METRO REGIONAL QUALITY COUNCIL AGENDA

Friday July 12, 2019
9 am – 11am
The Arc Minnesota
2446 University Ave West, Suite 110
St. Paul, Minnesota
Hennepin/Ramsey Conference Room

In Attendance: Georgann Rumsey, Erin Paredes, Joe Cuoco, Mary Gaasch, Chelsea Lorenz, Felicica Thomsen, Robert Morneau, Rhonda Godfrey, Judi Marie Ringe, Diane Sjolander, Katie Elleraas, Jeffrey Nurick, Angie Guenther, Tim Sullivan, 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 new member Mary Gaasch from Hammer

2. **Legislative Update – Alicia Munson**
   - Alicia gave an overview of the legislative session. A summary can be found in the March edition of the Capitol Connector
   - Capital Connector - get on mailing list receive public policy alerts, news, and updates. https://arcminnesota.org/capitol-connector/

3. **State Quality Council Updates**
   - Tim Sullivan shared that there are a no new updates on the SQC. There still isn't a fiscal host and the applicants are unknown.
   - SQC work groups and meetings still taking place without the presence of the SQC Director.
   - Twice a year DHS members, Jason Flint and Alex Bartolic, meet with project Managers, supervisors, and directors to improve how RQC provides updates on their findings. From this meeting, it was decided that there needed to be improvement in the sharing and communication of data between the SQC and RQCs. It was agreed that RQC will share their top 5 findings based on qualitative data from a two month period. Information will be passed onto SQC Steering Committee and they will decide how to share the information with the SQC.

Top 5 Findings – Housing

Time period: May 1st – July 17th (~6 ½ weeks)

Interviews scheduled: 27

Interviews completed: 20

Findings:

1. 53.4% were happy with the control they have over their living situation and 46.7% wanted more control
2. 53.4% of people reported living with family other than a significant other and/or young children
3. Highly mobile population: 46.2% had been living in their current place of living for less than a year. Further, 30.8% had lived in their home for 3 months or less.
   Note: Could be related to multiple factors, not a causal relationship
4. 40% identified finances as a challenge in finding housing
5. 33.3% identified that they waited for multiple years for assistance in finding somewhere to live (i.e. housing assistance, waiting lists, etc.)

- Questions that came up during discussion of Top 5 Findings: Correlation between age? What time frame do we sample our interviews? Will we get a broad range of information with a larger time frame? Is there a different mode that would be helpful in regards to reporting? This is the first time that the RQCs are doing this report – hoping for feedback from RQC and SQC on how to report this information in a meaningful way in the future.

4. MRQC Interview Update

Interview Update - June

Interviews scheduled: 24

Interviews completed: 17

Average number of interviews scheduled per week: 6

Average number of interviews completed per week: 4.25

- 1-2 cancelations/no-shows each week
- Challenges with holidays/vacations

Number of Interviewers: 7 (with two shadowing)

- Looking for more interviewers – do you know anyone who would be a good fit? Great for students, people who work part-time, retirees, people looking for a meaningful volunteer experience, etc.
  - If members know of anyone who would like to be a volunteer:
    - It is a stipend volunteer position: $100 for training (2 half days in person and online training) and $75 for each interview completed.
    - Interviews take from 1-2 hours.
  - Katie Elleraas requests that a brochure be sent out electronically so council members can send it to providers and case managers.
  - Communities of Practice: case managers connecting - would be a great opportunity to get in front of case managers and tell about interview process and opportunities to get involved with project. Felicia Thomsen will receive permission for Angie and Nora to come to the meeting and present.

5. **Charter Updates**

What did you like?

- New people
- Proactive and intentional
- Clear
- Nice to have decision making process in place
- We liked that it added some teeth when things are unruly
- We liked that it was proactive and very clear

What did you dislike?

- Does it communicate that there will be a problem?
- Didn't like last steps of Co-chairs coming to "final decision" but instead recommend next steps
- Didn't like Robert Rules at the end of Code of Conduct. It seemed random and should have it connected to the decision making process. Hard to go from consensus to Robert rules of order.

What needs to be changed?

- Date/ "current"
- What do we mean by consensus? Define consensus
- Plain Language in Code of Conduct
- Wording of final decision
- Amend Next Steps

What needs to be added?

- Section about misrepresentation of council (name dropping council to influence)
- Inappropriate use of council's influence - ways to report
- Clarification on 5-point scale - how does that work? Is it an average? What if the scale is different for different people?
    - Georg has used it as a facilitation for discussion and said that it offers opportunities for dialogue and change. Also, if people are at a 3 and others are at a 5, it shows when more information is needed. In the documents there could be explanation of how the decision making tool is used.

6. **Employment Project Action Plan**

What progress has been made since the last meeting? Where do you see yourself contributing moving forward?

- Angie created a one pager to pass onto people who are interested. Angie will send it out to members.
- Erin Paredes - Dakota County Employment Innovations Meeting has agreed to do a focus group at upcoming meeting
- Diane and Judi Marie – helping with outreach for family member focus group - West Metro Families with Supported Employment experience
- Updates from Lifeworks - They will be at the Dakota County meeting and we will ask them about the tool that they are using then.
- Anne and Angie are attending various employment meetings
- Angie has been connecting with advocates at The Arc for employment committees/groups to gather more information

- Rhonda Godfrey – can pass on info. sheet to guardianship committee she is on
- Counties will reach out to case managers
- APSE - Association of People Support Employment First Conference is in Brooklyn Park, September 11, 2019. Could be valuable to attend.
- Joe - The council is full of experts that could share with the entire group to inform and educate everyone on the council.
- Age and Disabilities Odyssey Conference July 31st – August 1st in Duluth, MN. Members from the council will be attending. Good opportunity for networking and learning.

Current areas of the action plan that are in progress:

- Identify resources and best practices that promote a higher quality of life for persons with disabilities
- Focus Groups – People Utilizing Services
- Focus Groups – Family members
- Focus Group(s) – Case managers
- Focus Group(s) – Employment support professionals

7. What's Working/What's Not

What's Working:

- Great Discussion on charter and decision making
- RQC members identified in how they are taking action
- Interview updates
- "I love that we can bring concerns to this group about legislative changes"
- Helpful explanations of terms and abbreviations of technical acronyms
- Well attended meeting (2)
- Followed agenda and timeline well
- Good discussion - enjoy that the group has control over charter and input
- Flow and discussion was great today!
- Enough reporting input
- Directions for small groups
- I like the small group discussions (4)
- It is good that we do a yearly review of our charter
- Everything - good meeting
- Respectful communication - people taking turns talking
- Nice balance between learning and working tasks
- Organized clear involvement exchanges

What's not working:

- No concerns (4)
- Small break needed (4)
- More plain language when discussing legislation

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