METRO REGIONAL QUALITY COUNCIL AGENDA

Friday June 14, 2019
9 am – 11am
The Arc Minnesota
2446 University Ave West, Suite 110
St. Paul, Minnesota
Hennepin/Ramsey Conference Room

In Attendance: Angie Guenther, Nora Ulseth, Georgann Rumsey, Ann Cirelli, Rod Carlson, Diane Sjolander, Jeffrey Nurick, Felicia Thomsen, Tim Sullivan, Erin Paredes, Joe Cuoco, Chelsea Lorenz, Judi Marie Ringe, Robert Morneau, Rebecca St. Martin
Intern: Stephanie Sandbeck

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 Project Associate Nora Ulseth and Intern Stephanie Sandbeck

2. **State Quality Council Updates:**

   - Tim mentioned that the SQC adopted a modified version of Roberts Rules of Order to help make SQC meetings run smooth, giving everyone a chance to be heard and bring items up for consideration.
   - Tim also stated that a vote was taken to implement the position of a Parliamentarian. A Parliamentarian would be at the meetings to help implement Roberts Rules of Order. The vote was 6-for, 4-against, 5-abstentions. At the meeting it was determined that the vote did not pass; however, Tim shared that it actually did pass because the 5 abstentions do not count. That issue regarding the vote has since gone back to the Steering Committee for corrections. A volunteer Parliamentarian will be looked at in the future, possibly filled by co-chair or vice chair.
   - A lot of work SQC work is trying to get the best data and increase participation the interviews. Most of this work going on in work groups and they share back to the larger group in the membership meeting.

3. **MRQC Outreach Materials**
   - Two additional materials were developed to inform people about the work we are doing:
     1. **Tri-Fold Brochure:** Who we are, what we do, and how to become involved as a council member or as an interviewer
        - Ann asked how many members we are looking for - We currently have 16 Metro MRQC members and, according to the charter, we can go up to 20 individuals. We are looking to add self-advocates, family members, and an agency/provider around employment services.

- Jeffrey mentioned speaking with someone at Lifeworks about finding an individual around employment to be on the council.

2. **Small Insert Handout:** Focus on interview processes - trying to get our number up, includes more basic information. When handing this out, you may need to tell the person that we serve Hennepin, Scott, and Dakota counties.

If you need some language to support you in discussing and handing out the materials, let Angie know.

4. Results of Meeting with Disability Hub/DB101

- In May, Angie and Nora met with Kelly Farrell, Community Engagement Coordinator at Disability Hub MN, and Andrea Werlinger, the Disability Hub MN-Disability Service Division Supervisor.
- Main questions: How is the material getting developed, published, and evaluated? How are people with disabilities being involved in this process?
- **What was found:**
  - Disability Hub is Grant funded through DHS
  - DB101 is a national website with a separate host/platform
    - There are differences between how each site is edited and how materials are published.
  - Informed that Disability Hub and DB 101 both meet the Web Content Accessibility Guidelines (WCAG) 2.0: Defines how we make web content more accessible. Following these guidelines will make content more accessible to a wider range of people with disabilities, including accommodations for blindness and low vision, deafness and hearing loss, limited movement, speech disabilities, photosensitivity, and combinations of these, and some accommodation for learning disabilities and cognitive limitations;
  - Disability Hub is currently in a pilot stage. Current pages are getting feedback such as: needs more plain language and there are too many links. They are currently problem solving to make it more user friendly for people who come for help but don't exactly know what they are looking for. Both Disability Hub and DB 101 have chat or call function but trying to make that process more accessible.
  - They are doing outreach to make themselves more well-known statewide: attending regional and county meetings, reaching out to schools to connect with parents of transition-aged students, and wider communities.
  - **Evaluation of content**: VIP (Virtual insight panel) is a way people can sign up and give feedback on the materials and disability-specific content. Angie and Nora connected them with Katie McDermott, the Self-Advocate Associate at the Arc for addition feedback. The goal is that that younger voices and people with disabilities are using VIP to give feedback. VIP was the only way people with disabilities were involved in developing or evaluating the materials published by Disability Hub.
  - **Outreach challenges**:
    - People who support people don't know what they do
    - Name change: used to be Disability Linkage Line
    - Do not have independent social media platform/ presence (In development)
    - DB101 is not tablet or mobile friendly: Fixed is scheduled by September or October 2019

5. **Employment Project Action Plan Small Group Discussion**

   Council broke into four small groups to discuss employment project action plan.

- **What did you like about the action plan?**
  - Focused on retrieving resources - a lot of fact finding
  - Resource list - up to date/current
  - Collaborative effort, i.e. using the expert Erin Paredes and DHS
  - Steps are developed and look good

- **What did you dislike about the action plan?**
  - Too specific
  - Unclear about the resource - Goal 3 and 4, is that what is being developed?
  - (not noted in action plan) Shift towards competitive employment has created an increase of person requiring intensive support to residential services (medically fragile etc. – difficult to support in community employment)
  - (not noted in action plan) How do we assure we get wat person with disability wants vs. what we want

- **Does anything need to be changed on the action plan?**
  - Goal 4: specify how we will leverage the connections within the council, i.e. email?
  - How does the plan address persons with disabilities with significant needs?
  - Contact Lifeworks - what tool are they using to explore with employers?
  - What do people value around employment vs. competitive employment?

- **Does anything need to be added to the action plan?**
  - Goal 4 sub - step: add reach out to agencies, booths at community events, and face to face meetings
  - Employment Focus Group: include employers - what do we want to learn from employers?
  - How do we get information?
  - Figure out roles and responsibilities
  - Look for additional resources to goal 2, such as Vocational Rehabilitation Services (VRS)
  - Add an Employment Provider as a member of the group
  - Add employer focus group: large and small businesses that have worked with people with disabilities and those who haven't
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6. **Review and Discuss Focus Group Script/Questions Small Group Discussion (10:10am-10:55am)**

   Council stayed in four small groups and looked at the focus group scripts for family members, persons with disabilities, support professionals case management and employment support professionals.

Focus Group: Case Managers

What did you like about the script?

- Solid: covers a lot of bases and will spark great conversation
- Resource sharing between case managers
- Person Centered Planning questions

What did you dislike about the script?

- What kind of case managers will be in attendance? This might change question 5
- Needs a wide variety of case managers included
- May not be applicable to all case managers
- Include transition age case managers

What needs to be changes on the script?

- Person Centered Planning Meeting vs. using person centered planning
- Do they discuss employment first and informed choice? Sub minimum wage vs. competitive employment?

What needs to be added to the script?

- Define DB101 and Disability Hub for those that are not familiar
- Coordination and follow through: how do case managers get information to people who work more closely with people seeking employment? How do case managers follow through with people who support people with disabilities and providers?
- Are case managers aware of wait lists for service providers? Staffing capabilities of service providers? Transportation capabilities?

Focus Group: Family Member Supports

What did you like about the script?

(no answer)

What did you dislike about the script?

- Careful to make sure families who have a person using supported employment aren't shamed
- Assuming that we are further down the road
- Are they happy with their employment – if so, why?
- Q4 implies the person has done a job search

What needs to be added to the script?

- Frame the question as "where are you and your family member"
- Has the PCP led to find a job that you want?
- Did planning align with the job you found?
- Did the PCP identify your hopes and dreams? Did they align them with your job?

What needs to be changed?

- Question 4 implies that a persona has done a job search
- Have you had the opportunity to talk about hopes and dreams?

Focus Group: People with Disabilities

What did you like about the script?

- Ground Rules

What did you dislike about the script?

- Introduction is too long

What need to be changed on the script?

- Introduction is too wordy
- Change the ground rules to “We ask you….”
- Reminder that Disability Hub used to be called Disability linkage line

What needs to be added to the script?

- Add being “successful” in the definition of meaningful employment
- Resource - job search hub for people with disabilities, vocational rehabilitation

Focus Group: Employment Support Professionals

What did you like about the script?

- Created so anyone could step in and do the group

What did you dislike about the script?

- Additional comments:
- Icebreaker: Find something on this topic, i.e. Worst experience on a job? Best summer job when you were a teen?
- Record the session to capture everything- Relying on note taker only could miss things or disrupt the flow

What need to be changed on the script?

- On question 3: re-write question to bring about a deeper response
- Stay away from yes-no questions
- On question 2: Flip Flop the questions - ask “what does meaningful employment mean to the person you support?” first.
- On question 6: Second question, rephrase question to add specific intent of question - it is unclear

What needs to be added to the script?

- Questions 7,8 and 9: Back up plan if no one is familiar with the sire or even just one person
    - Be able to show a quick glimpse of the sites
- Question 4: Ask more question on actual trainings - do they understand the difference?
    - Flush it out more: identify more training topics, how do they manage “fading” out?
    - Understanding minimum amount of service time needed to make it doable.
    - Best practice for pairing individuals to staff
    - How do they respect the wishes of the individual that needs a job coach but doesn’t want one?
    - Examples of cool things they are doing to integrate them with everyone else

7. **What's Working/What's Not Working?**

What's Working:

- Being cued back to task and reframing the goals of what we were reviewing
- Having CART and remote access/ Technology is working well
- Well organized and productive, clean agenda/timeline
- Questions requesting specific feedback
- Most people talked at a speed I could understand
- Getting the meeting materials with plenty of time to review
- Being able to step out and care for myself
- Small Groups/ Break out groups
- Excellent Documents
- Plenty of opportunity for quality discussions for the group activity
- Great discussion, well organized, excellent community of meeting participants, effective facilitator
- We got through a lot of info with good results
- Angie - Thanks for keeping us on task
- Great Ideas around reframing questions

What's not working/Could be improved

- Room was a bit chilly
- Would have liked to hear brief summaries from other discussion groups/ Need more time to discuss feedback in large group
- Members challenged by purpose of action plan
- Maybe take a break in future meetings
- Need more clarification on what to do before splitting into groups
- Need people to state their names before they speak ***Very important in order to understand all meeting participants

Final Thoughts:

- Is it possible for someone from the state to come to MRQC meeting and explain what is going on and why the state isn't hiring persons with disabilities?
- Engaging Employers through Lifeworks
- Possible Focus group around Employers specifically

Next Meeting – July 12th, 2019 from 9:00 – 11:00am