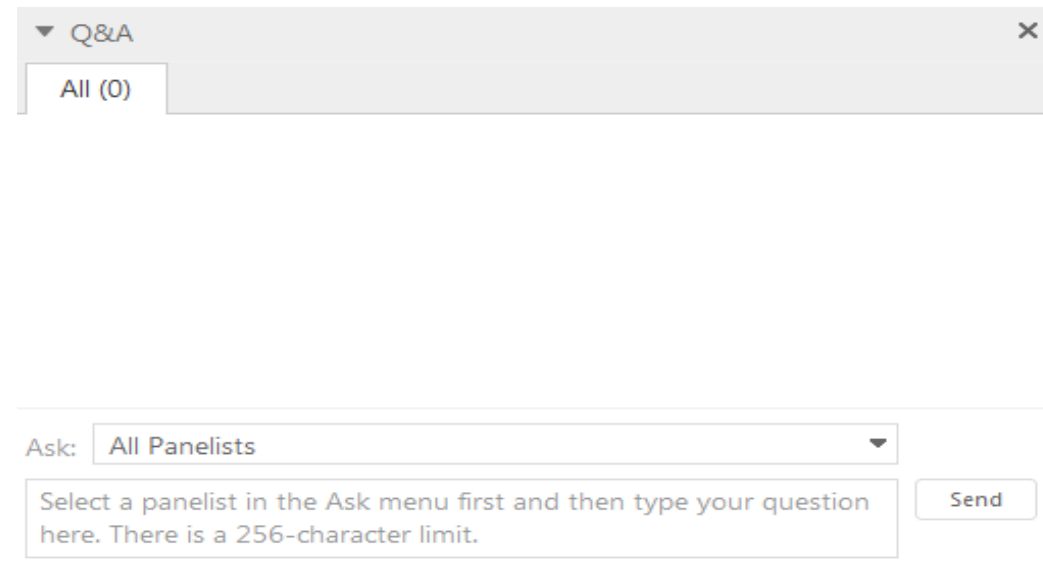




# Support Planning Professional Learning Community (SPP LC)

November 29, 2017

To ask a question during the presentation use the Q&A Panel in WebEx



The screenshot shows a window titled "Q&A" with a close button (X) in the top right corner. Below the title bar, there is a tab labeled "All (0)". The main area of the window is empty. At the bottom, there is a section labeled "Ask:" with a dropdown menu currently set to "All Panelists". Below the dropdown is a text input field containing the instruction: "Select a panelist in the Ask menu first and then type your question here. There is a 256-character limit." To the right of the text input field is a "Send" button.

Select “All Panelists”, type your question, and click Send.

Announcement

Regional Quality Councils and person-centered quality reviews

Communities of Practice: How to create one and keep it alive

# Support Planning Professionals Learning Community Schedule

- December: Canceled
- January 31, 2018: Dreams

# Using Person-Centered Practices in Support Planning

Additional dates and locations for this training workshop:

- December 1<sup>st</sup>, 2017: St. Paul
- December 8<sup>th</sup>, 2017: St. Cloud
- At least two more: TBD

A decorative graphic on the left side of the slide consisting of several overlapping blue triangles of various sizes and orientations.

# Regional Quality Councils

*“ To improve the quality of services and supports for people with disabilities ”*

# Introductions



- **Kayla Nance:** Metro Regional Quality Council, Project Manager
- **Kerri Leucuta:** Region 10 Quality Council, Council Manager
- **Karen Larson:** Region 10 Quality Council, Program Coordinator
- **Zoey Leege:** Arrowhead Regional Quality, Council Coordinator



# Person-Centered Quality Reviews

# Person-Centered Quality Reviews



- The University of Minnesota Institute for Community Integration collaborated with the RQCs and the State Quality Council to develop Person-Centered Quality Review tools.
- Worked on fine-tuning the review tool
- Learned and practiced interviewing skills
- Worked and learned how to accurately score results
- Practiced interviewing with self-advocates



# Person-Centered Quality Reviews



- Interviews are guided by the Person-Centered Quality Review tool and are meant to assess how much choice and control an individual has in each domain.
- Interviews will be conversational in style and will use reflective listening skills.
- Individual's responses will be used to rate how much choice and control they have in each quality domain and how much choice and control they would like to have in each domain.

# Sample Interview Question

<i>Response options</i>	<i>None</i>	<i>Some</i>	<i>Most</i>	<i>Full</i>	<i>NA</i>
<p>1) <i>How much control do you have over <u>who</u> you live with?</i></p> <p>1b) <i>How much control would you like to have over <u>who</u> you live with?</i></p> <ul style="list-style-type: none"> <li>● Where do you live?</li> <li>● Do you live with other people? If so, with how many?</li> <li>● Did anyone ask you who <u>you'd</u> like to live with?</li> <li>● Do you like the people you live with?</li> <li>● Would you rather live with someone else?</li> <li>● Can you make changes in who you live with?</li> </ul>	<p><input type="radio"/></p> <p><input type="radio"/></p>	<p><input checked="" type="radio"/></p> <p><input checked="" type="radio"/></p>	<p><input checked="" type="radio"/></p> <p><input checked="" type="radio"/></p>	<p><input checked="" type="radio"/></p> <p><input checked="" type="radio"/></p>	<p><input checked="" type="radio"/></p> <p><input checked="" type="radio"/></p>
	Notes:				

# The Leave Behind



- SQC input and collaboration needed!!!
- Will include a summary from data gathered during the review
- Will also involve giving resources and information to the person being interviewed, if requested



# Developing the Interview Process

For Person-Centered Quality Reviews

# How does the interview process work?



- Individuals with disabilities who receive home and community-based services will be selected at random to participate in interviews.
- These individuals will be contacted by RQC staff to arrange an interview time and place and to obtain guardian consent, if needed.
- Trained quality reviewers will meet with the individual to have a conversation about the quality of services and supports in their life.
- Quality reviews will summarize individual's responses in order to rate the amount of choice and control an individual has in each domain.

# How does the interview process work?

- Individuals can choose if they want to be interviewed or not. Declining an interview will not affect services.
- Individuals can choose if they would like someone in their life to sit in on the interview with them.
- Individuals will receive a summary of their scored interview and responses. They can choose to share this summary with their team and/or other people in their lives.
- Individuals will receive information on how to access additional services and supports, if needed.

# How does the interview process work?

- Interviewee and guardian notification letter
- Interviewee phone call and interview set-up
- Confirmation letter/email



# Database Development

Agile Apps

# Agile Apps



- In May 2017, the Regional Quality Council staff partnered with DHS representatives to begin the development of a database application to manage interviewee information as well as capture data from the long and short Person-Centered Quality Review process.
- The database application is called Agile Apps
- Over the next few months, DHS representatives gathered feedback from RQC staff as to what fields were necessary and/or desired, and made adjustments to the application to meet the needs of the staff
- As of October 2017, the database is ready to be utilized.
- A random sample of names of people who receive home and community-based services will be downloaded to the Agile Apps database by DHS, and RQC staff will be able to start using the information to begin setting up initial interviews as of November 2017.

# Example of Questions

Interviewee Assessment Data Questions 1-5 Questions 6-10 Questions 11-16

- None - Person with a disability has no control over or does not experience any of what s/he is being asked about; by none we mean 0% of the time.
- Some - Person with a disability sometimes has control over or experiences to some extent what s/he is being asked about; by some we mean 50% of the time or less.
- Most - Person with a disability has significant control over or experiences what s/he is being asked about to a large extent; by a lot we mean 51% of the time or more.
- Full - Person with a disability has total control over or experiences to a full degree what s/he is being asked about; by full we mean 100% of the time.
- Not Applicable - Question does not apply.

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

Question 1b: How much control would you like to have over who you live with?

- Where do you live?
- Do you live with other people? If so, with how many?
- Did anyone ask you who you'd like to live with?
- Do you like the people you live with?
- Would you rather live with someone else?
- Can you make changes in who you live with?

Question 1 Notes

Question 2: How much control do you have over your daily routine.

Question 2b: How much control would you like to have over daily routine

# Agile Apps (cont)

- Agile Apps will have reporting capability to identify trends, best practices and opportunities. (Reports to be developed)
- Agile Apps does not have the capability to capture data from the Desired Life Outcomes Assessment Tool (DLAST) portion of the Long Review
- Another application, called SNAP, is being researched to work in collaboration with the Agile Apps tool to be able to capture and report on all aspects of the Person-Centered Quality Review data.



# Quality Reviewers

Defining roles, recruiting and training

# Quality Reviewers

- Meet in person with people that are receiving home and community-based services to interview them about their quality of life
- Travel to interview locations, including residential or community locations
- Conduct a minimum of five interviews per year
- Accurately enter and manage data collected from interviews and follow data privacy guidelines

# Becoming a Quality Reviewer



- Complete an RQC Reviewer application
- Interview with RQC manager and pass background check
- Complete two-day training and online modules
- Be mentored for reviews and utilize mentor feedback
- Complete ongoing training as needed

# Training Outline for Quality Reviewers



- SQC/RQC history
- Understanding disability
- Person-centered thinking
- Being a reviewer
- Interviewing skills
- Person-Centered Quality Review tool and scoring
- Protections (mandated reporting/data privacy)
- Practicing interviews
- Agile Apps



# Communication and Marketing



# RQC Participation in Conferences



- **The Region 10 Quality Council Annual Conference and Stakeholder Meeting:** Best practices in housing, staffing and quality were shared with regional stakeholders. Presenters included Amy Hewitt from The University of Minnesota Institute on Community Integration, the Olmsted County Creative Housing Committee, and the Region 10 Quality Council. (May 24, 2017 at 125 Live in Rochester MN)
- **ARRM Annual Conference:** The staff from the three RQCs participated as exhibitors. (June 7-8, 2017)
- **Annual SAM Conference in Winona:** Region 10 Quality Council staff and a RQC Council member presented on identifying what quality is in each individual person's life. (June 10, 2017)
- **Age and Disabilities Odyssey Conference:** Staff from the three RQC's, and the SQC director and SQC co-chair presented and participated as exhibitors. (June 21-22, 2017)
- **St. Louis County Health and Human Services Conference:** Staff and a council member from the Arrowhead RQC and staff from the Metro RQC presented at the conference and participated as exhibitors. (October 12-13, 2017)

# Website Development



- In May of 2017, the Regional Quality Councils contracted with website developer Grahame Beresford, with completion of website originally slated for September 1, 2017.
- Meetings have been held allowing RQCs to provide input into the look and content of the website. Grahame takes the input and incorporates it into the development of the website.
- Weekly update meetings are expected to occur until completion. Website is now slated for completion by December 1, 2017.



# Quality Improvement:

From data to action

# Quality Improvement



- Existing data on quality of life and new information gathered from the Person-Centered Quality Reviews will be used to guide RQCs in quality improvement efforts
- Information gathered from the Person-Centered Quality Reviews can also be used by individuals and services providers in improve quality of services
- The RQCs have started working on quality improvement projects and trainings over the last year

# Arrowhead RQC: Projects and Trainings



## Projects:

- Development of Olmstead Academy Project on workplace inclusion
- Involvement on STRIDE Advisory Committee
- Work with self-advocates to be involved in ARC Northland's legislative forum
- ARC Minnesota Public Policy
- Local Solutions to End Poverty Candidate Forum
- Transportation Equity City Council Candidate Forum

## Trainings:

- "Understanding Government" training for self-advocates
- "Understanding Maltreatment Prevention and Response" training in development with Olmstead Specialty Committee

# Metro RQC: Projects and Trainings



## Projects:

- Member of Olmstead Specialty Committee on Abuse and Neglect Prevention
- Planning Committee Member for a leadership forum for self-advocates
- HCBS Partners Panel
- Working in collaboration with other partners on DSP staffing crisis
- ARC Minnesota Public Policy Committee
- Hennepin County Library Project

## Trainings:

- Equity Training/Accessibility Walk
- Person-Centered Thinking Training
- MAARC Training
- Olmstead Listening Session

# Region 10 QC: Projects and Trainings



- Participation in a collaboration with Olmsted County and community providers to expand organization-wide person-centered practices and positive behavioral practices, and lay the foundation for cultural change
- Participation in a Community of Practice Workgroup to plan expansion of person-centered practices and positive behavioral practices, and lay the foundation for cultural change in the community as a whole
- Participation in the Training and Education Workgroup facilitated by Polly Owens from the Region 10 Quality Assurance Commission
- Participation in the Olmstead Specialty Committee on Abuse & Neglect Prevention
- Planning and implementation of Region 10 Quality Improvement Grants for quality improvement training/education that will assist in improving the lives of individuals with disabilities

# Region 10 QC: Projects and Trainings, cont.



- Listening Sessions - Staff from Houston, Wabasha and Olmsted Counties (both Disability Services and Aging & Care Coordination Services), Provider Network, and MaxAbility.
- MaxAbility Steering Committee Participation
- Local forum participation as relates to disability topics and community concerns (i.e. housing, transportation, childcare) -- Poverty, Financial Stress and Homelessness Community Forum; candidate forum; legislative forum on mental health care and disability; and MNLEND Forum.
- Regional Gaps Analysis Meeting - Gaps identified based on 2015-2016 information include gaps in the following services: psychiatric prescribers, qualified workforce/adequate funding, transportation, crisis stabilization services, and housing. Summaries of information slated to be available on the DHS website September 2017.
- Contracted with Self-Advocates of Minnesota to assist with the creation of marketing materials such as brochures and PowerPoints.

# What questions do you have?





**DEPARTMENT OF  
HUMAN SERVICES**

Questions?

[DSD.ResponseCenter@state.mn.us](mailto:DSD.ResponseCenter@state.mn.us)



# Communities of Practice: How to create one and keep it alive

Andrew Johnson | Regional Resource Specialist | Disability Services Division

# What is a community of practice?

- A group of people with shared interests that come together to do something better
- The group typically has regular meetings and interactions

# Adding value, not just time

- Peer consultation
- Person-centered skill development
- Resource sharing
- Relationship building
- Leadership opportunities
- Olmstead Initiative

[http://www.dhs.state.mn.us/main/idcplg?IdcService=GET\\_DYNAMIC\\_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=opc\\_home](http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=opc_home)

# Where are we today?



# How do communities of practice start?

- Initiatives and the efforts of support planners
- Initial planning meeting
- Forming an agenda

# Sample Agenda

Agenda Item	Time (Loosely)	Actions/Details	Person Responsible
Introductions	10:30 – 10:40	Opening round question	Facilitator
Assign Roles and Expectations	10:40 – 10:45	Decide on note-taker, time-keeper	Everyone
Last Month's Highs and Lows	10:45 – 10:50	Brief discussion	Facilitator
How to create consistent buy-in and spread person-centered practices	10:50 – 11:15	Provider perspective: successes and challenges of Implementing Person-centered plans	Insert provider name here
Systems Change – How it ties together	11:15-11:30	Discussion: What can we do in our different roles to support and empower teams to implement person-centered plans?	Everyone
Successes/Challenges	11:30-11:50	1. What are some tools we could use to address challenges? 2. What tools were used to create success?	Everyone
Announcements, Next Month, Highs and Lows	11:50-12:00	Nominate/select a facilitator for next month, decide on discussion topic, complete highs and lows	Everyone

# What do communities of practice require?

- New participants, new perspectives
- Commitment to shared learning
- Consensus building
- Agendas and topics of interest
- Organizational leadership

# How do I learn more?

Contact your local Regional Resource Specialist at:

[DSD.RRS@state.mn.us](mailto:DSD.RRS@state.mn.us)

Questions?

# Thank you!

Andrew Johnson  
DSD.RRS@state.mn.us

# Where to find help now

- Person Centered Thinking 2-day Trainings
  - <http://rtc3.umn.edu/pctp/training/newdates1.asp?training=1>
- Person Centered Practices Webpage
  - <http://mn.gov/dhs/partners-and-providers/continuing-care/provider-information/person-centered-practices/>
- Olmstead Plan Webpage
  - <http://mn.gov/dhs/general-public/featured-programs-initiatives/olmstead-plan/>
- DHS Training Archive page
  - [http://www.dhs.state.mn.us/main/dhs16\\_143138](http://www.dhs.state.mn.us/main/dhs16_143138)
- Bulletins
  - [http://www.dhs.state.mn.us/main/id\\_000305](http://www.dhs.state.mn.us/main/id_000305)
- Lead Agency Review Website
  - <http://www.minnesotahcbs.info/>
- E-List Announcements
  - [http://www.dhs.state.mn.us/main/id\\_000677#](http://www.dhs.state.mn.us/main/id_000677#)
- CBSM Main Page
  - [http://www.dhs.state.mn.us/main/id\\_000402](http://www.dhs.state.mn.us/main/id_000402)
- Disability Hub MN
  - <http://disabilityhubmn.org/>

Please take a moment to let us know your thoughts.

- Take our [Survey](#):
- <http://surveys.dhs.state.mn.us/snapwebhost/s.asp?k=151188695525>

Audio from today's session will be available beginning tomorrow morning by dialing:

855-859-2056

Conference ID:

9868806

If you have questions following the session, email to  
[DSD.responsecenter@state.mn.us](mailto:DSD.responsecenter@state.mn.us)

Thank you for attending!