that you go to karaoke with, and fishing with (along with mom).
You use an I-Pad app called Proloquo that helps you communicate.

What's Not Working?
You would like to have a pet/service animal but aren't allowed to.
You did not have services or a waiver for many years, as you and your family did not know what was available
You struggle with staffing and have a lot of turn over.
You get lonely as you live alone and don't interact with many neighbors/friends.
You would like help figuring out what services are available.
You reported a need for more respite care, providers, and staff.
You have a "House Rule" where you have to be in bed by 8pm.
You reported that there is lack of transportation and issues with reliability of transportation



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You have a County Social Worker who manages your CADI Waiver, however, your mom told us that you do not meet regularly...not even once a year.
You feel there is lack of affordable housing.
It is difficult, at times, to be able to do all the things you would like to do with only one staff working.
You don't know what your options are or what to ask for, and that this is very frustrating for you.
There tends to be a lot of turnover of staff at your house, and this can be confusing at times.
Occupational Therapy services specializing in Sensory Stimulation is not available Rochester Area...closest is Mankato.
Parents would like more independent living skills taught in school and school is not listening.
You do not get to choose your housemates.
It has been rare that your home is fully staffed – with 2 open shifts at this time.

5. Abuse and Neglect Prevention Committee

In 2016 the Olmstead Subcabinet added a goal to develop a comprehensive plan to educate people with disabilities, their families, and the public on how to identify and report abuse and neglect and to develop a comprehensive prevention plan. The Olmstead Subcabinet created an Olmstead Subcabinet Specialty Committee who was assigned to create recommendations for a comprehensive plan for the prevention of abuse and neglect to people with disabilities. The Specialty Committee membership included people from ethnically and racially diverse communities and people with different types of disabilities. Additional input was received through multiple listening sessions held in the Twin Cities and Greater Minnesota to capture broad community input. The Specialty Committee used a collaborative process involving debate and honoring different perspectives in their group process. The Specialty Committee completed a global system analysis, established guiding principles, and identified 68 priorities for prevention that informed the creation of the recommendations. Collectively, the systems analysis, principles and priorities informed and shaped recommendations to reduce the risk of abuse and neglect for people with disabilities.

The Region 10 Quality Council was invited to participate in the statewide Abuse and Neglect Prevention Specialty Committee, with the first meeting being held on July 10, 2017. The committee relied on input, feedback, and expertise from Region 10 Quality Council members to assist them in making informed recommendations to the Subcabinet, and ultimately to legislators during the 2018 legislative session. The Specialty Committee made recommendations to the Subcabinet for baselines and annual measureable goals and the provision of cost projects for key elements of the Plan.

Recommendations of the Specialty Committee include:

1. Create primary prevention strategies that focus on removing the causes of abuse and neglect before it happens.
2. Provide education that focuses on ensuring people with disabilities have the knowledge and skills necessary to exercise their rights to protect themselves from abuse and neglect.
3. Provide education for family members and supporters on the importance of autonomy and self-choice for people with disabilities in reducing the individual's risk of abuse and neglect.
4. Increase awareness and education of the general public on how to report suspected abuse and neglect and where to access services and support for survivors.



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5. Educate disability service providers, adult and child protection agencies, criminal justice systems, health care providers and others on the incidence of abuse and neglect, effective response models, and each other's roles in the system.
6. Prevent re-victimization by treating the immediate needs of victims and creating a system of accountability to stop perpetrators from re-offending.
7. Complete routine data analysis to identify priority areas to target long term prevention strategies, reduce abuse and neglect, promote healing, and prevent re-offending.
8. This comprehensive prevention plan, when fully implemented, aims to reduce the likelihood of abuse occurring, and when it does occur, people with disabilities will receive timely and effective response, protection, and support. The plan builds on Olmstead Plan efforts to elevate the status of people with disabilities in our society by ensuring that they are leaders and partners in the State's comprehensive abuse and neglect prevention efforts.

The final draft of the Comprehensive Plan for Prevention of Abuse and Neglect of People with Disabilities that was accepted by the Olmstead Subcabinet on 2/23/2018, and details about and the work of this committee can be found at the following website link: [Specialty Committee](#).

6. State and Regional Quality Council Collaboration work

In 2012 legislation was passed to form the State Quality Council (SQC). The State Quality Council was charged with defining and forming Regional Quality Councils (RQC) to carry out a community-based, person-directed quality review component, and a comprehensive system for effective incident reporting, investigation, analysis, and follow-up. In 2016 the first three Regional Quality Councils were formed. The Regional Quality Councils work collaboratively with the State Quality Council (SQC) throughout the course of the year through participating in bi-monthly meetings as well as SQC workgroups. The State Quality Council has four active work groups where much of the council's work is accomplished. The 4 Current Regional RQC staff (Metro, Arrowhead and Region 10) divided themselves among the workgroups this past fiscal year so as to have representation on each workgroup we can be a part of. 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.
 - **Karen Larson from Region 10 Quality Council is a RQC Representative on this Workgroup**
 - **Kayla Nance, formerly from the Metro Quality Council, was a RQC Representative on this Workgroup.**
- **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.
 - **Zoey Leege from the Arrowhead Regional Quality Council is the RQC Representative on this workgroup.**
- **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



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- Supporting the RQCs in bringing needs to SQC/DHS and getting them resolved appropriately
- **Kerri Leucuta from Region 10 Quality Council is the RQC Representative on this Workgroup**
- **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.

7. Quality Improvement

The overall purpose of the Region 10 Quality Council is to promote a higher quality of life for people with disabilities. With this in mind, the Region 10 Quality Council is continuing to follow up on and participate in two impactful Quality Improvement Initiatives started in the 2016-2017 fiscal year:

- In 2016-2017 fiscal year, unspent dollars in the amount of \$25,000 were reallocated to impact the community through a Quality Improvement Grant offered to Region 10 stakeholders. The one-time Quality Improvement Grants were specific to supporting individuals, families, counties, providers and educators in our region with opportunities for Quality Improvement training/education that will assist in improving the lives of individuals with disabilities
 - A Quality Improvement Grant Committee was formed and facilitated by Karen Larson.
 - There were 20 Applicants requesting funding for various Quality Improvement trainings.
 - The Quality Improvement Grant Committee approved full or partial allocation of funds to nine trainings. Quality improvement activities funded included Strength Coach training; Mental Health Crisis Training; Wellness training; Fitness Packages; Staff and Self Advocate: We Are More Alike Than Different Training; Person Centered Thinking and Supportive Decision Making; Community Education on Sharing Living Space and Costs with People with Disabilities; Technology Options For Independent Living
 - All Grantees were required to submit a financial report as to how they used their money, as well as share how their Quality Improvement Activity made an impact to their organization. **(please see Appendix D for the Grant report)**

The applications also identified to the Region 10 Quality Council priorities in regards to needed training in our region. The Region 10 Quality Council in collaboration with the Region 10 Quality Assurance Commission offered Person Centered Thinking Training and Person Centered Outcomes Training during fiscal year 2017-2018, and will be offering Picture of Life Training in Fall of 2018.

(Note: The Picture of a Life training, has been rescheduled three times due to lack availability of a "Focus Person" who would be able to bring 3-5 members of their support team to the training as well. Staffing issues have created a barrier to this desired training.)

- In May of 2017, the Region 10 Quality Council was invited to participate in cohort collaboration with Olmsted County and community providers to expand organization-wide person centered practices and positive behavioral practices, and lay the foundation for organizational cultural change.
 - The University of Minnesota and the Institute on Community Integration are providing a year-long program of training and technical assistance for organizational change to implement person-centered practices and positive behavior support in services for people who receive long-term supports



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- Two additional years of training and technical assistance will be available to all successful responders
- Person-Centered Thinking and planning will provide the foundation for organization-wide implementation with training in positive behavior support available as an integrated positive support.
- Assistance in the organizational integration of other positive support practices (e.g., assertive community treatment, trauma-informed practices, motivational interviewing, etc.) will also be available to organizations.
- Training and technical assistance will be delivered by staff from the Research and Training Center for Community Living at the Institute on Community Integration, University of Minnesota and the Minnesota Department of Human Services, as well as in collaboration with Support Development Associates.
- The intent is to support organization-wide implementation and integration of person-centered practices, positive behavior support, or other positive support practices, while working toward systems changes required for the state's full implementation of the Olmstead Plan.

Although this training is geared toward providers, the Region 10 Quality Council was asked to be a partner to help monitor progress of positive supports within the provider cohort with the long term vision of expansion of person-centered and positive support practices across the region, and to inform the Regional Quality Council and the State Quality Council about gaps and best practices identified during this training process.

Level 3 (system) change recommendations that have been identified by the cohort thus far are:

- Meaningful interpretation of statutes and laws at all levels (county, state) and communication of those that support implementation
- Contracted facilitators who can do training: Person-Centered Training (PCT) and Positive Behavioral Support (PBS) work that is available to everyone doing this work. Regional trainer
- Holistic system – availability to cross information systems so that teams can work more collaboratively (i.e. documenting release permissions for everyone to see to facilitate processes)
- Determining services based on the person's needs, rather than their diagnosis
- Changing language on forms, and across forms (e.g., client, resident)
- BIRF (Behavior Intervention Report Form) data available to the county again
- MN Choices is a black hole of data – we put lots into the form, but we cannot get the information back to look at in a meaningful way
- Someone from the state level to come and observe how the regulations and the increased work load that is involved with the changes impacts a providers ability to have the time to really be person-centered and how it impacts the people supported . Shift the system to more of a focus on the person. Rules on top of rules on top of rules is sometimes pretty cumbersome. Make processes more streamlined.
- Checking in with people when doing licensing check in rather than looking at paperwork. How is their quality of life, and how well do staff know the person?
- Equitable pay across the state of Minnesota for state employees and private providers.
- Recognizing the professionalism of the direct support professional, and rewarding people as such.
- Guardianship definitions clarified -- Trainings on guardian responsibility vs a person's rights

(Please see Appendix E for the year one report provided by the University of Minnesota, Institute on Community Integration.)



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8. Budget/Financial Report

Region 10 Quality Council

Financial Report

7/1/17-6/30/18

Final

<u>Line Item</u>	<u>Budget</u>	<u>Actual (Rounded)</u>	<u>Balance</u>
Personnel	\$ 102,000.00	\$ 100,986.00	\$ 1,014.00
Rent	\$ 6,300.00	\$ 6,300.00	\$ -
Travel	\$ 7,000.00	\$ 4,822.00	\$ 2,178.00
Supplies	\$ 1,500.00	\$ 1,650.00	\$ (150.00)
Communications	\$ 4,000.00	\$ 3,671.00	\$ 329.00
Quality Reviewers Expense	\$ 10,000.00	\$ 6,314.00	\$ 3,686.00
RQC Meetings & Stipends	\$ 4,400.00	\$ 3,510.00	\$ 890.00
Indirect	\$ 2,075.00	\$ 1,250.00	\$ 825.00
Contracted Services	\$ 7,000.00	\$ 6,924.00	\$ 76.00
Administration	\$ 14,500.00	\$ 14,500.00	\$ -
Totals	\$ 158,775.00	\$ 149,927.00	\$ 8,848.00

Note: The items in red exceeded the line item amount but was less than or equal to the 10% allowed variance.



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9. Priorities for 2018-2019 Fiscal Year

As we look forward to the 2018-2019 fiscal year, the Region 10 Quality Council has several priorities for this upcoming year:

- Facilitate person-centered quality reviews
 - Recruit, interview and train person centered quality reviewers
 - Develop peer mentoring component for training individuals
 - Train and empower individuals receiving services and other stakeholders
 - Conduct 20 person centered quality reviews each month, with a goal of 240 reviews per year
- Finalize a "Long/Team" Review process and implement within Region 10
- Continue to assist in the development of Quality Review Database to allow RQC's to manage, store, and analyze data gathered through the brief review process.
- Assist in developing the functionality to gather and store "Long/Team" review data
- Assist in developing the functionality to extract and analyze not only quantitative data, but qualitative data as well
- Facilitate a minimum of 6 Community Conversations to create awareness and gain insight about what is needed to be able to build relationships and natural supports with people with disabilities
- Continue to Identify resources and best practices that promote a higher quality of life for persons with disabilities
- Continue to establish regional priorities for quality improvement based on regional strengths and needs
- Continue to foster collaboration among participants and their families or representatives, lead agencies, advocacy organizations and HCBS providers to promote quality and person centered thinking
- Continue to Identify and address common training needs, including training needs for program participants and families
- Continue developing mechanisms where individual concerns regarding the quality of services and supports can be expressed and addressed
- Report findings to the State Quality Council with recommendations for system-wide changes to improve quality of services
- Continue to be involved in and give input in future legislative initiatives.

Appendix A

REGION 10 RQC ACTIVITIES / IMPLEMENTATION PLAN – Revised 6/30/2018

X – Done X – In Progress X – Not Done X – To be completed

Activities/Implementation Planning				Target Dates for Project Activities								Comments (if applicable)
Deliverables	Key Action Steps/Activities	Person/Area Responsible	Resources Required	F Y 1 7 Q 1	F Y 1 7 Q 2	F Y 1 7 Q 3	F Y 1 7 Q 4	F Y 18 Q 1	F Y 1 8 Q 2	F Y 1 8 Q 3	FY 18 Q4	
1. Provide regional leadership in the implementation of best practices related to the development of person-centered, inclusive services, communities and systems.	a. Establish Regional Quality Council (RQC).	a. The Arc Southeastern Minnesota and Region 10 stakeholder representatives	Stipends & expense reimbursement for Regional Quality Council volunteers	X								Wabasha, Olmsted, and Houston Counties; 4 individuals receiving services, 1 representative from each of the 3 counties, 4 family and advocacy, 4 service providers, 4 Community Members, Ombudsman representative, DHS Representative Kerri Leucuta and Karen Larson
	b. Develop Organizational Structure and Work Groups.	b. The Arc Southeastern Minnesota and Region 10 stakeholder representatives		X								
	c. Develop Organizational Guidelines for RQC.	c. Regional Quality Council		X								
	d. Develop process to oversee and review RQC budget.	d. The Arc Southeastern Minnesota and RQC		X								
	e. Hire Project Manager and Project Coordinator.	e. The Arc Southeastern Minnesota and RQC representatives		X								
	f. Establish Person Centered Quality Review (PCQR) and Systems Improvement (SI) Work Groups.	f. Regional Quality Council			X							
	g. Develop											

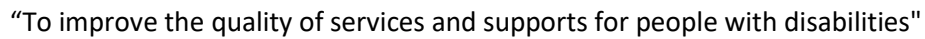
	process to oversee work groups. h. Oversee, coordinate and evaluate ongoing project activities.	g. RQC and Project Manager h. RQC and Project Manager			X							
				X	X	X	X	X	X	X	X	
1a. Identify resources and best practices that promote a higher quality of life for persons with disabilities.	a. Review composite information from database to identify best practices from individual quality reviews. b. Identify and gather information from other resources on best practice (ie: ICI, University Centers on Disability, etc.) c. Develop, implement and review plan for sharing best practice with regional stakeholders.	a. System Improvement Work Group and Project Manager b. System Improvement Work Group and Project Manager c. System Improvement Work Group and Project Manager	Stipends and expense reimbursement for volunteers Coordinate with QA activities Coordinate with QA activities					X	X	X	X	Quality Reviews began on November 22, 2017
						X	X	X	X	X	X	
					X	X	X	X	X	X	X	
1b. Establish regional priorities for quality improvement based on regional strengths and needs.	a. Review composite information from database and <u>other resources</u> to determine priorities for quality improvement. b. Develop, implement and review plan for establishing and sharing quality improvement priorities. c. Plan and host annual meeting for regional stakeholders to gather information on quality improvement.	a. System Improvement Work Group and Project Manager b. System Improvement Work Group and Project Manager c. System Improvement Work Group and Project Manager	Stipends and expense reimbursement for work group volunteers Coordinate with QA activities Coordinate with QA activities				X	X	X	X	X	Reviews did not occur in FY2017 due to delay in Tool development and approval; Database still in development Region 10 Annual Conference and Stakeholders meeting occurred on June 21, 2018
					X	X	X	X	X	X	X	
							X				X	

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<p>1c. Foster collaboration among participants and their families or representatives, lead agencies, advocacy organizations and HCBS providers to promote quality and person-centered thinking.</p>	<p>a. Complete contract with Self-Advocates Minnesota (SAM) (Year 2)</p> <p>b. Develop plan for working with stakeholders regarding quality improvement & person centered thinking.</p> <p>c. Develop and implement plan for increasing disability and cultural diversity within RQC and Work Groups.</p> <p>d. Plan and host annual meeting for regional stakeholders.</p> <p>e. Evaluate improvement in quality of person centered services provided to individuals in region.</p>	<p>a. System Improvement Work Group and Project Manager</p> <p>b. System Improvement Work Group and Project Manager</p> <p>c. System Improvement Work Group and Project Manager</p> <p>d. System Improvement Work Group and Project Manager</p> <p>e. System Improvement Work Group and Project Manager</p>	<p>Contract with Self-Advocates Minnesota Stipends & expense reimbursement for work group volunteers; QA Grant</p> <p>Coordinate with QA activities See 1b.c above</p>				<p>X</p>				<p>X</p>	<p>Organizational Change for Person-Centered Thinking and Positive Supports Cohort began Spring 2017</p> <p>Region 10 Annual Conference and Stakeholders meeting occurred on June 21, 2018</p>
<p>1d. Identify and address common training needs, including training needs for program participants and families.</p>	<p>a. Review composite information from database and input from stakeholders to determine identified training needs.</p> <p>b. Plan and host annual meeting for</p>	<p>a. System Improvement Work Group and Project Manager</p> <p>b. System Improvement Work Group</p>	<p>Stipends & expense reimbursement for work group volunteers</p> <p>Coordinate with QA activities See 1b.c and 1c.d above</p> <p>Coordinate</p>				<p>X</p>	<p>X</p>	<p>X</p>	<p>X</p>	<p>X</p>	<p>Reviews did not occur in FY2017 due to delay in Tool development and approval; Database still in development</p> <p>Region 10 Annual</p>

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	regional stakeholders. c. Plan and host annual regional conference.	c. System Improvement Work Group	with QA activities									Conference and Stakeholders meeting occurred on June 21, 2018
1e. Identify a regional team to participate in training and technical assistance activities related to the development of person-centered organizations.	a. Recruit individuals for Person Centered Org. Training Group. b. Identified individuals will participate in training & technical assistance regarding person centered orgs. c. Provide ongoing training and consultation with orgs to increase person centered service provision.	a. System Improvement Work Group b. Person Centered Organization Training Group c. Person Centered Organization Training Group	DHS, State Quality Council and University of MN Person Centered Org. Development Tool and training Stipends & expense reimbursement for work group volunteers Coordinate with QA activities			X						Organizational Change for Person-Centered Thinking and Positive Supports Cohort began Spring 2017
2. Develop and implement a quality monitoring system that will measure, monitor and report on the availability and quality of services in regions. The system will analyze information from a variety of sources.	a. Implement database to gather required information from individual quality reviews and system information sources. b. Develop process for analyzing composite data to report on quality. c. Complete and submit composite data reports to PCQR and System Improvement Work Groups on a	a. Project Manager b. System Improvement Work Group and Project Manager c. Project Manager	Stipends and expense reimbursement for work group volunteers Work in cooperation with SQC and Regional Reps for PCQR			X	X	X	X	X	X	Database was completed Fall of 2017, and continues to be developed as we see fit. Reporting is being developed to be able to quantify data and analyze it.
				X	X	X	X	X	X	X	X	Reporting of review data is being developed and will be available during the 2018/2019 fiscal year.

27

	and DHS											
d.	Recruit person centered quality reviewers.	d. Project Coordinator						X	X	X	X	Region 10 currently (as of June 30, 2018) has recruited, interviewed and trained 18 Quality Reviewers (includes 2 RQC staff, and one SQC staff). We have completed mentoring of 11 of the Quality Reviewers, and are still working towards completing mentoring for 7 of the trained reviewers.
e.	Interview and select person centered quality reviewers.	e. Project Coordinator and individuals with disabilities						X	X	X	X	
f.	Train person centered quality reviewers.	f. Project Coordinator and individuals with disabilities						X	X	X	X	
g.	Develop peer mentoring component for training individuals receiving services.	g. Project Coordinator and individuals with disabilities						X	X	X	X	
h.	Train and empower individuals receiving services and other stakeholders.	h. Project Manager, Coordinator and individuals with disabilities						X	X	X	X	
i.	Provide Input regarding a random selection process for individuals participating in person centered quality reviews and brief interviews.	i. Person Centered Quality Review Work Group and Project Coordinator		X	X	X	X					We did lose one of the trained reviewers due to a job change.
j.	Conduct 42 person centered quality reviews and brief interviews per month after agreed upon ramp up period.	j. Person Centered Quality Review Work Group and Project Coordinator						X	X	X	X	2 of our Quality Reviewers are individuals receiving services themselves; 5 are providers; 1 is a County Representative; 4 are family members; 3 are interested community members; 3 are RQC/SQC staff
k.	Develop and	k. Person					X	X	X	X	X	Contract language is being changed to 240 Quality reviews per year based on time and cost restraints
												Participant and

	implement a system for feedback on review process in cooperation with RQC Workgroup	Centered Quality Review Work Group and RQC										Quality Reviewer feedback forms have been developed and used
	I. Work with county and DHS licensing to define working relationship.	I. Person Centered Quality Review Work Group, Project Manager and RQC						X				
5. Develop mechanisms, in conjunction with RQC Workgroup, where individual concerns regarding the quality of services and supports can be expressed and addressed.(i.e. Complaint Line)	<p>a. Develop and implement methods for individuals to report concerns during review process.</p> <p>b. Identify methods for individuals to report concerns via call in, website, email, etc.</p>	<p>a. Person Centered Quality Review Work Group, Project Manager and Project Coordinator</p> <p>b. System Improvement Work Group and Project Manager</p>	<p>Contract with website developer</p> <p>Stipends & expense reimbursement for work group volunteers</p> <p>Navigation Tool</p>			X	X	X	X	X	X	<p>RQC brochures and website has contact information for people to call or email questions or concerns.</p> <p>RQC Website went live December 2017, which as a "Contact Us" tab where people can contact the RQC's with general feedback and questions</p>
6. Report findings and activities annually to the State Quality Council along with recommendations for system-wide changes to improve quality of services.	<p>a. Develop format for quarterly and annual reporting of findings, activities and recommendations.</p> <p>b. Complete quarterly and annual</p>	<p>a. Regional Quality Council with input from RQC staff and Person Centered Quality Review Work Group</p> <p>b. System Improvement Work Group</p>	Stipends & expense reimbursement for work group and RQC volunteers	X	X	X	X	X	X	X	N A	<p>Quarterly Reviews provided in October 2017, January 2018; and then contract language was changed to no longer require quarterly reports.</p> <p>Annual review</p>



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	reports and submit to Regional Quality Council as required. c. Approve annual report and submit to State Quality Council and regional stakeholders.	and Project Manager c. Regional Quality Council											provided in August 2018
7. Identify a fiscal agent through which funds will be managed.	Fiscal agent identified and contracted with.	a. The Arc Southeastern Minnesota											

Appendix B



The poster features the Region 10 Regional Quality Council logo in the top left corner. The main title "Community Conversation" is in a large, bold, dark blue font. Below it, the text "How can our community build better relationships with people with disabilities?" is in white. A line of text "EDUCATION • BUSINESS • RECREATION • SOCIAL • CIVIC" is in white. The date and time "Wednesday, August 22 5:30 - 7 p.m." and the location "Rochester Public Library, 101 2nd St. SE" are in white. A photo of two young men, one with his arm around the other, is in the bottom half. The text "Be part of the conversation. Be part of the future." is in white. At the bottom, the text "We'd like to plan the best possible event! RSVP to info@diversitycouncil.org" is in white.

Region 10
REGIONAL
QUALITY
COUNCIL

invites you to a
**Community
Conversation**

**How can our community
build better relationships
with people with disabilities?**

EDUCATION • BUSINESS • RECREATION • SOCIAL • CIVIC

Wednesday, August 22
5:30 - 7 p.m.
Rochester Public Library, 101 2nd St. SE

Be part of the conversation.
Be part of the future.

We'd like to plan the best possible event!
RSVP to info@diversitycouncil.org



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Appendix C

Region 10 Quality Council 2018 Conference Evaluation Form

Rate the conference presentations and activities

Circle One (1=Poor, 5= Excellent)

Welcome and Opening

Rating (1-5)

Region 10 Quality Council Update

1(0) 2(2) 3(8) 4(9) 5(11) NA(1)

By: Kerri Leucuta and Karen Larson

Comments:

- Went too quickly.
- I am so impressed with all the efforts that are happening at the RQC.
- I love your energy and enthusiasm. Nice succinct summary of RQC and what RQC has done over past year.
- Power Point was tough to read along with the print out also difficult to read with such a small font size. Awesome job.
- I'm not on the council so I felt lost.
- Kind of long winded.

Relationship and Community Engagement Presentation

Rating (1-5)

By: STAR Program Services Consultant Lori Jasper

1(0) 2(1) 3(5) 4(10) 5(14) NA(1)

What is one thing that you learned that can help you or someone you know?

- Using more than one person's relationship circle to find connections.
- Everything.
- Focus more on relationships more than activities.
- More staff are present but not active.

What will you do differently in your community?

- Talk more about reciprocal relationships.
- I CAN Help.
- I will try and make more connections that are outside of agency connections.
- Help get more involved with individuals making outside connections.
- Continue to try to improve community involvement.
- Focus more on relationship more than activity.
- Continue to be present.

Comments:

- It would have been helpful to practice some exercises.
- Videos were great.
- Presentation and speaker were interesting and engaging.



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- Involve individuals more in community.
- Good ideas of how to get people more involved in the community and build relationships.
- More activities in small groups or as individuals to keep us engaged.
- No new information from what I knew, this is some information from years ago.
- Handouts were already conducive to group activity so use them that way.
- Fillmore County needs to be more open to help: that way they can work on this.
- Could be more energetic.
- I like the part that talked about the difference between being present and actively participating.
- Great information.
- Would love to have the list of questions. Great Ice breakers.

Person-Centered Outcomes Presentation

Rating (1-5)

By: Betsy Gadbois, Dir. of Person-Centered Practices at Owaki

1(0) 2(0) 3(0) 4(2) 5(28) NA(0)

What is one thing that you learned that can help you or someone you know?

- Simplify documentation.
- What an outcome really is. Us VS them. Outcomes-how to write/define.
- Great ideas.
- I develop outcomes-very helpful to learn about the "new" ways of thinking.
- Writing person centered outcomes and how to measure that without %.
- Writing outcomes more focused on person's interest and not what the county wants.
- The correct way to write service outcomes.
- Change outcome development. How to ask not assume.
- Having a more meaningful deep conversation.
- New outcome style.
- Goals should be something that interests the client not what we think they should do.
- Outcomes vs goals.
- Rules re outcomes.
- Actual definition of outcomes.
- Difference between outcomes and goals.
- How to write outcomes and goals.
- Outcomes should be fun.
- Reach out to people who know how to get outcomes to work.

Comments:

- Betsy does an outstanding job!!
- Engaging.
- Good information.
- Interesting presentation.
- Very good presenter.
- All excellent.
- Fantastic.
- Awesome job-learned so much.
- Betsy is awesome!
- Awesome presenter.
- Would like copy of the power point for reference.



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- She was fantastic.
- Very knowledgeable.
- Very enjoyable.
- Would have loved a power point print out to take with.
- Very valuable training.
- You did a great job drawing me in.

2) Are you a:

Check all that apply:

- 2 Self-advocate(Person with a disability)
- 2 Parent
- Guardian
- 33 Professional in the field of developmental disabilities
- 1 Community Member
- Legislator
- 1 Case Manager
- 1 Regional Council Member
- Regional Quality Council Reviewer
- 1 Other (please specify: Family member)

3) How did you find out about the 2018 conference? Check all that apply:

- 10 Conference brochure: Email
- 3 Conference brochure: Mail
- Eventbrite
- 3 The Arc Minnesota SE website
- 1 The Arc Minnesota SE Facebook page
- The RQC Website
- 1 The RQC Facebook Page
- 11 Word of mouth



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4) **Was it easy to register for the conference?** Yes (25) No (0)

5) **Were the Region 10 Quality Council staff and volunteers helpful to you before and during the conference?**

Yes (25) No (0)

○ **If yes how did they help you?**

Answered questions.

6) **The cost of the conference was:**

21 Less than I expected 2 More than I expected

7) **What are the disability-related issues affecting you and your family that concern you most right now?**

- Social outlets.
- What the future would look like.
- In home nurse supports.
- Staffing.
- Changing outcomes.
- Mobility.
- Barrier to transportation.
- Getting all family members to understand.
- 7% cuts.
- Staffing.
- 7% cuts.
- Being person centered but still upholding the paperwork the state requires.

8) **Any other comments, including suggestions on how we can attract more people in the future (especially young parents) and anything you would like us to have done differently:**

- Parking
- You guys did awesome
- More publicity
- Parking
- Room warm even after with fans
- Informative
- Getting more of an understanding of person center planning
- Loved the gluten free options
- Outcomes vs Team
- I think it would be helpful for parents and guardians to get training on Person Centered thinking and planning



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Appendix D

2017/2018 Quality Improvement Grant report

Hiawatha Homes received a \$4500.00 quality improvement grant to complete Strength Coach training. Cindy Verdick attended the training and stated: "I was able to attend the Gallup Accelerated Strength Coach training. This was by far the best, most effective and applicable training I have ever attended for helping one to understand his/her own strengths, and help others recognize and intentionally leverage their own strengths for the purpose of personal and professional growth and development." Cindy will be developing a curriculum to bring the material and training she acquired to Hiawatha Homes in hopes of initiating a strengths-focused culture. In addition, Cindy has offered three **free** Strength's Training courses to Region 10 stakeholders in August 2018, to share her new skill.

Bear Creek received a \$3000 quality improvement grant to complete 2 fitness packages. Nine individuals who have developmental disabilities participated in the fitness training. Traci Hussong, house supervisor says "the four women who participated each lost a few pounds. The key to the program's success was the relationships built up after a while. At the beginning of the program, the women were told that they would be exercising. By the end of the program, they were hearing, 'Suzy is coming over'! Best part of the program: The Trainers coming to apartments to help participants with their food options, Healthy life style challenges, and food journals were excellent."

Cardinal of Minnesota received a \$4500.00 quality improvement grant to complete Mental Health First Aid Instructor training. Kate Smith and Amy Blackstad attended Mental Health First Aid Instructor training from Monday, June 4th through Friday, June 8th, 2018. They were both certified to teach the nationally accredited Mental Health First Aid class. The total cost of this training was \$4000.00 (2,000 each). The remaining grant money was used to purchase 29 of the required participant manuals with a total cost of \$491.55 (\$16.95 each). They have scheduled 3 (8 hour) classes through the end of the year and will continue to offer this class to their employees, into the future. They plan is to open it up to the community and other providers as well.

I CAN received a \$1500.00 quality improvement grant to complete Staff and Self Advocate "We Are More Alike Than Different" training. 19 staff, 14 clients, 5 family members/friends and 1 case manager attended the training.

Some participants of the training stated:

- "I appreciated Peter's style of teaching. So often training follows a Power Point/slide show format. Peter was able to get some important information to the group in a "go with the flow manner". Stacey, DM.
- "Peter made me feel even better about the person-centered care we give our clients. He gave great advice on client rights, and HIPPA. He made me think about my future and the clients' futures. He made me laugh and cry with joy. His soul is purely a blessing to meet." Linda, Client Associate.
- "The best part for me was seeing the mom of one of our clients in tears when Peter talked about opening up possibilities in clients' lives by using the phrase 'Yes, and''as opposed to Yes, but'. The mother was overjoyed to see so much energy and effort to put into ideas to make her son's life more fulfilling. She spoke to me personally after the training and stated that ALL team members should come to see Peter. You will walk away with a different outlook." Liz, PCC.



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Wing House received a \$2000.00 quality improvement grant to complete Mental Health Crisis Training. 28 individuals were able to complete the 8-hour course and become certified in the Mental Health First Aid USA. The participants of the training stated: "I would recommend this training to everyone. This training gives staff increased confidence and ability to help individuals experiencing problems such as depression, anxiety disorders, psychosis and substance use disorders. "

Olmsted County received a \$1500.00 quality improvement grant to complete Person- Centered Thinking training and Supported Decision Making training. Olmsted County held 5 Person-Centered Thinking trainings where 50 individuals attended.

Some quotes from the training are:

- Professional Guardian: "I found myself applying Person Centered thinking immediately following the training. My week has been full of the most unexpected instances where I found myself implementing this thinking, both with positive results and identifying where PCT could improve the situation or encounter. It was definitely inspiring and I think I needed that, as well as others. Thank you for helping me, CENTER."
- Case Manager: " I received a call from a family guardian that has now decided to terminate her guardian ship because she knows her son can do it on his own."

Supported Decision Making training is planned for summer/fall of 2018 and report to follow.

Olmsted County received a \$2000.00 quality improvement grant to complete Technology Options for Independent Living. The Assistive Technology Training occurred on January 18, 2018 with 43 people attending. Matt Hansen from Mercarik was the main speaker. Attendees were given insight into the possibilities of using assistive technology to support, encourage and enhance independent living.

Olmsted County received a \$1500.00 quality improvement grant to complete Community Education on sharing living spaces and costs with those with disabilities training. The training is to be completed fall of 2018 and report to follow.

SMB: received a \$4500.00 quality improvement grant to complete 12-month Wellness Training. Training to start 8/1/17 and complete 8/1/18 and report to follow.

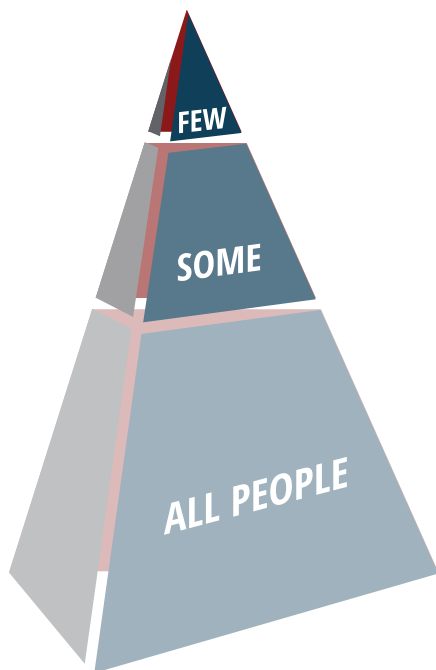
Report provided by Karen Larson, Region 10 Quality Council Coordinator

Appendix E

Organizational Change for Person-Centered Thinking and Positive Supports Cohort

In the Spring of 2017, The Region 10 Quality Council joined with several agencies in Olmsted County and applied for The Training and Technical Assistance for Organizational Change for Person-Centered Thinking and Positive Supports Grant. This project is designed to guide organizations and regions through an organizational Multi-Tiered implementation model. The tiered model is organized in a pyramid that focuses on 3 stages in 3 different areas. The first year of implementation is focused on practices that are at the universal level for three areas: person centered practices, positive behavior supports and work force development. The first-year guides teams through self-assessment, action planning, exploring vision, developing outcome statements, backward planning and developing coaches.

During the first-year teams/ organizations learn how to assess where they are now and what they want the future to look like. Based on that vision they develop outcome statements and actions plans to move toward their vision. The outcome statements and action plans are for the people supported, employees, the community and the organization. The actions are based on person centered approaches with the focus on practices that support everyone at a universal level. This universal approach is applied to each of the foundational areas of person centered practices, positive behavioral supports and workforce.



Primary Stage

- Universal Person-Centered Strategies
- Encourage Self Expression
- Self-Determination and Choice Making
- Meaningful Participation in the Community

Teams begin by completing a fidelity self-assessment tool, *The Minnesota Implementation Checklist* (Appendix A below). Teams also complete sub-scale assessments specifically for person centered practices and positive supports. Teams complete the overall and subscale checklists by indicating whether an item is not yet started (0 points), in progress (1 point), or fully completed (2 points). A team would score 100 percent, full implementation, if all items on the checklist are fully completed.

The Minnesota Implementation Checklist Overall Fidelity below reflects data at baseline and 6 months. Each of the teams/ organizations completed the self-assessment at the indicated intervals. The data in figure 1 shows that the teams reported progress over time. Teams use this information to determine areas they would like to develop outcome statements. This begins to help teams focus on data-based decision making.

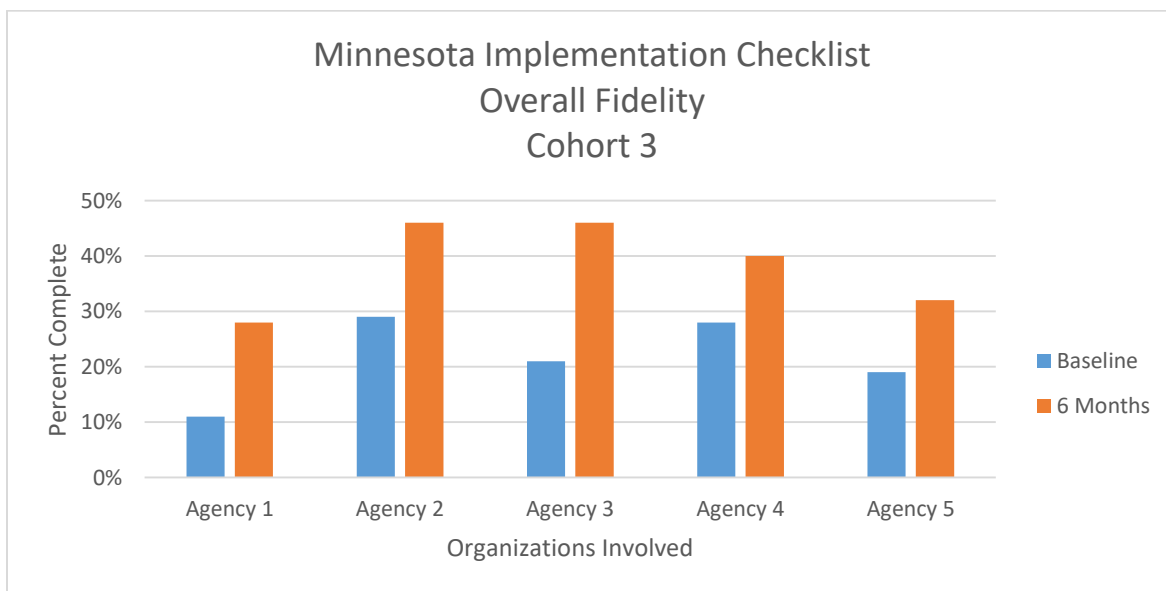


Fig 1

The subscale fidelity tools are used in a similar way and help teams assess areas of implementation in more specific areas. The self-assessments for the subscales were completed at baseline, 6 months, and 12 months. Figure 2 shows as teams/ organizations learned more about the implementation process, some sub-scales dropped slightly. This can happen when team members begin to better understand and reflect on person centered practices and realize there is still growth that is needed in their organization.

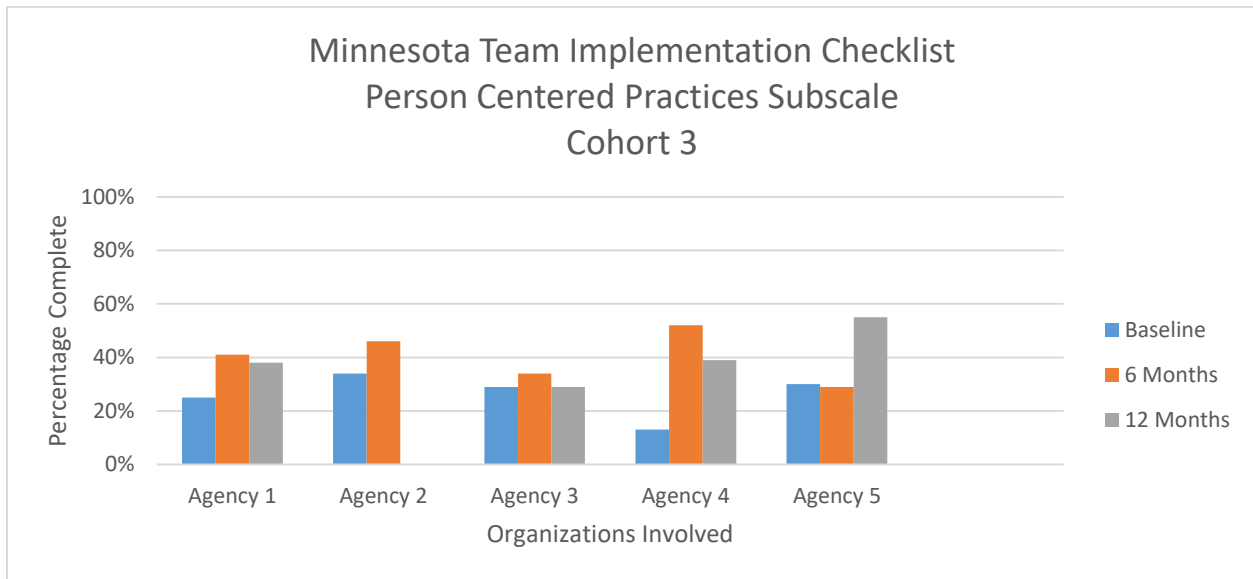


Fig 2

In addition to the self-assessments, each organization has an onsite evaluation (fig 3). This onsite evaluation uses a similar rating scale but is administered. Part of the onsite evaluation is collecting evidence to verify the items on the evaluation. This can include meeting notes, agenda items, policies, examples of stakeholder feedback, and a wide variety of examples of implementation. The onsite evaluation is completed early in the first year and 12 months after the initial onsite evaluation. Fig 3 reflects the initial Onsite Evaluations for this region. A second onsite evaluation will be completed for each organization based on when their initial evaluation was completed.

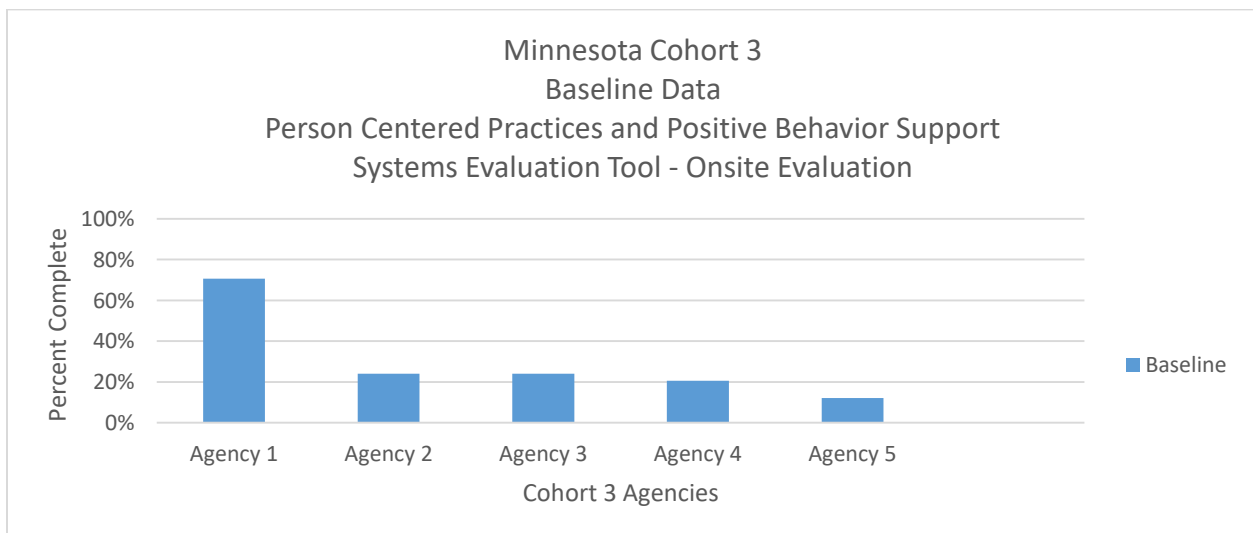


Fig 3



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These fidelity tools can help organizations identify areas where they may want to focus in their action plan. It is a way to build in reflection, celebration, and data-based decision making. The teams/ organizations learn what data to collect, how to use the data to make decisions and how to develop outcomes that will further implementation towards their vision. These tools provide a way to assess and view the progress that is made over time.

The organizations in Cohort 3 (Olmsted County), have completed the first year of the 3-year implementation project. Each organization has completed self-assessments, developed outcome statements and action plans in several areas, collecting data to help determine which areas to focus on, and have created a history map to document and celebrate all the work they have done in the past year.

The Regional Quality Council has an active role in bringing this region together. The cohort organizations will work together with the RQC staff to share information with both the Regional and State Quality Councils. The data that is gathered from each of the teams can be used to help identify gaps in the region and can help the RQC determine what recommendations may make sense for this region.

Report Provided by University of Minnesota, Institute on Community Integration



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Appendix F

Region 10 Quality Council Meeting Minutes – 7/20/2017

Members Present: Mary Pieper, Leann Bieber, John Flanders, Josh Burt, Linda Driessen, Nicole Duchelle, Beth Honecker, Harry Nevling, Anita Otterness, Matt Schoen, Judy Young,

On the Phone: Kyle Mullen , Dee Sabol , Ann Lazzara, Emily Miller, Jodi Johnson, Marita Buehler

Members Absent: Lisa Harrison-Hadler, Emma Edwards, Lynnsey Standahl, Jaime Stolp, Kerri Leucuta

Others Present: Polly Owens, Buff Hennessey, Karen Larson

1. Call meeting to order
 - a. Mary Piper called meeting to order
2. Kerri Leucuta's Dad passed away: card is being sent around to sign.
3. Approval of the 6/15/2017 Meeting Minutes
 - a. Anita Otterness's name was spelled wrong.
 - b. Harry Nevling approved: Matt Shoen second the minutes as corrected.
4. Manager's/Program Coordinator's report
 - a. Nice job Kerri and Karen
5. Web site update: Karen Larson
 - a. Web site is coming along nicely. We have another meeting next Wednesday. Web site should be up and running on September 1, 2017.
6. Financial Update: Buff Hennessey
 - a. R10QC and R10 QA Financial reports were handed out. Q10QC money can't be carried over to next fiscal year. R10QA money can be carried over.
7. Person Centered Quality Review Workgroup Update
 - a. No meeting due to being in a holding pattern. What we can do now is to recruit quality reviewers, applications will be sent out to the whole council. We will need at least 40 reviewers.
8. State Quality Council Update
 - a. Person Center Quality Review workgroup (State Level) the group met and put together an outline of trainings for the quality reviewers to complete. Dan and LeAnn are responsible for the trainings for the quality reviewers. Dan, LeAnn and Karen met and put together materials and a training schedule to present to the full group next week. Things that still have to be completed: Institute on Community Integration training, Mentor program, and Train the trainer program. We will be reviewing conflict of interest and comfort level on each review. There will be a training with Regional Quality Council staff and Institute on Community Integration soon. Alex Bartolic , Amy Hewitt, Dan Zimmer and LeAnn will be meeting soon. The review tool is still at the Internal Review Board. The Regional Quality Council Staff should be trained by September.
If you would like an application to apply to become a quality reviewer see Karen. If you would like to request a quality review, see Karen. Matt Schoen requested a review. There will be a State Quality Council strategic planning day in September.
9. System Improvement Workgroup: Linda Driessen
 - a. System Improvement workgroup met and looked at the National Core Indicators Survey. The concerns from this survey were then typed up into categories then, recommendations and barriers for each category. The System Improvement group handout was emailed to the group



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prior to the meeting. Region 10 Quality Council gave permission to the System Improvement workgroup to go forward and prioritize and make recommendations on those prioritizes.

10. Motion to adjourn was made by Harry Nevling and second by John Flanders.

Minutes Recorded by Karen Larson



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Region 10 Quality Council Meeting Minutes – 8/17/2017

Attendance: LeAnn Bieber, Linda Driessen, Nicole Duchelle, John Flanders, Lisa Harrison- Hadler, Beth Honecker, Ann Lazzara, Kyle Mullen, Mary Pieper, Matt Schoen, Emily Miller

Absent: Marita Buehler, Josh Burt, Emma Edwards, Jodi Johnson, Harry Nevling, Anita Otterness, Dee Sabol, Lyndsey Standahl, Jaime Stolp, Judy Young

Staff: Kerri Leucuta, Buff Hennessey, Polly Owens, Dan Zimmer, Karen Larson

1. Call Meeting to order- Mary Pieper
2. Emily Miller has replaced Shannon Smith as the Regional Resource Specialist -- Welcome and Introductions
3. Approval of the 7/20/2017 Minutes- Mary Pieper
 - a. Nicole Duchelle approved and LeAnn Bieber approved and second the 7/20/2017 minutes.
4. Manager and Program Coordinator Report: Kerri and Karen
 - a. Handouts
 - b. No questions
5. Recruitment of Reviewers-Karen
 - a. Reviewer Application: Handout
 - b. Request was made to send out the application via email
 - c. When web site is completed we will have the application on the website with a link.
6. Website Brief Demo: Kerri
 - a. Website was previewed by the council
 - b. Suggestions:
 - i. We should have a description of who we serve on the web site
 - ii. Pictures are important
 - iii. Council member's stories
 - iv. Add tools and process
 - v. Data pieces
 - vi. Benefits of a review
 - vii. Home page should have who we are? What are we doing?
 - viii. Accessibility to the web site for all needed.
 - ix. Benefits to the outside community:
 - x. The web site will have the ability to translate to other languages
 - xi. It will have the reviewer processes and complaint processes.
 - xii. One page profile suggested with the R10 Quality Council members
 1. Discussion around privacy
 2. This is not a requirement...just a suggestion as a way to "get to know" the Council members both internally and externally.
 3. Include the question: Why is the being a member of the Region 10 Quality Council important to you?
 - xiii. Kerri and Karen will be the administrator of the website.
7. Annual report: Kerri
 - a. Handout
 - b. Please send all comments to Kerri and Karen
8. System Improvement Workgroup: Linda Driessen
 - a. Workgroup had a robust conversation



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- b. Workforce Shortage is the area of focus and priority for our region.
 - i. Impact of Workforce Shortage
 - 1. One provider just closed two houses
 - 2. One Provider has reduced to limited services
 - 3. One Provider has been having Licensing issues
 - 4. One Provider has in home services limited.
 - c. Plan to do a "Path"
- 9. Person Centered Quality Review Workgroup: LeAnn Bieber
 - a. The tool has been approved by the IRB
 - b. Karen will send the tool out to the entire council.
 - c. Leave Behind materials are in discussion.
 - d. Implementation time:
 - e. The Training will be a 2-day training for all reviewers
 - f. Data Base is being built
 - g. All interviews will be random selected by DHS.
 - h. Next steps:
 - i. Train the trainer with ICI with U of M
 - ii. Build the data base
 - iii. Random selection order
 - iv. Protocols to be written
 - v. Finalizing Priorities
- 10. State Quality Council Update: LeAnn Bieber
 - a. Focused on RQ and Tools
 - b. Great focus on impactful outcomes
 - c. September meeting will be Priority setting and 5 year plan
 - d. Expansion discussion
 - e. Looking at all the feedback from all three RQC
- 11. Once Around
 - a. Kerri has training opportunities: see handouts
 - b. RQC survey sent out: Please help us find out what is working and not working.
 - c. Next meeting; September 21, 2017 at Cardinal of Minnesota
- 12. Adjourn: 4:15 pm

Minutes recorded by Karen Larson



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Region 10 Quality Council Meeting Minutes – 9/21/2017

Attendance: LeAnn Bieber, Linda Driessen, Nicole Duchelle, Kyle Mullen, Mary Pieper, Matt Schoen, Marita Buehler, Josh Burt, Harry Nevling, Anita Otterness, Dee Sabol, Jaime Stolp, Judy Young, Lyndsey Standahl

Absent: Emma Edwards, Jodi Johnson, Lisa Harrison-Hadler, Beth Honecker, Ann Lazzara, Emily Miller, John Flanders

Staff: Kerri Leucuta, Polly Owens, Karen Larson

1. Call Meeting to order- Mary Pieper
2. Welcome
3. Introductions
4. Approval of the 8/17/2017 Minutes- Mary Pieper
 - a. Matt Schoen and Nicole Duchelle approved and second the 8/17/2017 minutes.
5. Manager and Program Coordinator Report: Kerri and Karen
 - a. Handouts
 - b. No questions
6. Speaker; Rachel Freeman Institute on Community Integration: Overview of Person-Centered Practices and Quality of life discussion.
 - a. Power point/Discussion – What is the RQC Role in the local cohort training in assisting in the expansion of person-centered thinking and positive behavioral supports in our area. The thought is that the RQC's role would be to gather the information from the participating providers as to what positive changes they have made in their organizations, as well as what ideas/changes didn't work...have the RQC analyze the information and share with stakeholders at a regional level as well as at the State Quality Council level. We will also be able to be able to help monitor progress as we begin our reviews and see how people feel about the quality of services and supports they receive, and if there is an ongoing shift toward truly "being" person-centered and not "doing" person-centered.
 - b. Minnesota Team Implementation Checklist: Planning tools for Integration Person-Centered and Positive Supports Practices
 - i. The first step is to assess the RQC's readiness as a partner to the cohort, so we had revamped the assessment that the providers used, and made it specific to the RQC. We went through a few questions during our meeting, and the answers that we agreed upon as a group are recorded (we got through Question 10).
 - ii. Kerri to send the form to LeAnn; LeAnn to make the form fillable and return to Kerri
 - iii. Kerri to send the document out to the council.
 - iv. R10 RQC members are to finish filling out the rest of the document and return the form to Kerri or Karen by September 29th so feedback can be compiled before October 4th cohort meeting.
7. Adjourn: 4:00 pm

Minutes recorded by Karen Larson



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

Attendance: Leann Bieber, Marita Buehler, Josh Burt, Nicole Duchelle, Emma Edwards, John Flanders, Lisa Harrison-Hadler, Beth Honecker, Jodi Johnson(phone) , Ann Lazzara, Kyle Mullen, Harry Nevling, Anita Otterness, Dee Sabol, Matthew Shoen, Judy Young

Absent: Linda Driessen, Mary Pieper, Lynnsey Standahl, Jamie Stolp, Emily Miller

Staff: Kerri Leucuta, Polly Owens, Karen Larson

Fiscal Host: Buff Hennessey

1. Call Meeting to order – Dee Sabol
2. Approval of 9/21/2017 Minutes (handout) – Dee Sabol
 - a. John Flanders motion to approve and Matthew Schoen second the minutes: council approved.
3. Manager's/Program Coordinator's Report:(Handout) – Kerri and Karen
 - a. No questions or comments.
4. Olmstead Subcommittee Abuse and Neglect Listening Session(Handout)-Kerri
 - a. Good input from this meeting. Theme of the information collected is that people said that there is a lack of response. Kerri is attempting to set up a MAARC training: Lisa is going to assist. Lisa reported that there is a new Quality Assurance Manager, her role will be to sort and rate the events/reports as they come in. We would like to see steps to improve the system and get better outcomes. When you make a report and you do not hear anything back what does that mean? When you make a report who do they talk to? Do they talk to person hurt? The person who filled out the complaint? The person that committed the incident? If I was maltreated and no one talked to me I would think that nothing was being done.
5. Region 10 Quality Council Survey Results – Handout
 - a. The Council reviewed the survey results. Kerri to create a cloud and bring back to the council. Dee to assist Kerri with this project.
 - b. We need to work on legislation for people with disabilities: example: Making sure that all buildings are wheelchair accessible.
 - c. How does the council interface with ADA?
6. Revisit of Region 10 Quality Council Mission/Vision/Purpose/Values in preparation for November PATH facilitation
 - a. A Path is a way to get to the future. It is a visual process to get to the future.
 - b. At the next council meeting Nicole and Polly will be assisting the council with a PATH or Matrix.
7. Person Centered Values that Support Region 10 Quality Council Mission/Purpose(handout)
 - a. Council would like us to improve our materials so it is very clear about who we are interviewing and working with: populations we will be serving. We need a 30 second elevator speech. We need it so everyone, can understand it.
8. Discussion regarding Ground Rules for PATH meeting (and all future meetings)
 - a. The path/matrix work will set up ground rules/ guidelines to use at all meetings and trainings.
9. Systems Improvement Workgroup(Handout) – Kerri
 - a. The workgroup met on 10/11/17 and sorted the National Core Indicators materials. We narrowed the information down to the top 8 topics and then down to the top 1 topic": Workforce shortage. Lots of discussion on how to improve the workforce shortage and encourage young people to go into the field.
 - b. SI completed a PATH for the workgroup.
 - c. It tells the group where we are at and this is where we are going.



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- d. Tasks have been assigned to completed before SI workgroups next meeting.
- 10. Person Centered Quality Review Workgroup – LeAnn
 - a. Purpose and Tasks were reviewed
 - b. We have 15 Reviewer Applicant. We need more there are applications here today, the application is on the Arc SE MN web site and Facebook page. If you would like an electronic version, please let Karen know.
 - c. PCQR Tool is ready to go. We are waiting for the data base: Agile Apps: to be completed. The data base is where the participants for the interviews will be down loaded.
 - d. Quality Reviewer Training: Is still be fine-tuned. It will be a 2-day training. We will be training on interviewing, listening, scoring the results and writing up surveys. We will be holding our first training with volunteer reviewers in December. Karen and LeAnn will be setting up some training dates.
 - e. Person Center Quality Reviews will be starting in November with staff. Interviews will be starting in January with Volunteer reviewers.
 - f. The Leave behind: After the interview will be a R10RQC brochure and an Arc SE MN brochure. Then reviewers will go back and write up the survey results and send copies to the participant. The participant can share the copies with their team.
 - g. Interview Team: Beth, Kyle, Ann, Harry, Matt and Karen as staff. Interview dates are: 10/25/17-10/31/17 and 11/2/17 at the Arc SE MN office. The PCQR workgroup determined that if you serve on the council or the PCQRW you do not have to be interviewed.
 - h. Web site update: The start date was to be 9/1/2017 and it was moved back by the developer to 12/1/2017. We are now holding weekly meetings to maintain momentum. The web site will also have a what is working and what is not working page.
- 11. SQC Update – LeAnn
 - a. Strategic planning day was held and direction for the future was mapped out.
- 12. Once Around/
 - a. Beth: Legislative forum:(handout)10/4/2017 6:30-8:30pm at ProAct in Red Wing
 - b. Leann: Halloween Trick or Treat for 25 years old and younger:10/26/2017 10:00am-6:00 pm at Rochester Alternative Learning Center
 - c. Tech Expo: (Handout) 11/4/2017 10:00 am-3:00pm at Heintz Center
- 13. Adjourn
 - a. Adjourn by Harry Nevling

Minutes recorded by Karen Larson



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Region 10 Quality Council Meeting Minutes – 11/16/2017

Attendance: Emma Edwards, Jodi Johnson, Lisa Harrison-Hadler, Beth Honecker, Ann Lazzara, Emily Miller, John Flanders, LeAnn Bieber, Linda Driessen, Nicole Duchelle, Kyle Mullen, Mary Pieper, Matt Schoen, Josh Burt, Lyndsey Standahl

Absent: Harry Nevling, Anita Otterness, Dee Sabol, Jaime Stolp, Judy Young, Marita Buehler

Staff: Kerri Leucuta, Polly Owens, Karen Larson

1. Call Meeting to order – Mary Pieper
2. Approval of 10/19/2017 Minutes
 - a. Motion to approve the 10/19/2017 minutes by John Flanders and second by Matthew Shoen
3. Manager's/Program Coordinator's Report – Kerri and Karen
 - a. Stats of reviews given by Kerri.
 - b. Discussion and Questions regarding the role and responsibilities of a Guardian.
 - i. "It doesn't matter who you ask as long as you start with the person."
 - c. The RQC will follow the protocol put forward by the IRB.
4. Facebook page feedback
 - a. Kerri created a facebook page: check it out.
5. Tech Expo
 - a. Held on November 4, 2017 .
 - b. Good turn out.
 - c. Received a Reviewer application at the Expo.
 - d. Second Tech Expo will be held on January 18, 2018.
6. Person Centered Values that Support Region 10 Quality Council Mission/Purpose – Word Cloud
 - a. R10QC Word Cloud document handed out.
 - b. Kerri will put it on the facebook page.
7. Elevator Speech
 - a. Handout: 4 sample Elevator speeches
 - b. Discussion: These are too long: need to be shorter: less jargon.
 - i. Liked the last line on the first one.
 - ii. Liked the 3rd one- 2nd paragraph 1st line.
8. Systems Improvement Workgroup – Linda
 - a. Working on action items today.
 - b. Putting together a survey using a survey monkey to address DSP shortage.
 - c. Powerful question coming.
 - d. PCP training coming up.
9. Person Centered Quality Review Workgroup – LeAnn
 - a. Reviewed purpose.
 - b. Update on agile app: up and running.
 - c. Web site is coming along. Contract updated. Web site will be in place on 12/1/2017.
 - d. Reviewers
 - i. 15 Reviewers ready to train.
 1. 1 reviewer interviewed 11/16/2017.
 2. 2 reviewers being interviewed on 11/21/2017
 3. 2 reviewers have not responded to email.
 4. 1 application received today.
 - e. Training Manual



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- i. Continue to be updated.
 - f. Training dates
 - i. TBD soon
 - g. Reviews
 - i. There will be a summary.
 - ii. The summary will go to the person.
 - iii. Discussion: Should the guardian get a copy?
- 10. Listening Sessions Scheduled-Karen
 - a. Olmsted County Date: December 12, 2017-Time: 6:00-8:00 pm
Cardinal of Minnesota 3008 Wellner Dr. NE, Rochester, MN 55906
 - b. Houston County: Date: December 19, 2017-6:00-8:00 pm
Houston County Social Services 304 S. Marshall St. Caledonia, MN
 - c. Wabasha County Date: December 5, 2017-Time: 6:00-8:00 pm
Criminal Justice Center: 848 17th St. E Wabasha, MN
 - d. There are flyers on the counter: help yourself. Please share with everyone.
- 11. SQC Update – LeAnn
 - a. Organization task workgroup brought forth recommendation that the SQC meet every other month: passed with amendments.
 - b. SQC will finalize new committees tomorrow.
 - c. More action and less talk.
- 12. Recruitment of Reviewers – Karen
 - a. Applications are available on Arc SEMN web site
 - b. If you need an application: see Karen.
- 13. Financial Statement
 - a. Last month the financial statement was passed out.
 - b. Travel is a little over budget but it is ok.
 - c. No questions.
- 14. Next Meetings
 - a. No meeting in December .
 - b. January will be a MAARC training.
 - c. February will be the next R10QC meeting: then every other month going forward.
 - d. System Improvement will meeting in January
 - e. Person Centered Quality Improvement will meet in January
- 15. Once Around/Adjourn
 - a. Polly: Picture of a Life training canceled and will be rescheduled.
 - b. SAM group is planning it's annual conference: held in Rochester: no dates as of now.
 - c. LeAnn: Guardianship training will be held November 30, 2017 4-8:00 pm.
 - i. Flyer to be sent out soon.

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Region 10 Quality Council Minutes -- 2/15/2018

Attendance: Harry Nevling, Emma Edwards, Jodi Johnson, Lisa Harrison-Hadler, Emily Miller, John Flanders, LeAnn Bieber, Linda Driessen, Nicole Duchelle, Kyle Mullen, Mary Pieper, Matt Schoen, Josh Burt, Lynnsey Standahl, Marita Buehler, Judy Young

Absent: Dee Sabol, Jaime Stolp, Beth Honecker, Ann Lazzara, Anita Otterness

Staff: Kerri Leucuta, Polly Owens, Karen Larson, Buff Hennessey

1. Call Region 10 Quality Council meeting to Order-Mary Pieper
2. Motion to approve the 11/16/2017 Region 10 Quality Council Minutes approved by John Flanders and with no additions or corrections.
3. Nicole Duchelle: Kerri
 - a. Nicole will be leaving her position at Olmsted County to move into a position at University of Minnesota ICI.
4. 2nd Quarter Report: Kerri
 - a. Region 10 Quality Council Quality Improvement Grants update: See attached.
 - b. Report was emailed out to the council. No questions or concerns.
5. Quality Reviews: Karen
 - a. Report updated and sent out to council.
 - b. Emma requested a Quality Review.
6. Quality Reviewers: Karen
 - a. Report updated and sent out to council.
7. Quality Brief Reviews and the Guardian Discussion: Kerri
 - a. Background: DHS IRB approved that when we do the quality reviews we inform guardian but do not need consent. The State Quality Council, The Regional Quality councils, The IRB and the Ombudsman office have all approved informing the guardian, but do not need consent to complete a quality review. DHS has now said that we need guardian consent before starting the review. Lisa Harrison-Hadler, Dan Zimmer and LeAnn Bieber shared information. Motion by Linda Driessen, second by Harry Nevling approved by the Region 10 Quality Council unanimously:
Based on the information provided by the IRB and accompanying documentation from the Ombudsman's office, it is our recommendation to the State Quality Council Steering Committee that the Regional Quality Councils should move forward with interviews without the unnecessary barrier of seeking guardian consent. In cases where DHS is able to provide the correct guardian information or the guardian can be identified by the individual, the RQC will notify the guardian of the interview, but the decision to conduct the interview and/or the guardian's presence will be determined by the individual receiving services. In rare circumstances, the guardian may present sufficient documentation or information that might require their consent and/or participation. To facilitate potential participation, we further recommend that the Regional Quality Councils develop a standardized review process to be utilized in such cases.
8. System Improvement Group: Linda Driessen
 - a. Staffing continue to be the top issue and the System Improvement group is addressing it.
 - b. Received a bid from the survey group SNG of \$7400 to do a DSP survey. SI workgroup has decided to look at other group such as ICI and Best Alliance group for information.



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- c. Dee Sabol from the Diversity Council has offered to assist. Dee has 25 certified facilitators that could help us set up a listening session to gather information.
 - d. LeAnn reported that there was an Olmsted County environmental scan done results will be out in March.
- 9. Person Center Quality Review workgroup: LeAnn Bieber
 - a. No meeting this month.
 - b. No meeting in April.
- 10. Olmstead Listening Session: Kerri
 - a. Held on 2/5/2018.
 - b. 23 people attended.
 - c. See handout.
- 11. Minnesota Adult Abuse Reporting Center Training: Kerri
 - a. 2/6/2018
 - b. 25 people attended
 - c. We have the power point if anyone would like a copy.
 - d. We may do a second training with more details about how MAARC makes decisions and follow ups.
 - e. ARRM is going to do another training with a focus on how is MAARC making decisions on reports.
 - f. Discussion: If we bring MAARC in we should make sure that they will be answering specific questions. MAARC is very knowledgeable but doesn't share data. How does MAARC handle dignity of risk? Ask MAARC what can you do and what can't you do?
- 12. Day at the Capital: Karen
 - a. 2/27/2018
 - b. Several providers will be bringing people to the event.
 - c. Appointments are being set up with Legislators
 - d. Arc MN SE has reserved room G-3 in the capital building for Legislator meetings.
- 13. Region 10 Quality Council Website: Kerri
 - a. Website up and running let us know what you think.
- 14. State Quality Council: Dan Zimmer
 - a. SQC workgroups are:
 - b. SQC has set aside \$4,000.00 for the three RQC to use for interpreters.
- 15. Once Around
 - a. LeAnn Bieber: Person Center Thinking Training
 - i. March 8&13, 2018
 - ii. March 27&28, 2018
 - b. Josh Burt: Self Advocate Minnesota Conference June 2, 2018.
- 16. Motion by Harry and second by LeAnn to close the Region 10 Quality Council meeting.

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Region 10 Quality Council Meeting Minutes – 4/19/2018

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

1. Call Meeting to order – Mary Pieper
2. Approval of 2/15/2018 Minutes (handout) – Mary Pieper
 - a. Council approved.
3. Manager's/Program Coordinator's Report:(Handout) – Kerri and Karen
 - a. Resolution from 2/15/2018 Meeting: Continue review without Guardian consent: discussion
 - i. SQC unsettled about discussions
 - ii. Council supports the decision if the individual wants the review to do the review.
 - iii. Guardian is sent information letter only.
 - iv. Suggestion from the council is to write up protocol to follow in these cases.
 - v. LeAnn reported from the steering committee that one other council is getting guardian consent.
 - vi. John: Last SQC meeting: final ruling is being made by DHS. Guardian consent is pending.
 - vii. LeAnn; Guardianships come in all shapes and sizes and forms. If there is a Guardian, the person still has rights. If the state says we have to have consent, then we have to: they are worried about an upset Guardian coming to them. Regardless of our decisions SQC has the final decision.
 - viii. Council approved going forward with our current protocol: Call the individual and send an informational letter to the Guardian.
 - b. No further questions or comments regarding the Manager/Program Coordinator report.
4. Olmstead Subcommittee Abuse and Neglect Listening Session(Handout)-Kerri
 - a. Report talks about the high incident of abuse.
 - b. Recommendations:
 - i. Increase the number of staff at the Ombudsman's office.
 - ii. Processes to improve
 - iii. Links to the report
 - iv. Increase education and Awareness
 - v. Increase staff training
 - vi. Increase public trainings
 - vii. Use the sunshine principle: people are watching
5. Possible QA RFP
 - a. Address the community connection
 - i. Partner with someone not in disability field.
 - ii. Community awareness
6. Region 10 Quality Council Conference
 - a. June 21, 2019 9:00 am to 3:00 pm at Assisi Heights
 - b. Save the date and more information to follow
7. Budget: Buff: Handout



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- a. QC dollars do not carry over
 - b. QA dollars do carry over
 - c. Our goal is to look at the budgets every spring and adjust as needed.
 - d. The 3 councils had a budget meeting and talked about the dollars. All agreed to split the money equally among the three councils.
 - e. Contract language changed the review number from 42 a month to 240 a year. Our budget can afford to do 240 reviews a year.
8. Quality Reviews: Karen (handout)
 - a. We are doing short reviews right now.
 - b. Discussion of the long review and what that would look like is happening. The long review data base is being built. Long reviews would be incorporated into the 420 year number.
 - c. Does there need to be a population analysis done? Refusal from our area analysis done?
9. Nominating committee: Kerri (handout)
 - a. Council members leaving the council as of June 30, 2018
 - i. Jamie (personal)
 - ii. Nicole (new job)
 - iii. John (term expired)
 - iv. Kyle (term expired)
 - b. How would the council like to proceed when council members leave the council?
 - i. Suggestion: Form a Council Development Committee
 - c. Review application
 - d. Standards
 - e. Anyone who would like to serve on this committee we would like to meet for 5-10 minutes after the council meeting.
10. Systems Improvement Workgroup(Handout) – Kerri
 - a. The workgroup met on 3/15/18
 - b. Awareness in community with all people discussion
 - c. Email to the group and invite to participate in a conversation. Be more aware of a cohesive community. Facilitator for the meeting needed.
 - i. Organize theme
 - ii. Look for ways to weave folks into the community
 - iii. Look for ways to build up natural supports
 - iv. Ideas and thoughts are welcome.
11. Person Centered Quality Review Workgroup – LeAnn
 - a. Reviewed the participant and quality reviewer feedback forms.
 - b. Reviewed the training workbook. Suggestions were:
 - i. The thermometer we used to rate the questions: colors need to be reversed to be; Red bad: Yellow neutral: Green is good: Ann is going to be working on that.
 - ii. Include the selection, guardian and summary letters in the training book.
 - iii. Harry reported that the short review Pro it is faster than the VOICE review: Con is that you get information than the VOICE review. We are getting all the information we need to answer all 10 questions. The review is effective and doing what it is supposed to do. We write up the review after the interview process is done.
 - iv. Judy: The review is very impressive. I was nervous to start out once I get started asking questions I relax. I have done two different reviews one the person was very wordy and



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the other one was very quiet. I am very impressed by the tools: the thermometer. Some of the participants do not like to answer questions because they are afraid they will lose services.

12. SQC Update – LeAnn

- a. Emotional last 2-3 months: lots of opinions about what the SQC should do and where they are at.
- b. New people on the SQC.
- c. We have had 2 family members leave the SQC
- d. Some members feel that we all we are doing is looking at the data and we are not going back to the person.
- e. Alex Bartolic is talking about the RQC's doing reviews on a single topic: transition.
- f. Managed Long Term Services and Supports: survey is a 12 question survey. Is it a duplication of our short review? We need to look at the new language in our contract.
- g. Information from our reviews and other surveys don't have anything going back to the person. We have the leave behind for the person and a summary of what we heard. We need the systemic stuff that comes out: no systemic change if you focus on one area only.
- h. How broad can we be and how focused can we be?
- i. At our next meeting we are going to do a review of our authority. Our Region needs to let the SQC know what our priorities are.

13. Elevator Speech: Kerri: (see handout)

- a. Please look at the speeches and send feedback to Kerri

14. Once Around/

- a. Kerri: Assistive Technology Expo: November 3, 2018: Heinz Center
 - i. Technology "shark" tank. Looking for people idea: see handout and return the form if interested.
- b. Leann: PCT Training: May 21&22 and June 14&19
- c. Anita: Sure – At NAMI SE MN we organize speakers to share their personal story in recovery. They are our biggest voice in conveying and teaching empathy. In the spring we have quite a few presentations we do for UMR, Winona, and RCTC Human Services students. In the evaluations students share the impact the person made on their future career. They have a different understanding of mental illness than they had coming into the class. How stigma effects getting help to understanding that it is a medical condition.
- d. Resource Guide is ready to use: use the link to access:
<http://arcse-mn.org/wp-content/uploads/2018/04/Resource-Guide-for-Adults-with-Disabilities.pdf>
<http://arcse-mn.org/wp-content/uploads/2018/04/Resource-Guide-for-Children-with-Disabilities.pdf>

15. Adjourn

- a. Adjourn by Harry Nevling

Minutes recorded by Karen Larson