

REGION 10 QUALITY ASSURANCE ANNUAL REPORT

July 1, 2017 – June 30, 2018

**REGION 10 QUALITY ASSURANCE COMMISSION
MEETING MINUTES**

page 1

SUMMARY OF ACTIVITIES

page 2

FINANCIAL REPORT

page 6

APPENDICES

page 7

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

REGION 10 QUALITY ASSURANCE COMMISSION MEETING MINUTES

Region 10 Quality Assurance Commission Meeting Notes 7/20/17

Members Present: Mary Pieper, Leann Bieber, John Flanders, Josh Burt, Linda Driessen, Nicole Duchelle, Beth Honecker, Kyle Mullen (phone), Harry Nevling, Anita Otterness, Dee Sabol (phone), Matt Schoen, Ann Lazzara (phone), Judy Young, Emily Miller (phone), Jodi Johnson (phone)

Members Absent: Ken Herold, Lisa Harrison-Hadler, Marita Buehler, Emma Edwards, Lynnsey Standahl, Jaime Stolp

Others Present: Polly Owens, Buff Hennessey, Karen Larson

1. The Region 10 Quality Assurance Annual report for the period 10/28/16 – 6/30/17 was presented to the Commission. It was noted that the contract was not signed until 10/28/16 and no work could be done on the contract until it was signed. Therefore, the report did not cover the first four months of the state fiscal year (7/1/16 – 6/30/17). Polly highlighted activities that had been completed and progress made on other activities. There were no questions regarding the report.
2. Meeting adjourned.

Region 10 Quality Assurance Commission Meeting Notes 2/15/18

Members Present: 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

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

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

1. Polly informed the group that there are unspent dollars from Region 10 Quality Assurance in the current budget year. This is due to a variety of factors including a delay in the contract resulting in no work until October, less staff hours used than proposed and less spent than proposed in travel, supplies, communication and other items. Region 10 QA staff propose allocating \$25,000 person-directed quality improvement grants and \$20,000 for an RFP (Request for Proposal) with the project for the RFP yet to be determined. The Region 10 Quality Assurance Commission voted to approve allocating unspent funds toward person-directed quality improvement grants and an RFP.

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.

The Quality Council website was available to the public on December 27, 2017.

Regional Quality Council program staff are able to make changes and add information to their respective pages. The website developer remains under contract to assist with maintenance of the site. The following is a link to the main webpage.

- <http://qualitycouncilmn.org/>
- Logo completed in 2016 – 2017 budget year.

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.
 - Task completed in 2016 – 2017 budget year.
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.

- Assisted the Arrowhead Regional Quality Council and the Metro Regional Quality Council by providing each with \$5000 in funding to use for their efforts with self-advocates.
 - The Arrowhead Regional Quality Council involved self-advocates in training quality reviewers. Self-advocates were paid stipends to help reviewers practice doing a quality review and provide them with feedback on the practice review. At this time there have been four self-advocates who have assisted with two practice interviews each. The Arrowhead Regional Quality Council plans to continue including self-advocates as a key part of their quality reviewer training over the next two years.
 - The Metro Regional Quality Council is training self-advocates to lead People Planning Together 2-day trainings to groups of self-advocates. This involves partnering with Support Development Associates, LLC (SDA) to offer its Self-Advocate Trainers for People Planning Together program. Through this program, at least seven people with intellectual and developmental disabilities and seven professionals will become certified as People Planning Together (PPT) trainers.
- 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.
 - QA staff provided feedback to the three Regional Quality Councils and State Quality Council on implementation processes for person centered quality reviews and training of quality reviewers as requested.

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.
 - Resource Guide Development & Training
 - Resource Guides were completed in March 2018. There were two guides developed – Resource Guide for Children with Disabilities and Their Families and Resource Guide for Adults with Disabilities. Both guides can be found on The Arc Minnesota Southeast Region website and the Region 10 Quality Council website. The following are links to the resource guides.
 - <http://arcse-mn.org/wp-content/uploads/2018/04/Resource-Guide-for-Children-with-Disabilities.pdf>

- <http://arcse-mn.org/wp-content/uploads/2018/04/Resource-Guide-for-Adults-with-Disabilities.pdf>
 - Developed a training module for the resource guides.
 - Training on the resource guides was completed for families, individuals with disabilities, providers, case managers and other community members on April 9, 2018.
 - Training on the resource guides for the Olmsted County Disability Services Division was completed on May 3, 2018.
- Self-Direction Training
 - Regularly participated in the Region 10 Quality Council System Improvement Work Group to identify best practices and barriers within the service delivery system and develop a plan for reducing the impact of barriers. As a result of participation in the System Improvement Work Group offered Person Directed Quality Improvement Grants to individuals, organizations or communities in their efforts to support individuals with disabilities to increase their presence in community life. See Appendix A for a copy of the grant application. Seven projects were funded for a total of \$25,957.50. Project funded were:
 - ICAN, LLC in Caledonia received \$5,000 for ICAN HELP, a project where individuals with disabilities will connect with local community members to work together on volunteer projects to benefit the community.
 - ABLE, Inc. in Caledonia received \$2,257.50 to fund an aquatic chair, adaptive life vests and ADA compliant ramp for the newly built Aquatic Center so community members with disabilities can access the public pool.
 - Olmsted County Disability Services Division received \$2,500 to fund training on supported decision making including person centered approaches, alternatives to guardianship, roles of the guardian and rights of individuals under guardianship.
 - Legacies, LLC in Winona received \$1,200 to fund the inclusion of individuals with disabilities they support in social and recreational activities.
 - Wabasha County DAC in Wabasha received \$5,000 for their new businesses of vermicomposting and aquaponics that will employ individuals with disabilities and connect them to the local community. Additionally, they will provide educational opportunities to the area school STEM classes on vermicomposting and aquaponics.
 - ArtMakers in Dundas received \$5,000 to support their programs which bring together artists with disabilities and local professional and student artists to create art together and build community.
 - Ironwood Springs Christian Ranch received \$5,000 to support individuals with autism and their families in participating in a family

camp to create positive experiences and build connections among individuals and families.

- QA staff co-facilitated a PATH to identify a vision for supports for individuals with disabilities in Olmsted County. As a result, a group of providers and Olmsted County became one of the University of Minnesota person centered organization cohorts working on person centered system change. See Appendix B for a copy of the PATH.
- Worked with Region 10 Quality Council staff to host a regional quality conference.
- Presented as part of a panel on person directed services at the 2017 St. Louis County Health & Human Services Conference.
- Presented a session entitled 'The Partnership Between To and For – How do we find the balance & buy in with all the challenges' at the 2017 Minnesota Gathering on Person Centered Practices.
- Coordinated training initiative in Region 10 counties to enhance skills of stakeholders in person centered thinking, positive behavior supports and person centered service delivery. See Appendix C for copies of flyers for the training offered. Trainings offered were as follows:
 - Person Centered Thinking (2-day) – September 7 & 8, 2017 in Caledonia presented by Betsy Gadbois. Attended by 25 individuals including case managers, providers and family members.
 - Person Centered Thinking (2-day) – September 12 & 13, 2017 in Wabasha presented by Betsy Gadbois. Attended by 20 individuals including case managers, providers and family members.
 - Person Centered Outcomes – December 7, 2017 in Winona presented by Betsy Gadbois. Attended by 36 individuals including case managers and providers.
 - Positive Behavior Supports – June 14 & 25, 2018 in Winona presented by staff at the University of Minnesota Institute on Community Integration. Attended by 23 individuals including case managers and providers.

2. Test and evaluate materials by providing at least one in-person workshop.

- As noted previously, two training sessions were completed on the resource guides for individuals with disabilities.

FINANCIAL REPORT

Fiscal Year 2018
7/1/17 – 6/30/18

Line Item	Budget	Actual (Rounded)	Balance
Personnel	\$15,054.00	\$15,155.00	(\$101.00)
Rent	\$3,120.00	\$3,120.00	\$0
Travel	\$3,705.00	\$1,391.00	\$2,314.00
Supplies	\$2,450.00	\$100.00	\$2,350.00
Communications	\$4,700.00	\$700.00	\$4,000.00
Other	\$65,971.00	\$57,149.00	\$8,822.00
Administration	\$5,000.00	\$10,000	(\$5,000.00)
Total	\$100,000.00	\$87,615.00	\$12,385.00

Note: Prior year carry-over used in some line items.

APPENDICES

APPENDIX A

Region 10 Quality Assurance Guidelines for Accessing Person Directed Quality Improvement Grant Funds

Purpose

Region 10 Quality Assurance will have up to \$25,000 available for grants related to person-directed quality improvement. The purpose of these grants is to support individuals, families, counties, agencies and communities with their efforts to support individuals with disabilities to direct their own supports. Projects should focus on assisting individuals with disabilities to increase their presence in community life, expand and deepen relationships, encourage valued social roles, have more control and choice in their lives and participate in meaningful activities. This may include, but is not limited to, person centered service delivery, person centered organizational change, individual rights, evaluation of quality supports, supported decision-making or building connections in communities.

Any individual, agency or community within Region 10 (Dodge, Fillmore, Freeborn, Goodhue, Houston, Mower, Olmsted, Rice, Steele, Wabasha and Winona counties) may apply for grant funds. Grant recipients will be selected based on alignment with the purpose of the grants. A Region 10 Quality Assurance Committee will review applications and determine grant recipients. Proposals that are innovative, result in on-going change, impact and are sustainable and measureable will be given priority. Recipients will be required to submit a written summary of the project and its impact upon completion.

Application and Approval Process

1. Complete an application for Person Directed Quality Improvement Grant funds on the back of this document.
2. Completed application should be submitted via email to Polly Owens at pollyo@arcse-mn.org or by mail to Polly Owens, Region 10 Quality Assurance Manager, 6301 Bandel Rd NW, Suite 605, Rochester, MN 55901 by June 1, 2018.
3. The Region 10 Quality Assurance Grant Committee will review applications for use of grant funds and contact the applicant with questions, as needed. The committee will make an approval or denial decision based on alignment with the purpose of the Person-Directed Supports Grant and funds available.
4. All applicants will be notified of the committee's decision by June 15, 2018. Funds will be distributed by June 30, 2018 and upon receipt of a signed agreement letter between the grantee and the Region 10 Quality Assurance.

NOTE: Direct general questions about this process to Polly Owens via email at pollyo@arcse-mn.org or by calling 507-287-2032.

Person Directed Quality Improvement Grant Application

- This will be a one-time funding request.
 - Anyone within the Region 10 geographic area may apply for grant funds.
 - Grant funds of up to \$5,000 per individual, agency, business or community.
 - Applicant must use allocated funds to assist in improving the ability and opportunities for individuals with disabilities to direct their own supports.
 - Applicant must submit a narrative and financial report within 30 days after the completion of grant approved project. Unused funds must be returned.
-

Title of Project _____

Applicant Name _____

Contact Person (if agency, business or community) _____

Address _____

Phone Number _____ Email _____

What disability population(s) will approved funds support? _____

Amount requested _____

Describe how the grant funding will be used? Include the proposed goal or outcome of the project.

How is the project related to helping people with disabilities direct their own supports?

How do you plan to sustain the project goals and outcomes beyond the grant period?

Projected Completion Date ____ / ____ / ____

____ / ____ / ____

Applicant Signature _____ Date _____

Questions should be directed to Polly Owens via email at pollyo@arcse-mn.org or by calling 507-287-2032.

APPENDIX B

PATH for University of Minnesota Person Centered Organizational Change Cohort Application

A COMMUNITY FOR ALL...

On March 15, 2017, a group of individuals gathered in Rochester, Minnesota to answer the question "What does the ideal world for people with disabilities look like?" Using a PATH planning process the group developed a vision and first steps to move toward that vision. All agreed to move forward together to build a stronger community for all.

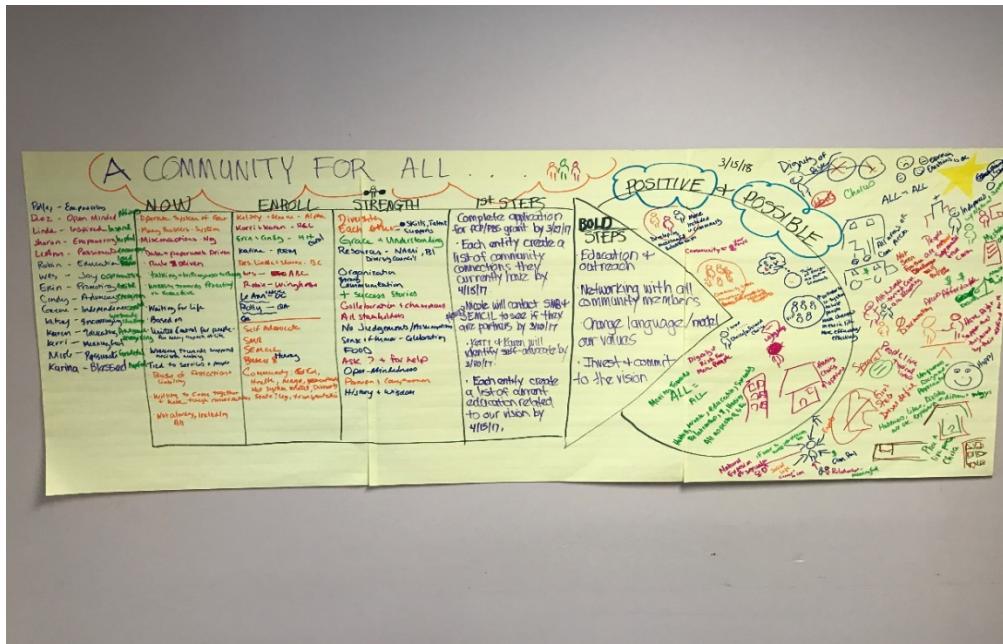


AT THE TABLE...

Polly (Arc/ QA)
Desiree (Bear Creek)
Linda (Bear Creek)
Sharon (Bear Creek)
LeAnn (Olmsted County)
Robyn (Wing House)
Wes (ABC)
Erin (Hiawatha Homes)

Cindy (Hiawatha Homes)
Genene (Alpha Services)
Kelsey (Alpha Services)
Kerri (RQC)
Karen (RQC)
Nicole (Olmsted County)
Karina (REM)

The following PATH was facilitated by Polly Owens (The Arc Southeastern Minnesota/Support Planner) and Nicole Duchelle (Olmsted County)



OUR NORTH STAR

Our North Star is a community for all, where all means all. There are no barriers for people to access and have the life they want, this includes: physical access, financial access, access to jobs that are meaningful and have competitive pay, transportation access, housing options that fit individual choice (apartments, homes, even larger community style living for those that prefer this), access to social and community life of choice, cultural, spiritual and religious freedom and natural expression of sexuality and relationships are a part of life. Dignity of risk and freedom of choice are honored.

People are happy and free to express emotions. Lives are lived that include difficult emotions, disappointment, fear, happiness, joy, love, and mistakes. A typical and meaningful life is achieved for all, defined by the person. Natural supports are a regular part of life. Life is balanced most of the time and a variety of support is available. Hobbies, likes and dislikes are a natural part of life and honored. People are growing and learning to their full potential and bouncing back after setbacks. People are seen and known for their contributions and strengths instead of their challenges and labels.

Government regulations (both state and federal) are streamlined and make sense. There are no hoops to jump through and people can work towards the life they want without governmental barriers. The language we use has changed so that it is inclusive and a way of

life. Being person centered is not something we do or think about it is the way we think and live.

POSITIVE AND POSSIBLE – ONE YEAR FROM NOW 3/15/18

- More people have the community life they want: meaningful relationships, work, balance, hobbies, home (including living where and with or without who they choose),
- Community is more accepting and beginning to think of all members of community
- Increased collaboration to help people make meaningful changes in their life more efficiently and effectively
- Increased informed choice
- Language is changing
- Dignity of risk for more people
- Housing options have increased and are honored
- All aspects of life are addressed for more people (hobbies, work, education, spirituality, relationships, sexuality, housing)
- Moving towards ALL = ALL

NOW

Now, we often operate out of a system of fear: both the community at large and as organizations. We often operate from a system based and face many real and perceived barriers. Working from a base of protection and liability. Many misconceptions that are often negative are present. Data, paperwork, and rules seem to drive the process.

We have willingness to talk, evaluate, be honest and change. Attempts to be proactive rather than reactive are practiced. There is a willingness to come together and have tough conversations. We are working towards supported informed decision making.

There is a limited amount of control for many aspects of life. Many people are tied to services and people that support them or that they live with. There are times where there is a mutual dependency (often based on financial). People may be waiting for life to begin, the life they choose.

ENROLLED PEOPLE (WHO ARE COMMITTED TO THE VISION)

Polly (Arc/ QA)	Wes (ABC)
Kerri and Karen (RQC)	Robyn (Wing House)
Kelsey and Genene (Alpha Services)	LeAnn and Nicole (Olmsted County)
Karina (REM)	Jen (Howry)
Linda, Desiree and Sharon (Bear Creek)	Jake (SEMCIL)
Cindy, Erin, Carol (Hiawatha Homes)	

NEED TO ASK TO ENROLL

Self-Advocate Community members/ Stakeholders
SMB Homes

STRENGTH

- Showing each other grace and understanding
- Bring a variety of skills, talents, enthusiasm and wisdom of others
- Use Resources – NAMI, Diversity Council, BI
- Ongoing communication through e-mail updates, summaries and sharing contacts
- Sharing positive success stories to help motivate and inspire
- Collaboration – work together to creatively work through obstacles
- Champions – provide cheerleading when struggling to stay motivated
- No Judgements/ Assumptions
- Celebrate success
- Ask Questions and ask for help
- Open-mindedness – gently remind each other when needed
- Sense of humor – laughter
- Patience and Compassion with each other and others
- Sharing History – to learn from and build on

BOLD STEPS

- Education and outreach – Kids, other community groups, Professionals, people receiving and providing supports, guardians
- Networking with all community members: transportation, housing, DMC, schools...
- Change language – to include not differentiate, Decrease system language
- Model our values
- Invest and commit to the vision

FIRST STEPS

- Each entity complete application for U of M PCT/ PBS training and support by 3/27/17
- Each entity complete create a list of community connections they currently have by 4/15/17
- Nicole will connect with SMB, SEMCIL, and Howry to see if they want to partner with us, by 3/20/17
- Kerri and Karen will reach out to individuals receiving support
Each entity will create a list of current education related to our vision by 4/15/17

APPENDIX C

Person Centered Training Flyer Information



THE REGION 10 QUALITY COUNCIL IS PLEASED TO OFFER THE FOLLOWING TRAINING AT NO COST TO PARTICIPANTS *

PERSON CENTERED THINKING

Two days of interactive training for acquiring and practicing effective person centered thinking skills, centered on how to discover and balance what is important to and what is important for a person. These approaches respectfully address issues of health and safety from a variety of perspectives, while empowering the people receiving supports to maintain control and a sense of being heard. Participants will learn to write a Person Centered Description.

This training is designed for staff at all levels in an organization as well as individuals who receive support and their families. It is especially relevant for support staff who continually interact with the people served, supervisory staff and case managers. *Participants must attend both days of training.*

September 7 & 8, 2017 9:00 am – 4:00 pm (maximum of 50 people)
Able Training & Recreation Center
1004 Loeffler Ave.
Caledonia, MN 55921

September 12 & 13, 2017 9:00 am – 4:00 pm (maximum of 50 people)
Wabasha Criminal Justice Center
848 17th St. E.
Wabasha, MN 55981

Presented by Betsy Gadbois, Director of Person Centered Practices at Owakihi

Betsy is one of the premiere trainers in Minnesota in the area of person-centered services. She has over 30 years of experience working in residential services, individualized housing and day services with individuals with disabilities and those who support them. She is passionate about people having positive control over the lives they choose.

Contact Polly Owens at pollyo@arcse-mn.org or 507-287-2032 with questions or to register for either of these training sessions.



THE REGION 10 QUALITY COUNCIL IS PLEASED TO OFFER THE FOLLOWING TRAINING AT NO COST TO PARTICIPANTS *

PERSON CENTERED OUTCOMES

This 2-hour session is for people responsible for the development of meaningful outcomes. Rule 245 D says that outcomes must be meaningful and desired by the person. The Olmstead rule says that outcomes are achievement of what is most important to the person in ways that work for them and build on their strengths. Historically we have developed outcomes that are intended to "fix" and most often not desired by the people we support. This session will help us understand true person centered outcomes and how they can lead to lives that are desired by the people we support.

December 7, 2017

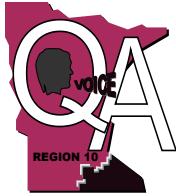
Session 1 – 9:00 am – Noon Session 2 – 1:00 – 4:00 pm
(register for only one session)

American Legion
302 E. Sarnia St.
Winona, MN 55987

Presented by Betsy Gadbois, Director of Person Centered Practices, Owakihi

Betsy is one of the premiere trainers in Minnesota in the area of person-centered services. She has over 30 years of experience working in residential services, individualized housing and day services with individuals with disabilities and those who support them. She is passionate about people having positive control over the lives they choose.

**Contact Polly Owens at pollyo@arcse-mn.org or 507-287-2032
to register for either training.**



**REGION 10 QUALITY ASSURANCE IS PLEASED TO
OFFER THE FOLLOWING TRAINING AT NO COST TO
PARTICIPANTS**

POSITIVE BEHAVIOR SUPPORT

This 2-day training on positive behavior support is designed for professionals working with individuals with disabilities in home and employment settings. This includes direct support professionals, supervisors, behavior support professionals and others interested in encouraging the use of positive behavior support.

Participants will learn the key features of universal positive behavior support and the steps involved in completing individualized positive behavior support plans. People attending will create a list of actions that they can use to start implementing positive behavior supports within their organization.

Day 1 will focus on how members of an organization can move forward in encouraging strategies for preventing problematic social interactions, teaching and modeling social skills, giving positive recognition to people who are engaging in positive social interactions and strategies for integrating person-centered processes into universal positive behavior support. Day 2 will explain how person centered plans are used to launch positive behavior support plans. Examples of planning models and universal features of person-centered plans will be explored and functional behavioral assessment and function-based planning strategies will be explained with stories to demonstrate key elements of positive behavior support.

Day 1
June 14, 2018 9:00 am – 3:30 pm

Day 2
June 25, 2018 9:00 am – 3:30 pm

**The Plaza Hotel and Suites
1025 US Highway 61 E.
Winona, MN 55987**

Presented by staff from the University of Minnesota's Research and Training Center on Community Living at the Institute on Community Integration.

**Contact Polly Owens at pollyo@arcse-mn.org or
507-287-2032 to register for this training.**

**Priority will be given to individuals supporting people in Region 10
(Dodge, Fillmore, Freeborn, Goodhue, Houston, Mower, Olmsted,
Rice, Steele, Wabasha and Winona counties)**