

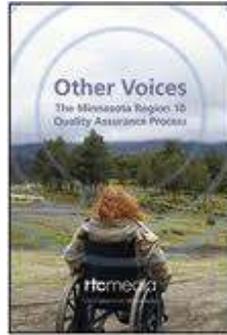
History

QA was developed in 1997, when a diverse group of people: individuals with disabilities, family members, service providers, advocates, and elected officials joined together to develop a system to assure quality of services for people with disabilities.

Funded through the MN State Legislature, MN Region 10 Quality Assurance has the specific purpose to continually improve the assistance provided to individuals with disabilities.



2008 Commission Members



“Other Voices” Video

A 50 minute closed captioned DVD further explaining the VOICE System may be purchased for \$25 from The Research and Training Center on Community Living (RTC) at the University of Minnesota.

Phone: 612-624-4512

Or

Email: icipub@umn.edu

**For information regarding
MN Region 10 Quality Assurance
contact:**

507-287-2032 or 888-732-8520

Website: www.mn-voice.org



**Minnesota Region 10
Quality Assurance
is an alternative licensing system that
works to improve
the quality of the support provided
to individuals with
developmental disabilities.**

VOICE

**A Communication tool
to assess the person's
overall experiences
and to
determine provider
contributions.**

Value
Of
Individual
Choices and
Experiences

Quality Assurance Members (QATs)

Are people who work at provider agencies, case managers, family members, advocates, interested individuals, and people with disabilities.



VOICE Review

A team of two trained QATs are assigned to conduct randomly selected individuals from a provider using VOICE as licensing to conduct a VOICE Review.

A VOICE Review looks at the quality of their life, supports received, choices made, and the people involved in their lives. Most importantly, it looks at the individuals wants, needs, hopes, and dreams.

VOICE helps people with disabilities have an active part in making decisions in their lives and helps get their voices heard.

QAT training is conducted every year and new QATs are currently being sought. All it takes is a desire and commitment to improve the quality of the life for individuals with disabilities.

What happens in a VOICE Review?

A QAT member will:

- Contact the individual and meet with them first.
- Be interested in seeing them at home and at work.
- Ask questions to learn about them from the 8 life areas:

⇒ Basic Assistance	⇒ Special Assistance
⇒ Relationships	⇒ Choice
⇒ Inclusion	⇒ Economic Support
⇒ Safety and Dignity	⇒ Coordination

- Listen to everything the individual has to say.
- Interview people in the Quality Circle.
- Write a report and present it with the individuals participation to the team in a fun and creative way.

This will tell everyone how things are in the individual's life. The QATs will explain the things going well and the things that the team may want to discuss.

Alternative Licensing System

VOICE

MN Region 10 Quality Assurance talks to the person and lets them describe how things are in his/her life. All points of view are heard, including those of the support providers, county case managers, guardians, family, and other people important in the individual's life. In this process it is important to hear from all perspectives.

Paper Compliance

This licensing system also looks at health and safety standards, policies, and procedures to assure minimum quality standards are met.

QARC

The information tells whether a provider is meeting the person's needs and wants and how they can improve. This information combined with the review of the files and facilities determine the re-licensing period for that agency.

