



November 2007

QAT

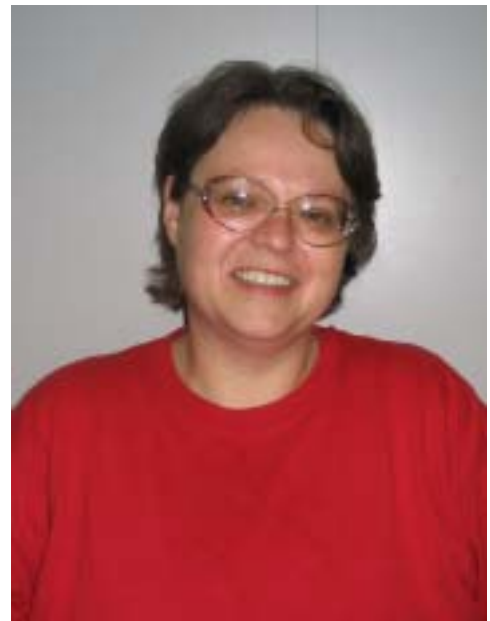
QuArTerly

In the Spot Light

Getting to Know a QAT

My name is Tina Zirbes,

I live in Austin MN. I have worked for R.E.M. for 18 years. I'm married and have 2 black lab dogs. I first got involved with QA on the ground floor back in 2000. I have watched the QA process improve and grow in the last few years. I have enjoyed working with other AT members. This has been a learning experience for me as well.



Tina Zirbes

DISABILITY LINKAGE LINE

Did you know that there is a phone number you can call to get FREE assistance with disability questions? It is the Disability Linkage Line (DLL) at 1-866-333-2466. DLL is a service offered through the Department of Human Services and an office is located in Rochester at SEMCIL. Anyone with a question regarding disability related resources or services can call this number, 8:30 am – 4:30pm, Monday through Friday. You are connected to a trained resource specialist who will provide one-to-one assistance to help you learn about options and connect with the supports and services you choose. There is no wrong call to this number.

For additional information you may find DLL at www.semcil.uhhc.org/dll.html or www.Minnesotahelp.info.

The SAMPLER

Learning Portraits

During the QAT refresher meetings this fall it was suggested that in the next newsletter we highlight several Learning Portrait ideas rather than just one. Here are some of the Learning Portrait ideas that were shared.

1. **Theme:** Fishing

Description: A fishing pole and a variety of tackle and lures were used to represent important areas of the individual's life.

2. **Theme:** Elvis Music

Description: A music CD of Elvis songs was burned and portions of the songs were played to use as symbols about specific areas.

3. **Theme:** Wooden Heart Wreath

Description: The individual glued wooden hearts on a wreath shape. Each heart highlighted something about the person.

4. **Theme:** Game of Darts

Description: A dart board was covered with paper and each section was marked as it related to the areas of the person's life.

5. **Theme:** Golfing

Description: A putter, golf balls and a variety of colored plastic drinking cups were used. Each colored cup represented a life area for the individual.

Please let me know about other learning portrait ideas. The concepts are great to share and often work perfectly with a few modifications.

Thanks much,
deb niedfeldt

Quips and Quotes From the QA Manager

HEADS UP!

New Procedure for **QAT VOICE** Review Folders

The QAT VOICE Review folders will no longer be sent out unless they are requested from LeAnn. There will also be folders available at a few locations to be picked up. You will still receive the basic information sheet and any 'What Adds Value' sheets in the mail. The balance of the folder materials are on the Region 10 Quality Assurance website and can be downloaded from there.

Finding the VOICE Review Materials:

Go to -- www.mn-voice.org
Click on -- Quality Assurance Team Members Section
Click on -- QAT Forms
Look under -- **VOICE** Review Packet

In the same section under 'Sample agendas and letters' you will find:

- QA letterhead
- Sample confirmation letter
- Sample agenda for the final feedback meeting
- LeAnn's address labels for envelopes with Quality Circle Feedback forms

Points to remember:

Type or write your initials in the upper right hand corner of the Quality Circle Feedback form. This is the only way LeAnn knows which review the feedback applies to and who should receive a copy of the completed Quality Circle Feedback forms.

Purchase envelopes and stamps as needed and submit those expenses to QA.

Sites folders are available to be picked up:

- Region 10 Quality Assurance office Rochester
- Able Inc. Caledonia
- Cedar Valley Top Flight Austin

LeAnn Bieber
Quality Assurance Manager

Director Dan's Notations:

Two Year Cycle

Because we receive funding for a two year period, most of our contracts are based on a two year cycle. This past session we were successful (once again) at the legislature and were given funding for July 2007 through June 2009 to continue the work we do with **VOICE**. During the summer, we have renewed our contracts with key stakeholders. Arc of SE MN now has a new two year fiscal host contract with the Department of Human Services so that they can assist QA as our fiscal host. Without Arc's involvement, Region 10 QA would need to have more of its own business structure and office support (such as accounting.). Also our 'opted in' counties have new Interagency Agreements between them, Region 10 QA and Department of Human Services. They are very essential in formalizing our agreements, expectations and accountability for our QA system.

This summer we have experienced some management changes at DHS. We sadly said goodbye to Rebecca Godfrey. In her short stay at DHS she was very active and supportive of our efforts. She became highly involved in our Commission Meetings, facilitated the State Legislative QA Panel (see our website for the final report) and was dusting off our 1115 waiver! We will miss her.

But there have been good changes as well at DHS! Alex Bartolic has come in as the new Director. Jason Flint has been brought on as our new DHS QA support. In a brief time, both have shown great support for **VOICE** and Region 10 Quality Assurance. There is a feeling of cooperation, affirmation of basic beliefs, and desire to work together. We will continue to build on these feelings by showing them the value of **VOICE** as well as supporting them with their new DHS efforts.

Region 10 QA Committees:

Even though our Legislative Committee work slows down after a session (but never stops), many of our other committees become more active. Currently we have a need for more stakeholders in our committees. People's involvement varies by the person and the committee they are involved with. Some examples of committee work are: **Expansion Committee** meets about every other month and via conference call. It discusses progress and issues our three expansion areas are facing. **VAR** is currently meeting every month. They are planning a QA survey for stakeholders that have been involved in past **VOICE** Reviews as well as reviewing the barriers generated from **VOICE** Reviews and working toward some action plans to address these. **Education Committee** is just starting to meet again to discuss issues in our schools.

If you or someone you know wants to be on a specific committee, please feel free to contact me about it.

Website: www.mn-voice.org

Have you visited it lately? Check it out!

Dan Zimmer
Director

Here are Some Interesting Facts about Region 10 Quality Assurance

Total **VOICE** Reviews, duplicated and unduplicated over the history of the process

VOICE Review history of MN Region 10 Quality Assurance:

- 329 people had 1 **VOICE** reviews completed
- 47 people had 2 **VOICE** reviews completed
- 5 people had 3 **VOICE** reviews completed

Total number of **VOICE** Reviews completed throughout the history of MN Region 10 Quality Assurance (December 1998 to June 30, 2007):

- 438 **VOICE** Reviews. (458 as of October 31st 2007)

In the past year:

- 45 **VOICE** Reviews were conducted
 - generating 14 ERIC findings indicating areas of **excellent supports**.
 - generating 31 ERIC findings indicating areas requiring **Action Plans for improvements**.
- MN Region 10 Quality Assurance issued 85 licenses in the participating counties.

Composition of Quality Assurance Teams (QATs) that conduct **VOICE** Reviews.

Provider	53
County	2
Family	8
Community Advocate	13
Self Advocate	10
Staff	5
<hr/>	
Total QATs	91

Current Events and Up Dates

Please welcome our new QATs that went through training in 2007:

January:

Kathi Anderson, PossAbilities in Rochester
Robyn Befort, PossAbilities in Rochester
Sheila Heberlein, ABC Works in Caledonia
Kristi Traver, REM Woodvale in Owatonna
Sue Dahle, Hiawatha Homes in Rochester
Matt Shoen, Self Advocate in Rochester

April:

Karla Mullenbach, REM River Bluffs in Rochester
Gina Wegwerth, Community Advocate in Rochester
Shari Kirkham, ABC in Rochester
Kevin Rislw, Community Advocate in Rochester

September:

Kim Kraus, PossAbilities in Rochester
Loni Baldner, IMS in Austin
Heather Muhs, Community advocate in Rochester
Shar Hain, Community advocate in Rochester
Sami Mohr, ABC in Rochester
Scott Schifsky, Arc Greater Twin Cities

Up Coming Events:

QAT Training --- January 8th and 9th.

If you know of anyone that would be interested in becoming a QAT, please let LeAnn know!

Contact Information:

Region 10 Quality Assurance Office
2200 2nd Street SW, Suite 101
Rochester, MN 55902
(507) 287-2032
web site www.mn-voice.org

LeAnn Bieber
211 10th Ave. NW
Byron, MN
Phone: (507) 775-6586
bieber.leann@co.olmsted.mn.us

Deb Niedfeldt- Editor
908 17th Ave. NE
Rochester, MN 55906
Phone: (507) 282-0971
Email: dgn@charter.net