

Meeting Minutes: Name of Meeting (Heading 1)

Date: Nov. 29, 2017

Minutes prepared by:

Location:

Attendance

- Deborah Bailey
- Todd Bergstrom (phone attendee)
- Joel Hoppe (phone attendee)
- Robert Marcum (phone attendee)
- Susan McGeehan (phone attendee)
- Beth Nelson (phone attendee)
- Janet Silversmith (phone attendee)
- Linda Lee Soderstrom
- Ruth Ulvog
- Karen Gaides
- Jan Kooistra
- Marie Zimmerman
- Jake Granholm

Guest speakers

- Jason Flint (DHS)
- Kari Benson (DHS)
- Alex Bartolic (DHS)
- Action/Assigned to/Due date

Agenda

1. Welcome
2. Committee members and key staff introductions
3. Agenda Review
4. Develop committee ground rules
5. Update on options for person-centered training for committee members

6. Discuss committee charter
7. Wrap-up and next steps

Meeting Notes

Welcome

Karen Gaides opened the meeting and welcomed the attendees. She said the focus of the meeting will continue to be the committee improvement/reset. The last quarterly meeting was in September. Based on MCAC member feedback, this meeting was added in between the quarterly meetings. It will last for three hours. The next meeting will be on December 18th and will also last from 1 – 4 PM. The agenda topics are based on feedback from members on top areas for improvement. Karen reminded the group that agenda items for this meeting were set based on discussion from the last meeting. Members expressed a strong interest in talking about ground rules, a group charter, and decision making. The agendas are drafts so the meeting organizers are always open to discuss other topics.

DHS Welcome

Marie Zimmerman also welcomed the members and asked everyone to introduce themselves. She said that a website for the committee has been created, and DHS is open to feedback on it and how information should be posted. The department has a request for comment on a framework for a health care reform initiative that will expand the Integrated Health Partnerships Program. DHS e-mailed information about giving feedback on November 16. There are listening sessions on Nov. 20 and Dec. 4.

Committee introductions

Karen led the group through a team-building exercise. She had each member introduce themselves and share something that the rest of the committee might not know about them.

Develop committee ground rules and team charter

Karen sent out samples of ground rules to the members in an email (“Team Ground Rules Examples” document). The ground rules shown in the document are examples from actual workgroups and the Facilitation Skills Workshop she helps teach.

Karen asked members to make an individual list of ground rules from the document and highlight the two that are the most important to them. After the group came back together, Karen let the members through a ground rule organizing exercise as they shared their lists. Karen captured group suggestions on flipchart also.

Examples of the ground rules group members shared:

- Stand on the balcony and consider that is best for Minnesota
- Include people who are reluctant to speak by asking them questions
- Be engaged in the meeting

- Be mindful of your level of contribution
- Make sure there is enough time for others to provide input
- Everyone participates to the fullest extent possible but no one dominates
- Turn judgement into curiosity
- Listen actively with an open mind
- Support the facilitator to keep the meeting on track to get maximum conversation (supportive model)
- Do not call people out in front of the group for breaking a ground rule (e.g. Instead – “Can we have that discussion at another time?” or “Can we put that in the ‘parking lot’?”)
- Have group signals for when someone crosses a line
- Keep discussion focused and centered on ideas
- Be respectful
- Let all speak
- Give full attention to the person speaking
- It is okay to respectfully challenge each other by asking questions
- Be understanding and forgiving towards each other

Karen summarized what the group shared using key words and organized them.

- **Next step:** The next step is to take the draft ground rules to the committee at the December meeting and see what the rest of the committee members would add. Karen will type the suggestions, organize and share them with the group.

Updates on options for person-centered training for committee members

Jason Flint (DHS) presented a high-level overview of person-centered training options. His unit focuses on training and policies for person-centered training for people with disabilities. Jason shared two handouts: “Bulletin” on lead agency requirements for person-centered principles and practices and “What does person-centered mean for me?”

Overview

The “Bulletin” was released by DHS two years ago. It lays out the requirements for person-centered principles and practices. The use of person-centered principles and practices assures that people with disabilities have the same rights and responsibilities as other people. It is about striking the balance between what is important for somebody and what is important to somebody. Person-centered principles and practices are based on five key areas to help people: 1. Share ordinary places and activities; 2. Make choices; 3. Contribute; 4. Be treated with respect and have a valued social role; 5. Grow in relationships.

Jason highlighted the sources of person-centered requirements (section III in Bulletin handout): Minnesota’s Olmstead Plan, the Jensen Settlement Agreement, and CMS home and community-based services (HCBS) rule. There are requirements from CMS about the types of person-centered care and services that are used.

Jason next talked about the brochure “What does person-centered mean for me?” It breaks down what people can expect when they receive person-centered services.

Training

DHS has 1 to 2 hour high-level training on person-centered services and what that means. There are also a lot of online services that people can explore: DHS online materials, YouTube. His team does offer online courses that are subsidized by DHS. These do go a little deeper, and are tailored towards people who are going to be providing direct services to people. They have a two-day person centered training as well. Those are offered through the University of MN.

- **Next step:** Group members asked for Jason's contact information and to receive the handouts electronically. Jason's contact information is jason.a.flint@state.mn.us

Update on elder abuse issues

Jan reminded group that a member asked for an update on elder abuse issues.

Kari Benson (Executive Director of the Aging and Adult Services Division at DHS) and Alex Bartolic (Disability Services Division Director) visited the committee to give an update on elder abuse issues.

Kari addressed recent news reports on abuse and neglect occurring in assisted living facilities and nursing homes. The Minnesota Department of Health (MDH) is responsible for following up on reports of suspected maltreatment. Kari oversees the county role for cases of maltreatment in private homes, and has been working closely with MDH to identify strategies for improvement so the systems work better together. That work predates the news reports. If committee members are interested in getting more updates, Kari offered to come back with information on the strategies MDH and DHS are going to take. She also described the trends data Aging and Adult Services is now getting from the Minnesota Adult Abuse Reporting Center (MAARC).

Alex Bartolic discussed a specialty committee from the Olmsted Plan that is focused on addressing abuse and neglect among several populations. Part of the committee's effort is to help people understand behaviors and actions that are not acceptable. Alex highlighted that they want to bring person-centered principles together so there is more understanding on how to talk to people about abuse and neglect and ensure people feel safe and are heard. Alex offered to come back with specific follow-ups.

- **Next step:** Group members asked DHS to share Kari's and Alex's contact information. Their contact information is as follows: kari.benson@state.mn.us and alex.e.bartolic@state.mn.us

Discuss committee charter

Karen introduced the final topic saying the main thing to accomplish was to get input on the document, "Possible team charter..." Karen said that some members have expressed interest in the group having more process around what it intends to accomplish. She then described the purposes and structure of a team charter. A charter establishes how the group functions, what its purpose is, and the members' role. Usually charters have a name (work group name), the work group purpose, work group tasks. They also describe team composition and roles.

Member comments: Committee deliverables and timing

Members discussed issues around the timing and potential due dates for deliverables from the group. There were questions about when the group needs to prep DHS and MDH staff going before state legislators. There should be more boundaries and definite dates set for those activities. The issue of what is due (and when) to CMS from the committee was also raised. A member suggested that a feedback loop be built into the group process to give feedback to the group on things they recommended.

- **Next step:** Jan mentioned that the committee process on how to advise in a meaningful/timely way will be looked at the next meeting.

Member comments: Frequency/scheduling of committee meetings

Members discussed the possibility of meeting more frequently than four times per year. A small number of members met in August to discuss agendas for the next year and creating smaller working groups that could meet more frequently. Other states do have citizen advisory committees that meet on a monthly basis. A desire was expressed that the emphasis of the committee should be about bringing issues of unmet needs from the communities that can then be turned into recommendations for DHS rather than DHS bringing issues before the community. This committee is important for communicating what is best for people in Minnesota. The possibility of meeting monthly or every six weeks was raised by members.

A few members suggested that there is also a needs to do a better way of polling for getting dates and times for meetings. A committee member raised an issue with the scheduled meeting times. When meetings end at 4 PM, it is more difficult for members that live in Greater Minnesota to attend. He shared that previously the committee membership had been polled about future meeting dates and asked if that could be done again.

- **Next step:** DHS will look at a process for 2018 for scheduling meetings.

Member comments: Potential topics for MCAC to discuss at future meetings

Members shared more topics for the group to discuss in 2018. One member mentioned that in terms of team composition is to make sure people are equally represented [geographically]. Another member said, we should start talking about fostering and adoption. Talking about kids who need treatment beds rather than staying in emergency rooms and other issues related compensation from counties and insurance requirements. A member also suggested that some of the federal objectives have been updated and that it is very relevant for the MCAC to talk about how DHS will adopt objectives.

- **Next step:** Discuss MCAC policy topics (vs. process topics) for next 12 months at next meeting.

Wrap-up and next steps

The next meeting will be on Monday, December 18th from 1 to 4 pm at the DHS Anderson building.

Next Steps/Follow-up Items

1. The next step is to take the draft ground rules to the committee at the December meeting and see what the rest of the committee members would add. Karen will type the suggestions, organize and share them with the group.
2. Group members asked for Jason's contact information and to receive the handouts electronically. Jason's contact information is jason.a.flint@state.mn.us
3. Group members asked DHS to share Kari's and Alex's contact information. Their contact information is as follows: kari.benson@state.mn.us and alex.e.bartolic@state.mn.us
4. The committee process on how to advise in a meaningful/timely way will be looked at the next meeting.
5. DHS will look at a process for 2018 for scheduling meetings.
6. Discuss MCAC policy topics for approximately the next 12 months at next meeting.
7. Ensure that all meetings are recorded through the conference line.