METRO REGIONAL QUALITY COUNCIL AGENDA

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

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.

In Attendance: Angie Guenther, Tayler Guccione, Jeffery Nurick, Emily Van Krevelen, Josh, Erin Paredes, Diane Sjolander, Chelsea Lorenz, Robert Morneau, Judi Marie, Katie Elleraas, Joe Cuoco, Ann Cirelli, Rebeca St. Martin, Mary Gaasch, Tim Sullivan, Rhoda Godfrey

1. **Introductions/What's Happening?**
   - Your name and your favorite fall activity
   - Any updates or announcements to share
     - Tayler Guccione is the new MRQC Project Associate.
     - Ann - Star Tribune article called Roll of the Dice about people who are or aren't getting their money for the waivers they have. There also was another article about Inter-abled romances. This couple has a vlog to tell their story about having one person who has a disability and one who does not. Link: http://www.startribune.com/high-stakes-assessments-can-upend-lives-of-minnesota-families-with-disabilities/558453432/
     - Completed 2 more MRQC Focus Groups:
       - Family member supports - thanks to Diane and Judi Marie for their help organizing this
       - Employment specialists at an Employment Innovations group – thanks to Erin for organizing this
         - Shared employment data with Dakota County so they could see what we people are saying during the interviews.
     - Angie attended the LifeWorks Traveling Exhibit – a very cool way to collaborate with companies to get them to think about how they might employ people with disabilities. Main purpose was to break down barriers and misconceptions for employers.
       - Lifeworks gathers information from their employer partners – Angie to meet with them to get more information.
         - What employment questions are you interested in getting answers to?
     - MRQC and Region 10 held a Marketplace Session at the MN Gathering for Person Centered Processes. There were multiple people from DHS in attendance – had great conversation and Q/A around processes, data analysis, and how DHS can support
     - RQC staff met with ICI regarding data analysis – will be assisting in analysis for annual report
     - Erin - Dakota County creating a program around employee mentors at their contracted agencies.
     - Sending counties direct contact information for missing agile apps information.
     - Sharing RQC stories and data to Scott, Hennepin and Dakota counties to create bigger impact

- An interview update. **Total completed interviews: 211 (**since 11/2017)
    - Interviews scheduled since Feb 2019: 139 / Interviews completed since Feb 2019: 108 (after Project Manager Transition)
    - Interviews scheduled so far this fiscal year: 77 / Interviews completed so far this fiscal year: 56 (since 7/1/19)
    - Interviews scheduled in last 3 weeks: 22 / Interviews completed in last 3 weeks: 17

Currently averaging 5.7 interviews per week

2. **Guest: Josh Dean, APSE Board Member**
    - APSE Board member and customized employment specialist. ASPE is the Association of People Supporting Employment First. This non-profit membership organization is dedicated to Employment First, a vision that all people with disabilities have a right to competitive employment in an inclusive workforce. People with disabilities should not work sequestered in sheltered workshops, earning only pennies an hour. We want people with disabilities to enjoy the company of a wide range of coworkers, an opportunity for greater financial independence, and the ability to contribute to the economy.
    - Customized employment takes a person centered approach with discovery and helping individuals find employment. The goal is to find employment for individuals where they thrive and have competitive employment opportunities.
    - Angie is working to get the presentation from Josh to share with the council

3. **State Quality Council Updates**
    - A bit of historical review: The SQC was created in responses to the Olmsted Act and the Jensen Settlement. The SQC is supposed to help get a person from A to B using person-centered practices. Before, the legislation said the SQC would make recommendations on different license for companies. That was until 245D was put in place and that took over that part of the SQC's job.
        - Another question is should we be looking at the information from the RQC to help them solve regional issues or solve individual issues. Systemically we cannot help at the individual level. The SQC was never created for that. Part of this problem we hoped to be resolved once we can hire a coordinator
    - A lot of the meeting time is spent implementing and discussing the Roberts Rules of Order and parliamentarian
    - The SQC is in the search for a new fiscal agent and coordinator. DHS is currently writing a new RFP but the timeline is unknown
        - Lack of leadership is impacting the council's progress and resulting in some additional challenges
    - RQCs are taking a step back from the SQC and only sending one person to meetings. Will continue working on workgroups but it seems to be distracting at the larger SQC meetings
        - Note: RQC staff are not voting members and are not contractually obligated to attend meetings

Will look over notes for the focus groups next meeting.

4. **What's Working/What's Not Working**

What's Working

- Good Speaker (4)
- Everything
- Appreciated learning about customized employment process. It's exciting to hear what is happening and gives hope for more progress.

- Having a representative from SQC (1)
- Finding some way to use the speaker for the MRQC
- The culture of the group
- The subjects of discussion
- Respectful listening
- Asking questions
- Enjoy getting information surrounding employment
- Technology for attending remotely
- CART captioner
- Received materials early enough to prepare

What's not working

- Overcoming the issues with those who are calling in remotely (1)
- Technology (4)
- Interrupting Speakers (2)
- Zoom meetings REALLY interfere with the meeting flow. Is there any other ways to include people who cannot attend? FaceTime?
- Missing accommodation announcement
- Fast talking and hard to hear everyone speak

Employment Questions

- Other places to reach out about partnerships with
- VRS has tons of partnerships
- Transition schools
- Workplace learning
- Project search
- What steps do you take to avoid discarding the applications and resumes of people with disabilities?
- What steps do you take to avoid not proceeding past an interview with people who have disabilities?
- When you imagine people with disabilities performing work for you, what sort of work do you envision you would extend? Please describe the kind of work.
- What kinds of education and training have you and your staff completed to overcome bias against people with disabilities?
- How many "work from home" opportunities do you have? What job opportunities could be made into a "work from home" opportunities?
- Are you willing to conduct interviews by phone? Or video chat? If not, why not?
- Do you have a fragrance-free/chemically-safe policy in your workplace? If you don't, why not? If you do, what is it? How do you enforce it? Where did you get your education and training on how to provide a fragrance-free/chemically safe environment? If you haven't had any, are you open to education and training?
- Do you offer any regular or irregular less-than-part-time work opportunities? If so, what kind of opportunities are they?
- How many hours minimum and at what pay rate ranges are you willing to put any employee onto your payroll (whether abled or disabled)?
- Have you ever considered contracting with disabled professionals for project work in a 1099 or corp-to-corp arrangement?

Next Meeting – November 8th, 2019 from 9:00 – 11:00am