

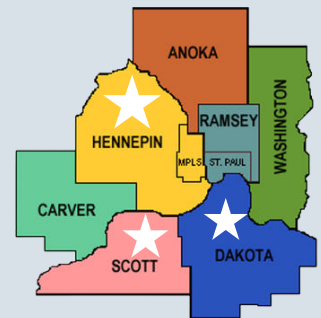
METRO REGIONAL QUALITY COUNCIL

EMPLOYMENT QUALITY IMPROVEMENT WORK



Current Employment Status for Minnesotans with Disabilities

- Minnesota is an Employment First state that is committed to making competitive, integrated employment available for all people with disabilities.
- As of 2018, more than 600,000 Minnesota residents reported having at least one disability.
- The number of people who reported having a disability in the counties the Metro Regional Quality Council serves:
 - Hennepin County 110,150
 - Dakota County 33,380
 - Scott County 8,990



DATA GATHERING METHODS

The information in this report was gathered using 3 methods

1. Person-Centered Quality Reviews

- The Metro Regional Quality Council (MRQC) conducted 240 Person-Centered Quality Reviews between November 2017 and January 2020.
- Quality Reviews are interviews with people about their quality of life. The reviews asked about choice and control in different topic areas.

2. Employment Focus Groups

Between September 2019 and February 2020 the MRQC hosted 7 focus groups with:

- People with disabilities
- Employment professional
- Family members
- Case managers

3. Employer Informational Interviews

- 16 interviews between January 2020 and March 2020
- Employers in the Metro area
- Interviews ended due to COVID-19



PERSON-CENTERED QUALITY REVIEW RESULTS

July 2019 – Present

| Control Ranking | 1. How much choice do you have over whether or not you are working? (%) | 2. To what extent do you feel your job meets your needs? (%) |
|-----------------|---|--|
| Full | 16 | 25 |
| Most | 25 | 22 |
| Some | 32 | 1 |
| None | 21 | 39 |
| Not Applicable | 32 | 13 |
| <i>Total</i> | <i>100</i> | <i>100</i> |

The rankings for choice and control are:

- None - control 0% of the time
- Some - control 50% of the time or less
- Most - control 51% of the time or more
- Full - control 100% of the time
- Not Applicable (N/A) - Does not apply

Employment Findings

56% of people reported they were not currently working. Of those not working:

- 68% want to work
- 21% don't wanting to work
- 13% attending school
- 10% retired

26% of people reported they were currently working:

- 83% liked their job
- 14% disliked their job
- 25% looking for a new or second job

Best Practices to Working



- Supportive supervisors
- Getting along with coworkers
- Flexibility

Barriers to working

- Physical disabilities or health challenges
- Mental illness or challenges
- Confusion or fear of losing benefits
- Lack of accessible transportation
- Staffing (shortage, turnover, poor quality)
- Discriminatory hiring process



FOCUS GROUP AND EMPLOYER INTERVIEW RESULTS

Best Practices: Job Search and Hiring Process

- Volunteering
- Attending career and job fairs
- Follow-up after interview
- Job search classes
- Networking
- Be prepared to communicate
- Invite applicant to check the job out ahead of time
- Flexible application process
- Relaxed interview process
- Get to know the applicant
- Include their future supervisor



Best Practices: Person-Centered

- Communicate often and clearly
- Get to know employee
 - How they learn
 - Career goals and aspirations
 - Flexibility vs consistency
- Build on strengths
- Opportunity to try different positions
- Flexible hours/schedules
- Mentor or buddy programs
- Transportation



Best Practices in the Workplace

- Zero-tolerance policy for discrimination
- Inclusion and diversity training
- Tailored job descriptions
- Team communication
- Foster positive work environment

Best Practices with Job Coaches

- Be patient, flexible, open-minded
- Communication
- Same orientation and training
- Get to know employer and employee

Barriers for Employees

- Applications
- Disclosing disability
- Lack of experience
- Job requirements
- Attendance
 - Health
 - Staffing
 - Transportation
- Customer behavior
- Job coach turnover
- Lack of job variability
- Employer assumptions
- Balancing income and benefits

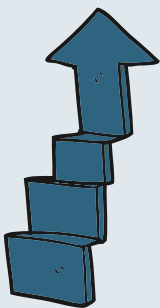


Barriers for Employers

- Workforce shortage
- Payment with benefits
- Financial risk
- Full job description
- Communication
- Scheduling
- Attendance
- Emotions and attitudes
- Customers
- Job coaches
- Management vs micromanagement
- Safety

NEXT STEPS

The MRQC is working to change the narrative around employing people with disabilities away from one of deficit and pity to one that emphasizes power and capability. The council has started this work by providing information, resources, and tools to support employers and the general public better understand the benefits and skills people with disabilities bring to their position, place of employment, and broader communities. Another way the MRQC is challenging this narrative is through the We Work! Employment Campaign. Check out our website and facebook page for more information!



Visit Our Website: qualitycouncilmn.org

Follow us on Facebook: <https://www.facebook.com/MRQCMN>

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