

REGION 10 QUALITY ASSURANCE ANNUAL REPORT

October 28, 2016 – June 30, 2017

(NOTE: The Region 10 Quality Assurance grant was not signed until
October 28, 2016 so no activities related to the contract
could be started prior to that date)

**REGION 10 QUALITY ASSURANCE COMMISSION
MEETING MINUTES**

page 1

SUMMARY OF ACTIVITIES

page 4

FINANCIAL REPORT

page 7

APPENDICES

page 8

**Prepared and submitted by Polly Owens, Region 10 Quality Assurance, and
Elisabeth Hennessey, The Arc Southeastern Minnesota Executive Director**

REGION 10 QUALITY ASSURANCE COMMISSION MEETING MINUTES

Region 10 Quality Assurance Commission Meeting Notes 11/17/16

Members Present: LeAnn Bieber, Marita Buehler, Josh Burt, Linda Driessen, Nicole Duchelle, Emma Edwards, John Flanders, Jodi Johnson, Ann Lazzara, Anita Otterness, Mary Pieper, Dee Sabol, Matt Shoen, Lynnsey Standahl, Judy Young

Members Absent: Lisa Harrison-Hadler, Beth Honecker, Kyle Mullen, Harry Nevling, Shannon Smith, Jaime Stolp

Others Present: Polly Owens, Kerri Leucuta, Karen Larson, Dan Zimmer

1. The Region 10 Quality Council will be serving as the Region 10 Quality Assurance (QA) Commission for purposes related to the two-year contract with the State. The Quality Council will meet first, adjourn and then open the meeting of the Quality Assurance Commission. There will not be business for the Quality Assurance Commission every month.
2. The responsibilities of the Region 10 Quality Assurance Grant contract were reviewed. A summary document is attached. This contract includes work that was initially included in the Regional Quality Council RFP but was not funded. There are three key components, two of which are directly related to the work of the three Regional Quality Councils and the other is specifically for Region 10.
 - a. Statewide Regional Quality Council related tasks
 - Coordination and funding of the development of a website and logo for the State Quality Council and Regional Quality Councils.
 - Funding and support of a statewide system change planning event facilitated by Michael Smull to be held in January 2017. This will be an invitation only event coordinated through Alex Bartolic at DHS.
 - Coordination and funding of contract with Self-Advocates Minnesota for support with material review, increasing involvement of individuals with disabilities and training.
 - Assistance with training and/or technical assistance regarding the person centered quality review process.
 - b. Region 10 tasks
 - Development of education and training materials related to funding, self-direction, person centered services and quality.
3. Staff would like to put together a small work group to strategize on the training and education activity responsibilities for Region 10. This group would meet 4 – 5 times a year. If anyone is interested they should contact Polly Owens at 507-287-2032 or via email at pollyo@arcse-mn.org. Matt, Emma, Nicole and Anita expressed interest in being part of the work group.
4. Meeting adjourned.

Region 10 Quality Assurance Commission Meeting Notes 2/16/17

Members Present: Mary Pieper, Linda Driessen, Lisa Harrison-Hadler, Beth Honecker, Ann Lazzara, Josh Burt, Ken, Anita Otterness, John Flanders, Dee Sabol, Marita Buehler, Judy Young, Jaime Stolp, Matt Shoen, Emma Edwards, Shannon Smith, Lynnsey Standahl, Jodi Johnson

Members Absent: Kyle Mullen, Harry Nevling, Nicole Duchelle, LeAnn Bieber

Others Present: Polly Owens, Kerri Leucuta, Buff Hennessey

1. An update on Region 10 Quality Assurance (QA) tasks related to the Regional Quality Councils was shared with the commission:
 - a. The statewide system change planning event facilitated by Michael Smull was held January 9 – 10. Region 10 QA funded the majority of the event. No final notes of the meeting were distributed to attendees and we have not received a bill for the event at this time.
 - b. Kerri noted that a logo was designed for the Regional Quality Councils. An intern through Arc Greater Twin Cities designed the logo at no cost.
 - c. In November, the RQC staff and Dan Zimmer developed a concept for the website including what information would be included on the website. However, at this time the Regional Quality Council staff, Dan Zimmer and the Department of Human Services (DHS) are still working to determine whether there will be a website for the Regional Quality Councils that is separate from the DHS website.
2. A small Training & Education Advisory Group was developed to assist staff with the task of developing education & training materials related to understanding & accessing resources, self-direction and quality. The initial meeting focused on the tasks of understanding & accessing resources and self-direction. Polly shared the Purpose Statement of the group as well as a document that outlines Region 10 Quality Council implementation plan activities that overlap with the QA contract. The following is a brief summary of progress on tasks:
 - Understanding & Accessing Resources – A guide will be developed that contains a simple flowchart/chart/table divided by life stages (children, young adult, adult). Information on health services, education, funding, services, etc. in each life area will be linked to web based information sources. Many details still need to be worked out. Tiana Bingold, Housing Access Services Advocate at Arc, will be working with Polly on this task.
 - Self-Direction – A list of current initiatives related to self-direction and person-centered services was developed. Region 10 will make an effort to coordinate with these initiatives. In addition, the group discussed information people need regarding self-direction. This information will be used to put together a training plan for stakeholders in the region.
3. Meeting adjourned.

Region 10 Quality Assurance Commission Meeting Notes 4/20/17

Members Present: Mary Pieper, Leann Bieber, Marita Buehler, Josh Burt, Linda Driessen, Nicole Duchelle, Emma Edwards, Beth Honecker, Kyle Mullen (phone), Harry Nevling, Anita Otterness, Dee Sabol, Matt Schoen, Lynnsey Standahl (phone), Jaime Stolp, Judy Young.

Members Absent: John Flanders, Ken Herold, Lisa Harrison-Hadler, Jodi Johnson, Ann Lazzara, Shannon Smith

Others Present: Polly Owens, Kerri Leucuta, Buff Hennessey, Karen Larson

1. An update on Region 10 Quality Assurance (QA) tasks was shared with the commission:
 - Understanding & Accessing Resources – The initial drafts of resource guides have been developed. There will be one guide for children with disabilities & their families and a second guide for adults with disabilities. They include simple descriptions of resources and website links in the areas of financial resources, health care, education and supports & services. Each of those categories has sub-categories as well. The next step will be to have the Training & Education Advisory Group review the guides and recommend changes. After that review we will have individuals and families review the guides and give us feedback from their perspective.
 - Self-Direction – Polly will be presenting at the Minnesota Age & Disabilities Odyssey Conference in June on the topic of self-directed services with a panel of individuals from DHS, counties and providers. Further training on topics related to self-direction will be scheduled for late summer and early fall. Training will be coordinated with other initiatives including the Region 10 Quality Council, Olmsted County and the University of Minnesota Person Centered Organizations cohort so as not to duplicate training efforts.

2. Meeting adjourned.

SUMMARY OF ACTIVITIES TO MEET GOALS

Community Outreach

In coordination with the State Quality Council Director and Regional Quality Councils, develop a website and logo for the State Quality Council and Regional Quality Councils.

- Met with State Quality Council Director and all three Regional Council Managers on 11/30/16 to develop an outline of the features and content of proposed Quality Council website.
- Collaborated with Regional Quality Council Managers concerning choosing a website developer.
- Contracted with website developer, Grahame Beresford. Website is planned to go live in September 2017.
- Logo completed 3/1/17 for all three Regional Quality Councils by the marketing department of The Arc Greater Twin Cities.

Community Capacity Building

1. In coordination with State and State Quality Council Director develop and host a Person Centered Training Conference for State Quality Council members, representatives of the Regional Quality Councils, Institute on Community Integration, and provider organizations.
 - Worked with State Quality Council Director to develop a flyer for Michael Smull Building a Person Centered System retreat.
 - Participated in planning meeting, via phone, with Michael Smull, DHS staff and State Quality Council Director.
 - The Person Centered System Change event was held on January 9 -10, 2017. Region 10 Quality Assurance staff participated in the retreat along with representatives from the Department of Human Services, State and Regional Quality Councils, counties, provider organizations and individuals with disabilities and their families. A summary report from the retreat, Appendix A, is attached.
2. In coordination with Self-Advocacy groups, develop and implement a plan to increase the number of self-advocates in the State Quality Council and Regional Quality Council activities.
 - Contracted with Self Advocates Minnesota Southeast (SAM) for the following activities in regard to State and Regional Quality Councils:
 - Review and give ideas to improve written and electronic informational materials;
 - Review and give ideas to improve training materials for person centered quality reviewers, individuals receiving services and other stakeholders;
 - Give ideas on ways to work together with individuals receiving services, families, counties and service providers to help them provide quality, person centered services;
 - Help identify training needs for individuals receiving services and their families;
 - Help plan for and help with the annual regional meeting and/or conference.

- Help train person centered quality reviewers.
 - Help develop a peer mentoring component for individuals receiving services.
 - Help train individuals receiving services and other stakeholders on the quality review process.
 - Met with SAM Southeast staff representative and Region 10 Quality Council Manager on 3/29/17 to discuss coordinating efforts for including self-advocates in Regional Quality Council activities.
3. In conjunction with the State Quality Council Director, provide training and/or technical assistance to Regional Quality Councils for the implementation of the Person-centered Quality Review process.
- Actively participated in the State Quality Council Person Centered Quality Review Work Group meetings from 10/28/16 – 4/28/17.
 - Participated in small work group meetings with Regional Quality Council staff, State Quality Council Director and University of Minnesota Institute on Community Integration staff to refine the Person Centered Quality Review Tools.

Training and Education Activities for Persons with Disabilities, Family Members and Professionals

1. Develop education and training materials and presentations for stakeholder groups including self-advocates, families and legal representatives, providers, county and state employees, and community members. Training and materials will focus on Understanding of and Access to Resources, Self-Direction, How to be in Control of Your Supports, and Evaluation of Quality Supports.
- Initiated a Training & Education Advisory Group to assist with developing an outreach strategy to educate and train stakeholders regarding resources, person centered services and self-direction. See Appendix B for meeting notes.
 - Resource Guide Development & Training
 - Developed initial draft of resource guides with a broad range of information on resources for adults with disabilities and children with disabilities and their families.
 - Self-Direction Training
 - Led the Training & Education Advisory Group in identifying core training needs for the region in the area of person centered service delivery.
 - Met with Olmsted County representatives to coordinate Region 10 Quality Assurance training with Olmsted County training initiatives.
 - Co-facilitated PATH planning process with agencies who will be involved in University Of Minnesota person centered organization cohort to develop a vision for individuals with disabilities within community. Regularly participating in the cohort work on person centered system change.
 - Worked with Region 10 Quality Council staff to host a regional quality conference.
 - Planned a series of trainings on person centered thinking, person centered planning facilitation and person centered outcomes to be conducted in late summer/early fall 2017.
 - Presented at the 2017 Age & Disabilities Odyssey Conference pre-conference intensive on self-directed services.

2. Test and evaluate materials by providing at least one in-person workshop.
 - In conjunction with the Training & Education Advisory Work Group developed a basic format for training individuals on the Resource Guides.

FINANCIAL REPORT

Fiscal Year 2017

Line Item	Budget	Actual (Rounded)	Balance
Personnel	\$28,535	\$11,935	\$16,600
Rent	\$3,000	\$2,250	\$750
Travel	\$3,150	\$1,480	\$1,670
Supplies	\$2,500	\$268	\$2,232
Communications	\$5,600	\$600	\$5,000
Other	\$47,215	\$18,093	\$29,122
Administration	\$10,000	\$10,000	\$0
Total	\$100,000	\$44,626	\$55,374

Note: The contract was not signed by DHS until 10/28/16; therefore this reflects only 3 quarters of spending.

APPENDICES

APPENDIX A

Summary Report

Building a Person-Centered System

Presented by Support Development Associates for

MN Disability Services Division/Department of Human Services

January 9-10, 2017

Background

The MN Disability Services Division of DHS sponsored a two-day retreat with Michael Smull and Bob Sattler from Support Development Associates (SDA) called “Partnering to Set a Strategic Direction.” Participants were staff from DSD, staff from other DHS divisions, the State Quality Council and its regional quality councils. The focus of the session was to support a common vision across all aspects of DSD programs in DHS. It was designed to be interactive in order to discover commonalities that can be used to move the MN system forward.

The purpose of time spent together was to:

- Identify outcomes we want the system to support
- Examine how effective and efficient our current system is in supporting those outcomes
- Identify what needs to change and what needs to stay the same to achieve those outcomes
- Determine how well our proposed efforts move us toward the desired outcomes
- Determine what needs to change in our efforts
- Determine if we have an effective change management strategy and if it account for resistance
- Identify the components and sequence of our strategy

Participant Comments During Training

Throughout the two-day training, participants answered as set of questions. The facilitators have grouped the answers by themes and left some examples of the specific answers where they help to further illustrate the intent. The number after each of the statement of the theme is the number of comments that were grouped for that theme. A full list of comments is available from the facilitators.

DAY 1: JANUARY 9

Looking at our accomplishments, what are you proud of?

People Supported Sharing Their Voice (13)

- VOICE reviews, individual change
- Citizens of Minnesota support folks with disabilities and believe all folks need to be part of the community
- Five thousand individuals on consumer-directed community supports
- Growth of Disability Linkage Line [to be more person-centered]
- Consumer involvement in policy development

Our Person Centered History of Services (4)

- Training person-centered thinking and principles
- System of trained support planners to help people lead their lives

Variety of Service Models (4)

- Many different services

Our Dedicated Efforts (3)

- Strong advocacy efforts/network
- Dedicated, skills, passionate people throughout the field/ all areas of the system
- We (State of Minnesota) have a lot of talent dedicated to P.C (person-centeredness)

Not Settling (3)

- Always challenge ourselves to improve
- We have not under-admired our problems.

Other (2)

- The demand for person-centered [services?] is greater than the supply
- Education systems, e.g., higher education investments; develop leadership and workforce.

In implementing person centered practices, what was tried? What was learned? What are we pleased about? What are we concerned about?

What We Have Tried

- Pilot Initiatives And Resources (17)
- Training (7)

What We Have Learned

- Training Alone Does Not Lead to Practice (9)
- Autonomy and Choice Works (8)
- Need A New “Path Of Least Resistance” (8)
- Self Directed Services Lead to Better Outcomes (6)
- We Need A Good Way To Measure The Practice (5)
- Everyone Needs To Make Changes (3)
- Need To Include Those Who Know And Care about The Person (3)
- Building Person Centered Practices Into Organization Structure Lasts (3)
- People Using Services Are The Experts (2)
- Imposed Change Does Not Make It Happen (2)
- Change At The Local Level Is Catchy (2)
- Group Situations Aren’t Ideal (2)
- There Must Be Clear Boundaries Around Choice (2)

What We Are Pleased About

- Rules Do Generate Change (12)
- Knowledge Leads To Change (9)
- Power With People (4)

What We Are Concerned About

- How To Have A Simple System That Works (16)
- Potential Negative Consequences (5)
- Self-Directed Has Limitations (5)
- Meeting Everyone’s Needs (5)
- Taking It To Scale (Requires Change (4)
- The illusion of not needing to continue to work on being person centered “I Already Am” (3)
- Moving Away From Power Over (3)

Identifying What Needs To Be Considered For Our Vision

Vision should be short, inspiring, and aspirational. People should want to rally around the vision.

People Have Autonomy That is Supported by the System (30)

- People can direct their lives as much as possible throughout their lives
- People are fully included in their communities.
- People who want jobs have jobs.

People Have a Rich Support Network (13)

- People have meaningful relationships with people they choose.
- People supporting the person are well matched to them, chosen by them
- Richer variety of services, a “marketplace”
- Access to services representative of state demographics, cultural inclusions

The System is Flexible, Equitable and Responsive (9)

- Systems are aligned for efficiency and reduce redundancy for people.
- People’s lives will not be as dependent on the system.

Quality Management Systems Address Satisfaction Based on the Person (9)

- Quality is determined by the individual.
- Clear and effective way to address when things aren’t working.
- Results are grounded in data, balance between stories that are shared and data.

System Wide Clear Timely Communication (8)

- DSD can communicate easily, quickly, at low cost with –
 - all participants in our programs
 - county and lead agency managers.
 - all case managers and care coordinators
 - providers and can segment providers as relevant for the message.
- DSD has effective, efficient, timely way to gather and process input from any stakeholder audience or audience segment (by type of stakeholder, by region, etc.)

Work is an Expectation For People (7)

- Increase in competitive, integrated employment and housing.

People are Both Happy and Healthy, Satisfied and Safe (5)

- System supports what has been identified as important to and important for.

All Available Resources are Utilized to Support People (3)

- Predictable and equitable benefit and resources.

We Operate From a Culture of Learning (2)

- From risk-free, error-free orientation to a learning community. Learn, try new things, adjust as needed.

People Understand All Their Options (2)

- Broad understanding of a full range of options

As We Look At Systemic Change. . .

What needs to stay the same?

Be Persistent To Keep It Going (7)

- Olmstead plan as a foundation for change
- Dedication for improving people's lives.

Keep the Person at the Center (3)

- Focus on the individual as a person

Partnerships and Collaboration (3)

- Stakeholder engagement

Measure the Quality and Effectiveness (3)

- Keep evaluating how we are doing

Other (4)

- Disability waiver rate system (DWRS): statewide, standardization, menu of services
- Continue to focus on increasing alignment between policy and regulations for personal plan drives regulation
- Individual budgets.
- Remain focused on positive behavioral supports

What needs to change?

Be More Effective and Efficient (13)

- People need to have informed choices regarding providers.
- Fewer layers of structure, rules, process, and people.

Increase Flexibility (9)

- Rules and quality management based on stakeholders and the people.
- Technology support that can enhance or supplement human assistance.
- Creative ways of dealing with liability and risk management

Collaborative Solutions and Accountability (7)

- Accountability—expand and align for changes
- Expand collaboration within and across structures.

Expand Service Options (7)

- Build diverse provider options to provide person-centered services.
- Employment first across all populations
- Person-centered services for veterans.

Funding Options (5)

- Need to realign funding to support desired person-centered outcomes.
- Consumer-directed care services (CDCS) should not result in 30 percent decrease in budget.

Improved Case Management Services (4)

- Case management: Lack of training, antiquated standards, quality across counties and agencies is inconsistent.
- CM more person-centered and responsive.

Increase Skills/Resources for Person Centered Practices (4)

- Grow skills in positive behavioral support practices.
- Increase skills and practices over person-centered principles and practices.
- Need tools to understand what person-centered means to [different] cultures that are more family-centered.

Day 2: January 10

Focus: To identify considerations for evolving the System

Positive and Negative Pressures for Change

Positive Pressures: Those things that push us toward Person Centered Practices

Recognition and Belief That People Are People (7)

- All means all. All people are entitled to live the life they choose. All people have gifts. All people have dreams.
- People want to live in and participate in the community.

We Have the Power To Change How We Do Business (4)

- Minnesota is motivated to create a new culture.
- Creativity will open supports and can mean less dependency on formal supports.

People Who Work In This Field Are Here For the Right Reasons (4)

- Direct support professionals are passionate, creative and professional.
- People who work in the field care and want to make a difference.

People Using Our Services Are the Experts (3)

- People are their own experts.

Our Variety of Services (2)

- We need a continuum of services and supports
- Getting services will make life easier.

Negative Pressures: Those things that pull us away from being Person Centered

Perception We Are Not *REALLY* Changing (7)

- System regulations stifle innovation.
- There is an assumption that the system doesn't want to change

People Are Not Capable Of Being In Charge Of Their Life (6)

- Professionals know best
- People don't know enough or have the capacity to make decisions for themselves; "informed choice" can't work.

Misconceptions About What Person Centered Is All About (5)

- Person-centered mean giving people whatever they want.
- We are already person-centered; we don't need to change. This is just a fad.

Staff Will Never Get the Skills (2)

- Support workers are low-paid, untrained and can't be trusted.

Other

- Minnesota has a robust service system and is a national leader.

Transactional Change Examples: Things we have accomplished to incorporate Person Centered Practices into the MN System

The people we support

Supporting the Voice of People Using Services (4)

- More responsibility for choices.
- Increased opportunities to be heard.

Systemic Changes to Better Support People (4)

- 245D statute allows for individualized services to be provided.
- More freedom in decision-making.

Increased Choice for People (3)

- Focus on informed choice.

Development and Implementation of Person Centered Plans (3)

- Creating vision first and then figuring out how services can support that.
- Increased access to person-centered planning.

Employees

Resources for Skill Development (4)

- Person-centered employee trainings, community of practice, learning communities, and this training
- The QA process allowed employees to feel supported to assume risks to make the person happy.
- Exposed gaps and desires for training.

Raising the Bar (4)

- Defined best practices around person-centered with training, tools and technical assistance.
- College of Direct Supports and online training [are resources for employees].

Incentives (3)

- Five percent wage increase
- Increased job satisfaction, learning new skills and approaches
- Tools and ongoing support for people to have and develop their person-centered practice

Other

- Human resource policies are more person-centered and engaging
- Employee workforce shortage.

Organizational Changes

Working In Partnership (5)

- Organizations coming together to advocate for DSPs and persons served
- CSSP's and MnCHOICE require individual plans that go beyond a program.

Person Centered Organization Development (3)

- (University of Minnesota's) Institute for Community Integration (ICI) person-centered training

Alignment Of Practice (2)

- Aligning policies to person-centered values.
- Use of positive behavioral supports.

Innovation (2)

- Changes in service models and practice.
- Individual organizations (e.g., counties and provider organizations) are doing pilots and change initiatives.

Systems

Rules and Regulations (5)

- Transformation projects: Statute 245D, MnCHOICES, Disability Waivers Rate System (DWRS)

Federal Requirements (5)

- Olmstead—creating a framework for a direction we wanted to go in

Feedback Loops (3)

- Systematically getting regular feedback from individuals (MnCHOICES performance management system)
- VOICE/Quality Assurance reviews were able to bring best practices learned back to other organizations.

Other (2)

- Self-direction
- Creating new collaborative structures, such as quality councils, IAEP, DHS work groups.

APPENDIX B

QA TRAINING & EDUCATION ADVISORY GROUP MEETING NOTES 2/9/17

Attending: Kerri Leucuta, Nicole Duchelle, LeAnn Bieber, Anita Otterness, Tiana Bingold, Polly Owens

Unable to Attend: Matt Shoen, Emma Edwards

The group reviewed the purpose of the Training & Education Advisory Group. In addition, a document was shared outlining the overlap between the Region 10 RQC activities implementation plan and the QA contract responsibilities. Polly will coordinate activities with RQC staff and the RQC System Improvement Work Group.

The group then spent some time sharing their thoughts regarding understanding & accessing resources and self-determination activities that currently exist and what may be needed. The following is a summary of that information.

Polly will schedule another meeting to discuss next steps in developing a resource guide and training for our region.

Understanding & Accessing Resources

What resources currently exist?

- DHS website <http://mn.gov/dhs/>
- Department of Health website <http://www.health.state.mn.us/>
- Department of Education website <http://education.state.mn.us/mde/index.html>
- Disability Linkage Line (by region) <http://www.semciil.org/programs/disability-linkage-line/> <http://www.mciil-mn.org/programs/disability-linkage-line>
- Minnesota Help website <https://www.minnesotahelp.info/>
- Disability Minnesota website <http://www.mndisability.gov/public/>
- Bridge to Benefits website <http://mn.bridgetobenefits.org/Home2>
- Minnesota Governor's Council on Developmental Disabilities <http://mn.gov/mnddc/>
- PACER <http://www.pacer.org/>
- The Arc of Minnesota <http://www.thearcofminnesota.org/>
- Disability Benefits Help website <http://www.disability-benefits-help.org/>
- STAR Program (technology) <http://mn.gov/admin/star/>
- Guide to Disability Process <http://www.patientadvocate.org/requests/publications/Guide-To-Disability-Process.pdf>
- NAMI <http://www.namihelps.org/NAMIHopeForRecoveryBooklet2013.pdf>
- SAMHSA.gov website <https://www.samhsa.gov/>
- Social Security Administration <https://www.ssa.gov/>
- Disability Benefits 101 <https://mn.db101.org/about.htm>
- Immigration Law Center <https://www.ilcm.org/>
- Portico Health Net <http://www.porticohealthnet.org/>
- Minnesota Association of Community Health Centers <http://www.mnachc.org/do-you-need-healthcare.html>

What do people want to know?

- How to qualify for services & funding
- How do services work together
- Case management (when, why, how)
- Crisis services and supports
 - How to prepare for the unexpected
- What to expect when a child becomes a legal adult
 - Guardianship
 - Consent to exchange information
 - Financial issues
- Advocacy
 - Ombudsman
 - The Arc
- Parent-to-parent resources (soft supports)
- Funding sources
- How do MA and TEFRA work
- What is the process for SMRT
- Technology resources
- Health & medical related supports
- Therapy resources
- Natural supports and resources
- Education
- Early intervention
- Understanding various plans & processes related to plans
- Daily supports
- Housing
- Work related supports
- How to identify red flags that someone needs supports
- Transition
- Acronyms

Self- Direction

What training & education is currently happening?

- Person Centered Thinking training offered state-wide
- Positive Behavior Supports training offered state-wide
- Vulnerable Adults/Maltreatment training
- Person Centered Planning training
- WRAP training
- DBT training
- Person Centered Organizations training

What do people need to know about self-direction?

Individuals Receiving Supports

- Know they have a voice

Person Centered Thinking & Planning

- What planning should really look like

- One page profiles
- Problem solving how to support people getting what they want and need
- Digging deeper to determine what people want
- Person centered planning vs annual meeting
- Individual and family need to understand the planning process
- More people to lead person centered meetings
- Schools educated on person centered concepts
- How to facilitate meetings
- Understanding that this takes time up front
- Identify what person values
- Identify what makes person happy
- What does the person think
- How to listen
- How to know not to accept the norm just because it's the norm

People Supporting Individuals

- Understanding it's okay to fail and learn
- How to enhance natural supports
- Support people need to learn how to teach people
- Change in the language used
- Break the caregiver habit
- Value/understand that everyone is different so approaches need to be different
- Getting over that support people know best what is good for the person
- On-going support and mentoring
- Being in the person's shoes

Rights Related

- Dignity of risk
 - Rights
 - Balancing independence with maltreatment concerns
- Everyone's role in supporting decision making
- Respecting other people
- Advocacy

Funding & Individual Budgets

- How the funding works
- Individualized budgets (CDCS, CSG and beyond)

General Information

- Sensory related information
- Communication
- Best practices
- Organizational changes to support being person centered
- Independent living skills
- Housing

NOTE: In addition to traditional stakeholders be sure to include educators, public health, doctors, clergy, counselors, daycare and other non-traditional stakeholders.

QA TRAINING & EDUCATION ADVISORY GROUP MEETING NOTES
6/7/17

Attending: Nicole Duchelle, LeAnn Bieber, Tiana Bingold, Polly Owens

Unable to Attend: Matt Shoen, Emma Edwards, Kerri Leucuta

1. The group reviewed the current draft format and content for the Resource Guide for Adults with Disabilities and the Resource Guide for Children with Disabilities and Their Families. The following is feedback from the group regarding the format and content:
 - Review the guides for resources that would fit in multiple categories and add those resources to other categories
 - Add resources on person centered thinking, person centered planning and positive behavioral supports
 - Add information on CDCS option of the waiver
 - Add information for non-citizens
 - Add statement regarding 'if information cannot be found here . . . '
2. There was discussion regarding the overall resource guide format and who is responsible for the information once it is initially developed. The following are issues that need to be investigated:
 - Is any of the information copyright protected? The format of the guides is basic information about resources and then a link to an accompanying website. LeAnn raised a concern that the information in the brief description and the links to the websites may be copyright protected and we may need to get permission to link to websites.
 - Where will the resource guides be kept? Who will be responsible for updating the information? Once the resource guides are in their final format it is not clear whether they will be housed at DHS or Arc or maintained as a link available for anyone to add to their websites. It is also not clear if anyone will be responsible for keeping the guides updated.

Polly will contact Sarah Thorson at DHS to get answers to the questions about copyright, where the guides will be kept and on-going updating of the information.
3. There are other resource guides available through a variety of agencies and websites. It was recommended that we connect with Disability Linkage Line to see how what we are doing coordinates with the information they have.
4. Briefly discussed what the training on the resource guides might entail. We agreed that at a minimum it would include going through how the guides are set up and how to use them. It would also include an opportunity for participants to bring up questions they have and use they guide to help answer those questions for them.
5. Next meeting will be scheduled at a future date.