METRO REGIONAL QUALITY COUNCIL AGENDA
Friday November 8th, 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, Jeffrey Nurick, Erin Paredes, Mary Gaash, Joe Cuoco, Ann Cirelli, Robert Morneau, Judi Marie Ring, Rebeca St. Martin, Katie Elleraas, Tim Sullivan, Rhonda Godfrey, Georgann Rumsey, Interns: Emily Van Krevelen and Kayla Chapman

1. **Introductions/What's Happening?**
    - Rebecca - Was looking for the state to approve virtual assistant. It was denied because of CMS rule. She plans to go through the complaint referral process with DHS. There is remote support through traditional services so she is hoping it will make it easier to create something for choice programs.
    - Georgann- There is a community conversation about the Olmstead Plan at the Arc this upcoming Tuesday (11/12) from 5-7pm. Anyone from the public is welcome and encouraged to come. Please pass the word along and encourage interested individuals to register in advance at the following link: https://arcminnesota.org/event/engaging-minnesota/
    - Angie has de-identified assessment summaries and has sent them along to Institute on Community Integration (ICI) at the University of Minnesota. They

will complete quantitative and qualitative analysis to look for trends and relationships in the data. This information will be included in the annual report.

- MRQC participated in the Dakota County Resource Fair for transition-aged people and their families – there were a lot of great conversations about who we are and what we do. Overall, it was a great opportunity to get our name out.
- 3 new reviewers have been trained in
- MRQC held a self-advocacy parent panel and community conversation around the Vulnerable Adults Act. Two have been completed and there will be a third next week.

2. State Quality Council Updates

- Tim- no new updates on the SQC at this time.
- Review from last meeting: SQC has been suspended -- this was determined by DHS. The steering committee and DHS are having conversations about its future. This does not impact our work as each RQC has a contract with DHS.
- A bit of historical review: The SQC was created in response 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 licenses for companies. That was until 245D was put in place and that took over that part of the SQC's job.

3. Quality Improvement Project – Focus Group Updates and Small Group Discussions

Focus Group: Employment Support Professionals

- What surprised you?
    - Social aspect of employment overlooked in other support groups
    - Focus group members are very well informed
    - Expense of the training component
    - Employers are unaware of the purpose that job coaches serve
- Best practices to take away?

    - Employer mentorship programs
    - Employer education to support employees with disabilities in creating a welcoming workplace
    - Sharing expertise/resources between senior and new staff
- Recommendations to make and to who?
    - Addressing income and disability benefits as smaller employers may not have health benefits comparable to MA.
- Other thoughts?
    - We are curious about the other side of this focus group and what the impact is on persons receiving these innovative employment services.
    - There is a need for qualitative and quantitative data from interviews to support this group's themes and highlight issues.

Focus Group: People with Disabilities

- What surprised you?
    - No one knew what person centered planning was, including the staff
    - Big differences between wants/desires and current jobs – customized employment component missing
    - No one had heard of Disability Hub/DB 101
- Best practices to take away?
    - Communication between case manager and job coach
- Recommendations to make and to who?
    - Disability Hub should focus on outreach to increase awareness and use, potentially with TV commercials
- Other thoughts?
    - Need for a wider audience in focus groups

Focus Group: Case Managers

- What surprised you?
    - Clients are not willing to do the work and get things going

    - Dakota County's requirement to go through the Work Force Center before they received Waiver Employment Services
    - Case managers are unaware of current or available services
- Best practices to take away?
    - Top down information being transferred more successfully
    - Person centered planning works when there is follow through
    - Prioritizing when a client states employment is a top goal
- Recommendations to make and to who?
    - Counties should continue to educate case managers on available services (ongoing).
    - Continue to provide resources and help on expunging records that prohibit employment or driving privilege.
- Other thoughts?
    - CPR and First Aid – there is a need for adjustment in these classes for those that need non-traditional in-class training
    - There is a need for education on loss of benefits once employed.

Focus Group: Family Member Supports

- What surprised you?
    - Lack of success with person centered planning because of no follow up
    - General lack of awareness of what person centered planning is
- Best practices to take away?
    - Incorporating person centered planning into all aspects of the employment rather than the separate meeting that takes place.
    - Advocating and using voices to be heard when it comes to the need for job coaches
    - Parents taking a step back. Allowing children to be adults and have a say and how much they want parents involved.
    - Increase training for job coaches. Structure and skill building
    - Discovery Journal
    - Communication/listening skills

    - Dignity of Risk – Value
- Recommendations to make and to who?
    - Discussing dream jobs and what people want to do. People deserve to have dreams, we need to dig deeper. It can be a confusing and frustrating conversation to have but it needs to be asked.
    - Incorporating person centered planning into all aspects of the employment process rather than a separate meeting that takes place
- Other thoughts?
    - There's a need to advocate and use voices to be heard when it comes to the need for job coaches

4. Share out and group brainstorm: Main takeaways and next steps

- We need more focus groups – how were these organized?
    - Individuals for focus groups were found through social media blast – we utilized the Arc MN's Facebook and newsletter. We also asked council members to spread the word to the people they work with.
    - We would like to get individuals from different counties involved. It is important to keep in mind how MRQC members can support focus groups moving forward.
        - Reminder: participants receive a 25 dollar gift card as well as refreshments/snacks — keep this in mind when talking to interested individuals.
    - Council is interested in holding a focus group made up of the individuals that are receiving services from the Dakota County Innovations group.
    - Another focus group possibility: employers that have diversity or inclusion officer on staff
    - There could be a possibility of holding focus groups via Zoom. Joe shared that a lot of clients with mental health issues often shy away, but there would probably be more participation if they were able to join remotely.

- Case managers focus group takeaway – communication on resources such as what happens when someone starts working? How are we getting the right information out?
- Person-Centered Planning Follow Up
    - Recommendation to DHS – implementation service of PCP to make sure follow through happens. Funding for the follow up and follow through is important
    - Employment support professionals – Clarity around follow up should be established in the meeting. How are we training people to set the expectation for whoever is there? How are we honing skills for people in those meetings to develop those action steps? (Best practice – this happens at the Arc)
- Erin - You have to go through VR before waivered employment services because of the MOU between DHS and Deed (VRS). There are some workarounds. This is not only a Dakota County policy.
- Ann - Big hurdle: how to make money without losing health care? How to make more than minimum wage and more career-focused? Keeping people in poverty for their health care.
    - Need overarching health care reform, outside the scope of this group
- Tim - brought up the possibility of reaching out to individuals that we've interviewed previously to see if they are interested in participating in focus groups. After consulting with Jason Flint (DHS) this would not be possible with the current contract.
- Jeffrey – The Institute on Community Integration at the University of Minnesota has a self-advocacy group that meets monthly so he will pass on contact information for individuals that are interested in participating in focus groups.
- Jeffrey – works at Disability Hub. Said he will connect with his supervisor about the findings that people generally do not know Disability Hub is out there and what information is available to them. How can they improve outreach efforts?
    - TV commercials? Would reach larger group of people in shorter amount of time

- Mentorship program – someone from corporation mentor someone with disability on how they could work with their organization. Go beyond training – connect them to the community. Train companies in how to employ people with disabilities. We know companies are looking to employ people with disabilities so how can we connect people?
- Working with employers
    - How do we create attitudinal change within employers to foster an environment that welcomes people with disabilities?
    - How do we support HR or supporting small businesses in ways to change/shift?
    - Pamphlet or handout to give to employers to give them some initial communication about how the process works and then a phone number who could meet and follow up the process
    - There are a lot of incentives for employers to employ people with disabilities – do they know about them?
    - Look at other states – what do they do well? What plans do they have in place? Any best practices?
- Transportation/metro mobility is a challenge across the board
    - How can people be supported in getting to work consistently and on time?
    - Some people get Uber/Lift under waiver with self-directed. If people have the need and can explain it in their support plan then they can get that covered. Some people have received that support through Arc's Micro grant
    - Dakota county lift pilot – just expanded to community involvement. $100/month. Lyft and Uber are not wheelchair accessible, county contracts with Blue and White for accessibility. Need other counties to join.
        - Hennepin County is watching Dakota County in this pilot. Has money for transportation options.
    - Remote working to support people with disabilities
        - Educate organizations/businesses on the importance of offering remote positions. Discuss how that can benefit both parties

5. What's Working/What's Not Working

What's Working

- Technology (3)
- Small group and sharing of ideas (3)
- Project Manager refocusing group
- Summary was effective to review material
- Posters to share ideas
- Following agenda
- Learning from focus group findings
- Group members are invested

What's not working

- Lack of sharing helpful resources to share with others
- Need employment services provider on council (2)
- At times members taking over
- Getting off track in small group
- Could have a VR (DHS) representative

Next Meeting – Friday December 13th, 2019 from 9:00 – 11:00am