

# 2020-2021 REGION 10 QUALITY COUNCIL ANNUAL REPORT



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

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● **Region 10 Quality Council Membership and History**

○ **2020-2021 Membership**

<p style="text-align: center;"><b><u>Person Receiving Services</u></b></p> <p>Josh Burt: Second Term Ends 2020          Emma Edwards: Second Term Ends 2022          Shelly Rohe: First Term Ends 2024          Than Boutelle: First Term Ends 2022          Open Position:</p>	<p style="text-align: center;"><b><u>Provider</u></b></p> <p>Linda Driessen: Third Term Ends 2023          Marita Buehler: Second Term Ends 2022          Rylee Roshon: First term ends 2022          Jake Schuller: First Term Ends 2022</p>
<p style="text-align: center;"><b><u>Community Member</u></b></p> <p>Dee Sabol: Second Term Ends 2022          Judy Young: Second Term Ends 2020          Anita Otterness: Retired May 2021          Open Position:          Open Position</p>	<p style="text-align: center;"><b><u>Family/Advocate</u></b></p> <p>Beth Honecker: Third Term Ends 2024          Lisa Harvey: First Term Ends 2021          Open Position:          Open Position:</p>
<p style="text-align: center;"><b><u>County Representative</u></b></p> <p>Carolyn Olson – Houston County          LeAnn Bieber -- Olmsted County          Kayla Meyer – Wabasha County</p>	
<p style="text-align: center;"><b><u>Regional Resource Specialist (DHS)</u></b></p> <p>Emily Miller</p>	<p style="text-align: center;"><b><u>Minnesota Office of Ombudsman for Mental Health and Developmental Disabilities</u></b></p> <p>Wade Oldenburg</p>
<p style="text-align: center;"><b><u>Staff</u></b></p> <p>Kerri Leucuta: Council Manager          Karen Larson: Program Coordinator          Polly Owens: Region 10 Quality Assurance Commission (Retired May 2021)          Buff Hennessey: The Arc Minnesota Southeast Grants and Initiatives Director</p>	

○ **Region 10 Quality Council History**

In response to legislation, first contracts were issued in 2016 to address the state’s need for regional quality councils in providing technical assistance in monitoring and improving the quality of services for people with disabilities, and monitoring and improving person-centered outcomes and quality of life indicators for people with disabilities.

As of July 2016, The Arc Minnesota Southeast Region, acting as the fiscal agent, established The Region 10 Quality Council, developed an activities and implementation plan, and developed council guidelines to outline and guide the duties the council is charged with through June 2020 (see below for Grantee Duties).

The guidelines for The Region 10 Quality Council were reviewed and updated during FY2020-2021, at the direction of the council. (See **Appendix A**)

The Region 10 Quality Council meetings were held monthly during FY 2020-2021 and were conducted virtually due to the Covid-19 Pandemic. You can find the Region 10 Quality Council meeting minutes for FY2020-2021 on the RQC website at [Region 10 Regional Quality Council Meeting Minutes - Minnesota State Quality Council \(qualitycouncilmn.org\)](https://www.qualitycouncilmn.org).



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- **Grantee Duties**

In March 2020, the Regional Quality councils person-centered quality review came to a halt due to the Covid-19 Pandemic. The RQC Contract was amended at this time to shift our work from gathering information to using the information that we gathered to inform Quality Improvement projects. This report will share a summary of our activities to meet our amended deliverables for FY 2020-2021.

Amended deliverables include:

- **Regional Priorities for Quality Improvement.** GRANTEE shall establish regional priorities for quality improvement based on regional strengths and needs as determined by the community. GRANTEE shall use listening sessions, focus groups, informational interviews, and other methods to gather information about quality of life. Regional priorities should be informed and directed by the needs and desires of persons with disabilities in each region. GRANTEE shall develop a written action plan to address regional priorities and reallocate time and resources towards the implementation of quality improvement projects, which have been informed by key stakeholder groups.
- **Implementation Plan.** GRANTEE shall develop quality review process and procedures, including training requirements for the RQC quality assurance review teams. GRANTEE shall work in collaboration with STATE to determine how quality assurance review participants will be identified and informed about request for review. GRANTEE shall develop accessible communication materials for review participants. GRANTEE shall determine how the results of individual review will be shared with the review recipient, county, providers, families, individuals, and other interested parties.

Implementation plan shall include process and procedures for connecting and engaging with different communities such as, but not limited to, listening sessions, focus groups, and informational interviews. GRANTEE shall determine how the results of the information gathered through these methods will be shared with the participants, county, providers, families, individuals, and other interested parties. GRANTEE shall facilitate the Regional Quality Council to determine next steps of quality improvement projects derived from the information gathered in these methods and with consideration of the strengths and capacity of the RQC.

- **Communications Plan.** GRANTEE shall develop a communications plan containing accessible information and presentation materials to communicate the goals and objectives of the Regional Quality Council. Materials developed under this Section should address a variety of audiences including people receiving services, advocates, families, caregivers, counties participating in the council, providers and their staff, and key organizational stakeholders. GRANTEE shall collaborate and connect with other groups and organizations that support communities who share underrepresented identities (e.g. based on race, ethnicity, gender



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identity, sexuality, and religion). GRANTEE shall develop a timeline and strategies for distributing materials described in this Section. GRANTEE shall distribute materials and offer presentations to the audiences named in this section.

- **Follow-up Protocol.** GRANTEE shall develop a process where individual concerns regarding the quality of home and community-based services can be expressed and addressed. GRANTEE shall create a communication protocol for follow-up and sharing results with those who participate in the listening sessions, focus groups, or informational interviews.
- **Quality of Life Indicators.** GRANTEE shall develop and implement a plan to review a variety of sources of information on a regular basis relating to quality of life for people with disabilities. This plan shall include a review of the informed decision-making process that was used with individuals. This information, in combination with listening sessions, focus groups, informational interviews, shall inform regional quality improvement projects.
- **Analyze Data.** GRANTEE shall analyze data from all data collection activities (e.g., person-centered quality reviews, listening sessions, focus groups, and informational interviews) to discern trends in the quality of services received across the RQC region by persons with disabilities. Analyze other data to discern trends in the quality of services received across the region by persons with disabilities.

## ● Quality Improvement Efforts

The Region 10 Quality Council reviewed results from nearly 200 Quality reviews completed within the previous two years. The number one theme identified through the reviews was how the current staffing shortage has impacted the ability of people with disabilities to be able to do the things they want, when they want to, due to lack of paid support. The Region 10 Quality council decided that their 2020-2021 quality improvement priority would be to **“Help people become more connected to their community”**. The three areas the council focused on and developed workgroups around were:

- Education and awareness about the vital role Direct Support Professionals (DSPs) play in the lives of supporting people with disabilities to live the life they want.
- Building relationships and natural supports in communities
- Connecting people through technology.

### Direct Support Professionals Workgroup

This workgroup’s priority is to educate and inform community members about the vital role that Direct Support Professionals (DSPs) have in the lives of people with disabilities, with the intent to attract people to the profession given the statewide DSP staffing shortage. This group has been educating people offering showings of a short film called **Invaluable: the Unrecognized Profession of Direct Support**, and having discussions around the topic. This workgroup has also published several local DSP human-interest stories in area newspapers, as well as on social media. The final report and recommendations can be found on the Regional Quality Council website at: [Microsoft Word - 6.23.2021 DSP workgroup report \(qualitycouncilmn.org\)](https://www.qualitycouncilmn.org/6.23.2021-DSP-workgroup-report)

### Building Relationships and Natural Supports

Based on information gathered in the Quality Reviews, as well as looking at other related sources (i.e., National Core Indicators), a topic continually rose to the top as a priority. This topic was the staffing crisis in Minnesota. The Systems Improvement (SI) Workgroup began talking about what could impact the staffing crisis regionally,



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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. The project that this workgroup implemented is hosting a series of 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.

This project of the Region 10 Quality Council was designed to capture community perceptions about people with disabilities, their challenges to community integration, and general awareness of supports and resources. Region 10 Quality Council will use the findings to inform communications, education, programming, and outreach to build a greater sense of awareness, welcome, and inclusion in communities where individuals with disabilities reside.

Region 10 Quality Council implemented its second series of community conversations on the topic of natural supports in 2021 with the intent of generating both awareness and deeper understanding of public perceptions of individuals with disabilities. Data gathered from the process will provide context for the work of the Council in improving service delivery to individuals with disabilities and developing an advocacy agenda. The Report of Findings and Recommendations can be found on our website at: [2021-Community-Conversation-Report.pdf](https://qualitycouncilmn.org/2021-Community-Conversation-Report.pdf) ([qualitycouncilmn.org](https://qualitycouncilmn.org))

#### **Connecting People Through Technology Workgroup**

This workgroup’s priority is to educate people on best practices to grow communities where people with disabilities can access technology to authentically engage in economic, civic, and social spaces, and to offer regional resources that will promote community connectedness through technology. The workgroup will use information gathered from Quality Reviews, as well as from the Regional Quality Council Statewide Technology Needs Assessment to inform helpful resources for accessing technology and using it safely. The Region 10 Technology Resource Page can be found at: [Technology Resources - Minnesota State Quality Council](https://qualitycouncilmn.org/technology-resources) ([qualitycouncilmn.org](https://qualitycouncilmn.org)).

## **Collaboration of Regional Quality Councils**

**Statewide Technology Needs Assessment** -- The Regional Quality Councils and The Arc Minnesota developed and implemented a technology needs assessment in February and March 2021 to identify barriers to accessing and navigating technology for people with disabilities in Minnesota. The information we collected will help us identify and develop resources and trainings related to technology rights and access for Minnesotans with disabilities and those who support them. Our full analysis and report with recommendations along with an executive summary can be found on our website at [Technology Needs Report - Minnesota State Quality Council](https://qualitycouncilmn.org/technology-needs-report) ([qualitycouncilmn.org](https://qualitycouncilmn.org)).

**RQC Legislative Outreach and Awareness** -- In January 2021, Governor Walz shared his proposed budget for FY2022. As a cost-savings measure, Governor Walz proposed that the appropriation for the State Quality Council be permanently eliminated, which includes funding for the Regional Quality Councils (RQCs). In response to this proposal, RQC statewide staff and supervisors have engaged in legislative outreach and grassroots advocacy efforts by meeting and communicating with legislators, the



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governor's office, and staff at the Department of Human Services (DHS). You can find the RQC 1-Page resource used in our outreach efforts on our website: [Engaging with Legislators: RQC 1-Page Resource - Minnesota State Quality Council \(qualitycouncilmn.org\)](https://www.qualitycouncilmn.org/engaging-with-legislators).

Regional Quality Council Staff also organized Legislator Engagement Sessions during Disability Day "Off the Hill" (virtual event) where we engaged with 26 legislators to inform them about the impact losing funding would have on people with disabilities, and garner their support for the work of the Regional Quality Councils. The result of these efforts is the inclusion in the Health and Human Services Omnibus bill of new language to guide the work of the Regional Quality Councils in the future along with funding to support the Councils. The Regional Quality Councils are currently waiting to hear the outcome as the 2021 Special Session of the legislature comes to a close.

**Collaborative Safety** – In November of 2020, Regional Quality Council Staff were excited to complete training offered by DHS around the movement of Culture of Safety with the intent that the Regional Quality Councils would become the first Data Action Groups for this Pilot Project. Region 10 Quality Council began meeting in January 2021 to review information pertaining to critical safety incidents that had been reported in Blue Earth County. The purpose of the Data Action Group is to review systemic themes and illustrative examples and make considerations and/or recommendations to the Culture of Safety Steering Committee to:

- Inform the future of the project
- Systemic changes to reduce critical incidents

The Region 10 Data Action Group continued meeting through June 2021. After reviewing the data, we discussed high-level considerations around common themes that may have been an underlying factor in the critical incidents that were reviewed. Group discussions included considerations around improved training for staff; lack of mental and behavioral health services and peer-to-peer supports; increasing wages for support staff; individualizing living arrangements and supports to meet each person's needs; leveraging technology as a means of support; building the principles of Culture of Safety into rules and regulations; and allowing paid staffing transition time to allow for improved communication from shift to shift. The Regional Quality Councils look forward to continuing this work with the Department of Human Services in the future.

**Lunch and Learns** – In May of 2021, the Regional Quality Councils (RQC) collaborated to organize and fund statewide weekly 90-minute Lunch and Learn trainings related to disability and racial equity. RQCs contracted with Diversity Council in Rochester, Minnesota to facilitate conversations around the following topics:

1. **Gracious Hosting**

A workshop about developing cultural inclusivity by exploring the tenets of gracious hosting as they apply to organizations and communities.

Objectives:

- Participants will draw parallels between their own heritage and culture and those of others.
- Participants will explore universal tenets of hosting and their application to workplace and public policy.
- Participants will discuss potential policy and practice shifts that increase inclusivity.





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2. **Equity Level Set - Shared Language around Race and Racism**

A workshop providing preparatory team building around shared language, definitions and knowledge of equity and inclusion and the unique attributes and challenges of your market.

Objectives:

- Participants will gain shared language and definitions about diversity, equity, and race.
- Participants will explore barriers to talking about race and racism and the importance of such discussions.
- Participants will develop practical techniques for discussing race at individual and organizational levels.

3. **Bystander to Upstander**

Bystander to Upstander is interactive scenario-based sessions that prepare participants for real life encounters. Unlike traditional diversity training, these activity-based workshops focus on tactical interventions. Bystander to Upstander trainings include general instruction in bias interruption; courageous listening exercises; and culturally-specific insights and role-playing with tips and real tools for effective de-escalation, respectful intervention, and social accountability.

4. **EquityLogic**

A tactical approach to building cultural agility and diversifying organizational strategies in workgroups of all sizes. These trainings are designed to impact: workgroup and individual productivity, inter-workgroup cooperation, organizational innovation and adaptability, problem solving and crisis management, talent pool diversification, employee retention, customer/client satisfaction, cross-organizational collaboration, and market penetration.

**Website Content Maintenance** – 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. 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. Please visit the Minnesota State Quality Council website at: <http://qualitycouncilmn.org> .

## **Outreach, Community Engagement, and Training**

The Region 10 Quality Council worked throughout the 2020-2021 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.

Due to the Covid-19 Pandemic, many live events and conferences were cancelled during this fiscal year. The Region 10 Quality Council staff did participate in several virtual events and conferences to engage stakeholders and gain valuable information from stakeholders about what is working and what is not in our regions and in the state of Minnesota.



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### **Outreach and Community Engagements**

- Participated in and conducted a Marketplace session in collaboration with statewide RQC staff at the virtual 2020 Minnesota Gathering for Person-Centered Practices.
- Helped plan and attended the International Day of Persons with Disabilities Event held December 2020
- Helped plan and attended MaxAbility's Reverse Career Fair
- Participated in Olmsted County Diversity and Equity Community Discussion
- Participated in Olmsted County Racial Justice Evaluation group
- Helped plan and facilitate Olmsted County Family Forum regarding Staffing Crisis – November 2020
- Helped plan and Facilitate Olmsted County Provider Forum regarding Staffing Crisis and Covid Response – December 2020
- Presented with statewide RQC staff at SPPLC (Support Planning Professionals Learning Community) Meeting
- Attended virtual Forums as they relate to disability topics and community concerns – i.e. Legislative Forums; Provider Forums; Family/Guardian Forums
- Continued ongoing partnership with Olmsted County and community providers for training and collaboration in regards to expanding organization-wide person centered practices and positive behavioral practices, and laying the foundation for cultural change
- Attended Disability Day off the Hill (Virtual Event) and planned legislative engagement sessions
- Participation in regular meetings regarding COVID-19 Non-profit Sector Response
- Arranged and supervised spring and summer internships
- Get Out The Vote committee involvement
- Helped plan Self-advocacy Initiatives
- Helped plan "Hearts of Glass" film viewing and panel presentation through MaxAbility

### **Virtual Trainings and Webinars**

Although the Covid-19 pandemic put a halt to all of our in-person training opportunities, we were able to attend several virtual trainings during FY2020-2021 to enhance RQC staff's knowledge base and professional development, such as trainings and webinars around the topics of

- Waiver Reimagine
- The PAE Attention Framework: Understanding the Ingredients for Successful Stakeholder Engagement
- Employment Resilience: People with IDD are Critical Frontline Workers
- Debunking the Myths of Supported Decision-Making and Guardianship
- Centering Equity as a Leader: Self and People
- Collaborative Safety Training
- Supporting Informed Choice Webinar
- Social Connections Using Technology Webinar
- Consortium Commitment to Action Equity Webinar
- 2021 Health and Biomedical Sciences Summit titled "CREATING HEALTH EQUITY: SOCIAL JUSTICE & THE SOCIAL DETERMINANTS OF HEALTH."
- Race, Ethnicity and Disability: The financial impact of systemic inequality and intersectionality
- Webinar about accessible home modifications that remove barriers, preserve dignity and promote independence



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- 2021 Odyssey Conference Training - Advancing Cultural and Linguistic Competence in Human Services: What Will It Take?

### **Priorities for Fiscal Year 2021-2022**

- Secure state funding for ongoing quality improvement projects
- Respond to Request for Proposal and secure grant contract
- Determine new work plan to meet new contractual obligations
- Continue ongoing quality improvement projects

**Budget/Financial Report** — Will be submitted when final report is available



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## Appendix A

### Region 10 Quality Council Guidelines

#### **Purpose and Goal**

The role of the Region 10 Quality Council (RQC) is to work together with stakeholder groups within the region to monitor and improve services, person-centered outcomes and overall quality of life for people with disabilities. The RQC will establish regional priorities for quality improvement based on regional strengths and needs as identified by the community, and determine a focus area for implementation. Regional priorities are informed and directed by the needs and desires of persons with disabilities in each region. The RQC will develop a written action plan to address regional priorities and reallocate time and resources towards the implementation of quality improvement projects, which have been informed by key stakeholder groups.

#### **Quality Improvement Priority:**

Supporting people in becoming more connected to their community by engaging in the following focus areas:

1. Recognition and education of Direct Support Professionals
2. Building Relationships and Natural Supports
3. Connecting People through Technology
4. Training and Education

#### **Primary Tasks**

- Develop an annual work plan to guide the work of the Region 10 Quality Council that include:
  - Communications plan and timeline, with accessible information and presentation materials, to communicate the goals and objectives of the Regional Quality Council.
  - Develop an action plan with timelines to guide the review of data relating to quality of life for people with disabilities on an ongoing basis.
  - Develop an action plan to guide the process to develop recommendations for regional actions and system-wide changes that improve services for people with disabilities.
  - Develop an action plan and timeline to conduct listening sessions, focus groups, informational interviews, and other methods to gather information about quality of life of people with disabilities.
- The RQC shall work in collaboration with STATE, State Quality Council and other Regional Quality Councils to review or develop quality review materials and tools that align with the State Quality Council's quality of life indicators.
- The RQC will use listening sessions, focus groups, informational interviews, and other methods to gather information about quality of life.



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- Submit annual reports to the State Quality Council and regional stakeholders that include regional findings and activities along with recommendations for system-wide changes to improve quality of services.

### **Geographic Area**

The Region 10 Quality Council currently includes Olmsted, Wabasha and Houston counties. There is potential to expand to other counties in Region 10.

### **Membership**

The Region 10 Quality Council will include representatives of stakeholder groups within the region representing diverse disability and cultural groups.

- People Receiving Services – 2 to 4 members
- County Representatives – 1 member is appointed from each of the three participating counties.
- Family and Advocacy – 2 to 4 members
- Service Providers – 2 to 4 members
- Community Members – 2 to 4 members
- Department of Human Services (DHS) Representative – 1 member
- Representative from the Minnesota Office of Ombudsman for Mental Health and Developmental Disabilities - 1 member

### **Membership Terms**

A Council term is three-years. All members are eligible to serve up to three consecutive terms. The council will approve membership re-election.

**\*\*Please Note:** Following the three consecutive terms, members are not eligible to serve again for one year, and then they may reapply.

Applicants for council membership and/or workgroups from participating counties (Olmsted, Wabasha, Houston) will be given priority. Applicants from non-participating counties may also be considered for council membership or workgroups.

### **Member Expectations**

- Members of the Council are expected to attend 75% of regularly scheduled RQC and workgroup meetings. Attendance in person is encouraged.
- Members are expected to arrive on time, and stay for the entire meeting. Please notify the Chair or the RQC Manager with conflicts.
- Members should come prepared to actively participate in discussion and decision-making.
- Members are expected to let the RQC manager know if they will attend the meeting, so it can be determined if a quorum will be met.



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- Members of the Council are encouraged to actively participate in one of the workgroups outlined below.
- Resignation from the council must be in writing and given to the Chair or RQC Manager.

### **Full Council Meetings**

- Meetings are held every other month at an agreed upon time and location.
- Special meetings of the Council may be called upon the request of the Chair or the RQC Manager. Notices of special meetings will be sent out by the Region 10 Quality Council Manager to each member at least two weeks in advance.
- A quorum for the Council to do business requires attendance of 50 percent of RQC membership, plus 1.
- Only Council action items will require a vote for approval. Action items needing a vote will be indicated on each meeting agenda. **Region 10 Quality Council Staff are NOT voting members of the Council.**

### **Officers**

The Region 10 Quality Council will elect a Chairperson and Vice-Chair. Terms and duties are as follows:

- The term of the Chairperson one-year. Following the Chairperson's term, the Vice Chair will move into the Chair position for a one-year term, and a new Vice Chair will be elected.
- The new Vice-Chair will be elected by:
  - The current chair will ask for volunteers to step into the position.
  - If no volunteers step forward, the current chair and the nominating committee will reach out to members individually to seek replacement.
- The Chairperson, along with the Executive Committee, will create the agenda for each council meeting.
- The Chair will facilitate council meetings. The chair will ensure all activities are in accordance with the purpose and guidelines of the council.
- The Chair will approve the chairpersons of any committees or workgroups, and support their work.
- The Vice Chair will perform the duties of the Chair in their absence.

### **Committees**

- Executive Committee – The Executive Committee includes the Chair, Vice Chair, Workgroup Chairs, RQC staff and QA (Quality Assurance) staff and the immediate past Chair. The Executive Committee will meet as needed prior to the full RQC meeting to plan agenda items and activities that will guide the work of the RQC, the QA Commission, and the Workgroups. The Executive Committee will also determine council needs, facilitate recruitment, review new member referrals as well as those eligible for term re-election, and make recommendations to the full council for new membership approval.



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- Additional committees may be formed as needed.

## **Workgroups**

### **1) Building Relationships and Natural Supports Workgroup**

- The role of the Building Relationships and Natural Supports Workgroup is to provide regional leadership and implement best practices to grow communities where people with disabilities can authentically engage in economic, civic, and social spaces.
- This workgroup acknowledges the urgency of need for community connectedness as a result of the workforce shortage and the pandemic.
- The Building Relationships and Natural Supports Workgroup includes members of the Region 10 Quality Council, representatives of stakeholder groups, and Region 10 Quality Council staff.
- The Building Relationships and Natural Supports Workgroup will:
  - Use findings and trends from individual quality reviews to improve community connectedness.
  - Gather and use information from multiple sources relating to Building Relationships and Natural supports within the community, including collaborating with various stakeholders through listening sessions, community conversations, focus groups and informational interviews.
  - Create a slate of best practices that promotes community connectedness.
  - Develop a plan to communicate and encourage best practices.
  - Develop a public awareness campaign to promote understanding of the impact that community connectedness has on individuals and society as a whole.
  - Determine and address training needs for all stakeholders.
  - Provide summary information and feedback to the Region 10 Quality Council.

### **2) Connecting People Through Technology Workgroup**

- The role of the Connecting People through Technology Workgroup is to provide regional leadership and educate people on best practices to grow communities where people with disabilities can access technology resources to authentically engage in economic, civic, and social spaces.
- This workgroup acknowledges the urgency of need for community connectedness as a result of the workforce shortage and the pandemic.
- The Connecting People Through Technology Workgroup includes members of the Region 10 Quality Council, representatives of stakeholder groups, and Region 10 Quality Council staff.
- The Technology Workgroup will:
  - Use findings and trends from individual quality reviews to improve community connectedness.
  - Gather and use information from multiple sources relating to technology resources within the community, including collaborating with various stakeholders through listening sessions, community conversations, focus groups and informational interviews.
  - Create a slate of best practices and regional resources that promotes community connectedness through technology.



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- Develop a plan to communicate and encourage best practices and share community resources.
- Work collaboratively with other RQC workgroups to develop a public awareness campaign to promote understanding of the impact that community connectedness has on individuals and society as a whole.
- Determine and address training needs for stakeholders.
- Provide summary information and feedback to the Region 10 Quality Council.

### 3) **Direct Support Professionals (DSP) Workgroup**

- The role of the Direct Support Professionals workgroup is to provide regional leadership and implement best practices to grow communities where DSPs and people with disabilities can authentically engage in economic, civic, and social spaces.
- This workgroup acknowledges the urgency of need for community connectedness as a result of the workforce shortage and the pandemic.
- The members of the Direct Support Professionals workgroup include members of the Region 10 Quality Council, representatives of stakeholder groups, and Region 10 Quality Council staff.
- Direct Support Professionals workgroup will:
  - Develop a public awareness campaign to promote understanding of the importance of the role that Direct Support Professionals have in supporting people to connect with others, and the impact that community connectedness has on individuals and society as a whole.
  - Determine training needs for stakeholders and share with the training workgroup.
  - Provide summary information and feedback to the Region 10 Quality Council.

### 4) **Training & Education Advisory Group**

- The role of the Training & Education Advisory Group is to develop an outreach strategy to educate and train stakeholders (people with disabilities, families, guardians, service providers, case managers, educators, legislators and community members) regarding person directed services.
- The Training & Education Advisory Group includes members of the Region 10 Quality Assurance Commission/Region 10 Quality Council, representatives of stakeholder groups and Region 10 Quality Assurance Commission staff.
- The Training & Education Advisory Group will:
  - Determine regional priorities for quality improvement through person directed services.
    - Gather information through listening sessions, focus groups, surveys and other means.
  - Create a training plan in coordination with the Region 10 Quality Council Building Relationships & Natural Supports, Technology and Direct Support Professional work groups that fosters person directed services, promotes community connectedness supports quality improvement.
  - Distribute educational materials related to person directed services throughout Region 10.





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- Research existing materials
- Develop new materials as needed
- Assure materials are user friendly
- Provide training on person directed services throughout Region 10.
  - Research existing training
  - Collaborate with other groups
  - Develop new training as needed
  - Determine most effective methods of providing training to stakeholders
- Provide summary information and feedback to the Region 10 Quality Assurance Commission.

### **Stipend Eligibility**

Stipends may be paid to Quality Council Members and Workgroup Members who are not compensated by an employer at \$50.00 for meetings/trainings of 4 hours or less and \$100.00 for meetings/trainings exceeding 4 hours. Travel time is not included.

- Quality Council member travel is reimbursed at the current federal rate.
- "Other" expenses include parking fees or other items you were required to purchase on behalf of the Quality Council. Please attach all receipts. "Other" also includes special accommodations as approved by the Director, travel or lodging expenses and child care expenses as outlined below.
- Expenses for care of a child, or adult, the Quality Council member is responsible for, may be paid when a Council member needs assistance with care to fulfill their Council duties including meeting, conferences or training. The Quality Council member must be paying for care during one of these events in order to receive the stipend. As needed, the payment for care will be \$5.00 per hour up to \$25.00 per day.
- If you have needs outside of this, please contact the RQC Manager.



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

## **Region 10 Quality Assurance Commission Guidelines**

### **Purpose and Goal**

The role of the Region 10 Quality Assurance Commission is to support the quality assurance system for people with disabilities for the purpose of improving services and supports.

### **Geographic Area**

The Region 10 Quality Assurance Commission provides support to improve services in Dodge, Fillmore, Goodhue, Houston, Mower, Olmsted, Rice, Steele, Wabasha and Winona counties. Support may also be provided throughout the state of Minnesota.

### **Primary Tasks**

The Region 10 Quality Assurance Commission will provide leadership for the following contracted tasks:

- In coordination with self-advocacy groups, develop and carry out a plan to increase the number of self-advocates in the State Quality Council and Regional Quality Council activities.
- Develop education and training materials and presentations for stakeholder groups that focus on understanding and accessing resources, self-direction and evaluation of quality supports.
- Coordinate with stakeholders to implement person directed quality improvement activities.

### **Membership, Membership Terms, Officers, Committees, Meeting Participation**

#### **Expectations and Stipend Eligibility**

Refer to information in Region 10 Quality Council Guidelines.

I have read, and understand, the guidelines and expectations of the Region 10 Quality Council and the Region 10 Quality Assurance Commission.

Signature

\_\_\_\_\_ Date \_\_\_\_\_