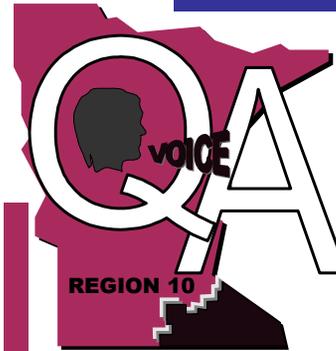


Please share this with your team.

1. Did everything you mentioned on page 11 get covered at your final meeting?
2. Do you feel you were listened to during your interview?
3. Did you feel respected during your interview?
4. Do you feel that the Learning Portrait reflects who you are and what you want or need?
5. Which suggestions made at your final meeting do you feel will be followed through by your team?

Example of a Learning Portrait

B	I	N	G	O
Family		DAC	 Independence	
	Work Staff	FREE		
			Home Staff	
		Your Life		



VOICE

Value Of Individual Choices & Experiences

People Working Together to Improve the Quality of Life for People with Disabilities.

History of VOICE

In 1995 a group of 80 people representing individuals with disabilities, families, service providers, advocates, and public and elected officials joined together to form the Region 10 Stakeholders. One effort of this group was to develop a system to assure quality of services to people with disabilities.

The Stakeholder group elected the first Quality Assurance Commission to oversee and coordinate the process of developing a tool for quality assurance.

The quality assurance process was designed from the ground up to look at people's wants, needs, hopes and dreams. It is a person-directed and person-focused process. Assessing the quality of services received and the person's involvement in directing their services is also important.

Minnesota legislative funding was received to fund **VOICE** as an alternative licensing process for service providers in Region 10. In 2011 legislation was put in place to form a State Quality Assurance Council.

The Future of VOICE

The charge of the State Quality Assurance Council is to initiate, statewide, a Quality Assurance system that is required by federal standards. After several meetings, the State Quality Assurance Council is recommending using a form of the VOICE review along with Regional Quality Councils for these quality assurance efforts. The VOICE reviews will be used collaboratively with the current licensing system to ensure quality and compliance. For the implementation stages, the State Quality Assurance Council recommends beginning with three pilot Regional Quality Councils with one of the three being Region 10.

VOICE

What is it?

VOICE stands for **V**alue **O**f **I**ndividual **C**hoices and **E**xperiences.

A **VOICE** review looks at the quality of your life, the supports you receive, your choices, and the people involved with you. Most importantly, it looks at your wants, needs, hopes and dreams.

Why is it important?

Voice is dedicated to the beliefs that:

- You have a right to live your life to the fullest
- You have a right to the experiences you want
- You have a right to choices in your life
- People supporting you need to assist you with your needs, hopes and dreams

These are important issues for everyone. **VOICE** is designed for you to talk about what you want and need. It is important that everyone in your Quality Circle knows what you want and need. **VOICE** is a tool to communicate this to your Quality Circle.

What does VOICE do?

- **VOICE** asks you and your Quality Circle if you are happy and if your wants and needs are being met.
- **VOICE** helps people with disabilities have an active part in making decisions in their lives.
- **VOICE** brings your Quality Circle together.
- **VOICE** helps you to be heard.

Who is selected for a VOICE Review?

Some people with disabilities who are receiving case management and living in a participating county are selected at random to have a **VOICE** review. Each service provider using **VOICE** for licensing has a certain number of the people they support selected during the year.

If you are not selected in the random selection, you or your legal guardian may request to have a **VOICE** review.

What happens after a VOICE Review?

After the final feedback meeting, the QATs will submit a copy of the **VOICE** report to the Quality Assurance Manager who will keep it in a confidential file. It will then be submitted to the Quality Assurance Review Council who will also keep it confidential.

The Review Council examines the report and uses this information, along with other reports, to recommend licensing of service providers.

If areas of improvement or concern are identified during your **VOICE** review, your Quality Circle will need to submit an action plan to the Quality Assurance Manager.

For Information regarding **VOICE** reviews or
Region 10 Quality Assurance call:

1-507-287-2032

or

1-888-732-8520

Website: www.mn-voice.org

Learning Portrait

A learning portrait tells a story about you and your life. It is made by the Quality Assurance Team. It may be pictures, a puzzle, a game or objects that are used to tell what the QATs learned about you .



A Learning Portrait Describes:

- What is important in your life
- How others support you in your life and choices
- What your dreams are
- What is valuable to you in your life
- What is taking value away from your life
- How your needs are being met
- What needs are not being met

While interviewing Pat and his Quality Circle, the Quality Assurance Team Members learned that Pat loves to do puzzles. They also realized that it would be a great way to show Pat what they learned about his wants, dreams, values, and how his needs are being met. In the photo above, you can see how intensely engaged Pat is during his Learning Portrait.

Quality Assurance Teams

Who are the Quality Assurance Team Members?

Quality Assurance Team Members, known as QATs, are people who work at provider agencies, case managers, family members, advocates, and people with disabilities.

A team of two Quality Assurance Team members (QATs) will be assigned to do your **VOICE** review. Each QAT has been trained in conducting **VOICE** reviews and interviews



Quality Assurance Team Members (QATs) in Training

What Happens in a *VOICE* Review?

A Quality Assurance Team (QAT) is two trained persons who will be doing your *VOICE* review. The review is a positive approach to what works well for you and what you and your Quality Circle feels could be improved. It is a respectful, objective review.

A QAT member will contact you to set up an interview time. They will be interested in seeing you at home and at work. They will ask you questions to learn about you and will listen to everything you have to say.

The QAT members will interview people in your Quality Circle. After the they have finished the interviews, they will write a report on what was learned about you.

A final feedback meeting will be held with you and your Quality Circle members. At this meeting, a Learning Portrait will be presented. This will tell everyone what is going great in your life as well as bring out the things you want improved. You will have the opportunity to participate in that presentation.

You and your Quality Circle will also receive a report that tells what was learned during the *VOICE* review.

Interviews

The interviews start with you.

The purpose of the interviews are for the QATs to find out about you and your life.

You are the focus of the interviews.

The interviews last about an hour.

You can meet alone with the QATs
or have someone with you.

Feel free to say anything you want.

We ask questions about these life areas:

Basic Assistance

Special Assistance

Relationships

Choice

Inclusion

Economic Support

Safety and Dignity

Coordination