METRO REGIONAL QUALITY COUNCIL AGENDA
Friday March 8th, 2019
9 am – 11am
The Arc Minnesota
2446 University Ave West, Suite 110
St. Paul, Minnesota
Hennepin/Ramsey Conference Room

In attendance: Angie Guenther, Katie Elleraas, Ann Cirelli, Rod Carlson, Diane Sjolander, Erin Paredes, Joe Cuoco, Rebecca St. Martin, Felicia Thomsen, Tim Sullivan, and Jeffrey Nurick

Purpose Statement: The purpose of the Regional Quality Council is to promote and connect communities so people have -services and supports to live a life based on their hopes and dreams. The council will work together to continually monitor and improve the quality of services and supports for people with disabilities. The council seeks to improve person centered outcomes, quality of life indicators and to drive overall systems change.

1. Introductions/What's happening:

- The council welcomed a new member, Jeffrey Nurick.
- The council discussed the progress with the Quality of Life interviews. Angie shared that she started the process 1/17/19 by sending out "Selected for Interview" letters and making recruitment calls. Since then, she has sent out "Selected for Interview" letters to 275 participants and their guardians as necessary. She shared that there have been 10 reviews completed since starting the process in January. To get a better understanding of the process, Angie shared that for every letter sent, she or her interns make at least one follow-up call. If the individual is missing a phone number, then they do a DHS provider look up and try to contact the individual through their provider. The process is very time consuming. The largest barrier to scheduling reviews is the incorrect or out of date contact information. Angie shared that since the start of the fiscal year

(July 1st) the council has completed 28 reviews. The grant goal was to complete 240 reviews by the end of June 2019. The council needs to complete roughly 53 reviews per month to reach this goal. The council suggested that Angie write a letter for the providers and lead agencies to send out to their networks and people they serve. This letter would invite individuals to volunteer to participate in reviews in an attempt to increase completed interviews.

- The council reviewed the decision making process that was discussed at the January meeting. For informal decisions, the following hand signals will be used during the meeting:

Raising hand- question, please stop, break

So-so or unsure hand gesture – need more information, unsure

Thumbs up - agreement, on-board

Formal decisions will use an online process, such as Survey Monkey, with enough time set aside to make sure everyone can access the survey.

2. Introduce Council Member Applicant

- Judi applied to join the MRQC. She will fill the role of family member on the council. She is a parent of an individual who uses services and has work history in special education as a teacher and administrator. She has sat on multiple committees that relate to disability and disability services. The council voted unanimously to accept her application.
- The council talked about the process for accepting new members. It was decided that the council would continue to review applications on a rolling application rather than deciding to only accept new members at certain times.
- We reviewed the current make-up of the council: 16 total members
    - Providers: 3
    - Lead agencies: 4

    - Advocacy: 2
    - Families: 2
    - Advocates: 3
    - DHS: 1
    - Ombudsman: 1
- Member update: The two representatives from Community Involvement Programs, Jolene Thibedeau Boyd and Betty DeWitt, have resigned from the council. Please reach out to other providers to see if they are interested in filling this gap. The council would specifically benefit from employment providers but would be open to others. Angie is going to look into what the application process will look like for providers as the current provider members were invited with the creation of the council.
- Member mentorship: Angie is looking for existing council members to "mentor" the three new members. This can look however you want it to. For example, it could simply be a phone call, grabbing coffee, or a short meeting at your building. This would be helpful to get the new members up to date with the rest of the council without pausing the progress of the council meetings. Angie does meet with new members, but cannot speak to the history and past work of the council as thoroughly as members who were present.

3. State Quality Council (SQC) Update:

Tim shared that the SQC is doing a lot of work around organizational items such as defining goals and roles of the council and members. He also shared that the new round of members had been approved by the commissioner so new members will be at the upcoming SQC meeting on March 22nd. There has been a lull in SQC activity as they waited for the new members to get approved but Tim and Angie are hopeful that the new members will bring a new energy to the group moving forward. Tim shared that people are able to sit on both the SQC and MRQC if they want to. If you are interested in learning more about joining the SQC, applications can be found on the secretary of state website or Tim can send you the necessary information.

The council briefly discussed what the SQC does: they meet once every other month for 3.5 hours at DHS Lafayette. The bulk of the work gets done in their workgroups that meet monthly. For example, Tim sits on the Regional Support Work Group where they focus on supporting and building/expanding RQCs. You can attend SQC meetings and workgroup meetings as a guest – you do not need to sit on the SQC to attend these meetings.

4. Self-Advocate Advisory Committee Meeting

This committee meets monthly at the Arc Minnesota. This committee are adults with intellectual and developmental disabilities. The purpose of the committee is build self-

advocacy and leadership skills, learn about important issues, using expertise as self-advocates to inform the Arc Minnesota's efforts**.**

Angie is going to speak at their March meeting. She is going to review what the MRQC is and what the council does. She will also invite them to be involved as council members, reviewers, or volunteer for a review. Angie wanted to also take some time to have a conversation around resources and employment. The council suggested she ask some of the following questions:

- What does work look like for you? What makes work successful or meaningful for you?
- What are the biggest barriers that you face in getting and keeping a job that you enjoy?
- Are there any employment/work success stories?
- Do you know about the Employment First Policy? How does that impact you?
- What resources have helped you during your job search?
    - What was the format of the resource?
    - What components made it a good resource?
- Does the terminology used in materials make sense to you? (Will provide examples)
- What are components of a bad resource?

5. Quality Improvement Project Small Group Discussion

The council broke into two workgroups to discuss two main employment resources, Disability Hub and the Informed Choice Toolkit:

- ***Disability Hub***
    - **Who does this resource support?**
        - People impacted by disabilities – people with disabilities, family member, lead agencies.
    - **What did you like about this resource?**
        - Simpler
        - Mobile friendly
        - Live chat option
    - **What didn't you like about this resource?**
        - Rabbit hole of links
        - Sends you to places with very technical information – need an explanation in common language
        - There was only one job fair listed though we know there are more out there - we would hope they would gather the information on other job fairs and share their information.
    - **Suggestions:**

        - Videos should be embedded throughout to explain where to go on the website
        - Quiz to guide people through

- ***Informed Choice Toolkit***
    - **Who does this resource support?**
        - Case manages, assessors, support staff
    - **What did you like about this resource?**
        - There is some valuable information embedded into this resource
    - **What didn't you like about this resource?**
        - A lot of jargon/complex language – Ann said "speak our language"
        - Too much material – should be more gradual so as not to overwhelm the person
        - Problems with accessibility – Mac computers and google chrome
        - Should be printer friendly
    - **Additional comments on the Informed Choice Toolkit:**
        - Erin informed the group that Dakota County just started training on this and about ¾ of their case managers and assessors showed up. There will be 4 sessions to break down the load of information.
        - Tim noted that Hennepin County has similar struggles. He requested that we all keep in mind that it is the first run at this and that the intent is really to give people the options/choice within their environment.
    - **Additional thoughts around the employment conversation:**
        - Rebecca mentioned that conversation around employment feels like there is high pressure put on the individual to get into work. It felt more centered around working rather than listening to what the individual values and wants to do. She suggested that this conversation should be softened with terms such as, "what problems do you want to solve or work on?" She would also like the option to work through some employment work on her own and suggested an option for an independent workbook that would allow people to work through the process at their own pace.
            - Erin was glad that they spoke to Rebecca around employment but acknowledged that they did not listen to you. She reminded the group that Employment First wants us to offer employment options to everyone.
        - Ann suggested that case managers be encouraged to use the Disability Hub chat during employment conversations so that they can answer questions.
        - There is fear around losing benefits while working. It was suggested that this could be addressed by giving employment resources as a leave behind document for Quality Reviews. The resource could contain

opportunities available around jobs and within the community. Jeffrey suggested that ICI had an employment brochure. He mentioned that resources are out there, people just need to know where to look.

6. Quality Improvement Project Large Group Discussion

Ann suggested we start to ask questions about the employers' point of view and look into what is out there – who is hiring, who isn't, and why. One way to encourage employers to hire individuals with disabilities or to make their worksites more accessible is to share that there are tax benefits and incentives through the Workforce Innovation and Opportunity Act (WIOA). Erin mentioned that Dakota County works with providers who offer employment support but wonders whose responsibility it is to communicate with and encourage employers to participate.

7. What's Working/What's Not:

Working:

- Small group exercise was productive
- Sending agenda ahead of time
- Good discussion on resources and multi-tiered challenges
- Keeping us on track
- Exploring what works and doesn't (I think we have further to go)

Not Working

- Not enough time to dive into small group discussion
- Technical difficulties/distracting to get remote access to work

Next meeting: April 12th 2019 from 9-11am