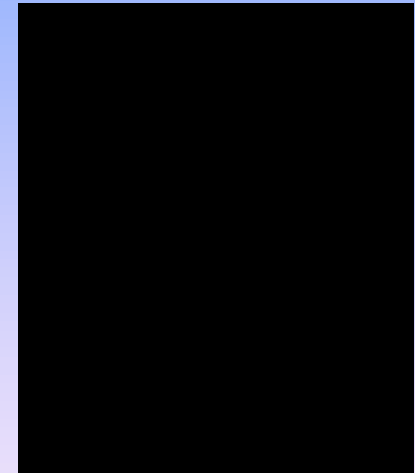




MN Region 10 Quality Assurance

Funded by the MN State Legislature

Are you the Architect?



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Welcome

Welcome to the Region 10 session, “Are You the Architect?”

- Are you building your own life and your future?
- Are you involved in monitoring the quality of your supports?
- We’re going to tell you how the VOICE review and Learning Portrait includes people and their quality circle members (family, friends, providers and case managers) in a quality improvement process.
- The purpose of VOICE is to improve the assistance provided to people and to enhance the quality of life for people.

VOICE

Tom Cramer

What is VOICE?

A tool to help people with disabilities to have a better life for themselves.

How does VOICE help people?

It gives people a chance to talk about their lives and how to make life better for them. VOICE helps to find out if your choices are being honored or not.

Tom Cramer

- My Role on the QA Commission

I have been involved in the QA Commission since 1999.

I represent the people who receive support services and self advocates.

I help people with disabilities to have a better life.

I give input and give my suggestions at the meetings.

I vote on decisions that are made about the project.

I give my view to the Legislators.

Tom Cramer

- VOICE reviews

I do VOICE reviews to see if people have good services, to see if people are happy and to see how their circle is working with them.

I ask questions.

I give input on the write-up and the Learning Portrait.

Learning Portrait – examples: Model Bicycle and Poster Board.

Tom Cramer

- VOICE Assessment and Review Committee

I have been involved in the VAR Committee for four years.

I gave input for changes on the VOICE book.

I give my input for the feedback forms to make the forms easier to understand.

Matt Shoen

- How I got involved in the Region 10 QA Process

My case manager personally talked to me about getting involved as a Quality Assurance Team Member.

- VOICE Reviews

I like doing VOICE reviews. I can give people an opportunity to speak up for themselves.

- QA Commission Member

I represent self advocates and people who receive support services. I give the Commission my opinion and ask questions. I vote on decisions made about the QA process.

Matt Shoen

- My involvement

By being on the QA Commission and doing VOICE reviews, it helps to give people a voice who can not speak for themselves or people who don't know who to speak to.

- QA Sustainability Committee

I was interested in the project continuing. If QA shuts down, then people won't be heard from or heard from less. Growing up with a challenge is hard enough, people need to be heard.

Matt Shoen

What is VOICE to me? VOICE is a chance for a person to be heard and understood.

My VOICE review

- I asked for a VOICE review.
- I was unhappy with how one of the staff worked with me.
- I was the focus of they focused on during the VOICE review.
- The QA Team asked me who they should talk to – I told them who to talk to.

Matt Shoen

My VOICE Review Continued.....

- The team visited me at home and at work. I got to choose to have the closing meeting at home.
- I am a big Harry Potter fan so the team used a wizard hat and put things in the hat that are important to me.
 - Hockey Puck
 - Symbol for my best friend
 - QA Podium
 - My dog Hooper
 - My staff Denise

A Learning Portrait should answer these five questions:

1. Who are you?
2. What are your needs?
3. What are your wants, hopes, and dreams?
4. Who is supporting you?
(Who is your Quality Circle?)
5. Who do you feel about all of this?
(What is the value that you receive?)

Who are you?

- What is important to you?
- What makes you happy?
- What are your strengths/talents/skills?
- What are your dislikes?
- Who has made a connection with you and why?

VOICE

An Excellent Resource

- Training direct support individuals
- Person can share VOICE with new circle members
- Highlighting what is working – sharing information through the Resource Catalog
- Information gathered to improve supports at every “level” – Personal, Support Provider, County and State

VOICE

Responding to Barriers

- Identify barriers through individual VOICE reviews (at every “level” – Personal, Support Provider, County and State).
- Quality Assurance Review Council reviews identified barriers and makes recommendations.
- Stakeholders respond to recommendations and take action.