METRO REGIONAL QUALITY COUNCIL MEETING MINUTES
Friday December 11th, 2020
9 am – 11am
The Arc Minnesota
2446 University Ave West, Suite 110
St. Paul, Minnesota
Zoom

Purpose Statement: The purpose of the Regional Quality Council is to connect with and promote all communities of people with disabilities so that services and supports help them 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.

Participants: Dr. Mohammed Mourssi-Alfash, Jeffrey Nurick, Rod Carlson, Buff Hennessey, Chelsea Lorenz, Diane Sjolander, Erin Paredes, Robert Morneau, Tayler Guccione, Travis Rooks, Rhonda Godfrey, Kyle, Tim Sullivan, Angie Guenther

Guests: Rachel Garaghty, Dr. Frank Kadwell, Bradford Teslow

Interns: Maykala Owens, Melanie Campana-Gladstone

1. **Introductions/What's Happening?**
   - Angie's Updates:
     - MRQC Annual Report submitted to DHS. Working on executive summary for this.
     - Have sent out surveys to service providers. 200 responses so far.
     - Wrapping up WeWork videos as there has been 8 videos that has reached 9,000 people on Facebook alone. Discuss where to go next for Employment work group
     - RQC quarterly newsletter scheduled to go next week
     - Next month scheduled to do first safety initiative data group with Charles Young
   - No other member updates

2. **Discuss Co-chair Position**
   - 10 responses to survey sent out. Only RQC members are eligible to vote.
   - Had 100% agreement/votes in favor for Jeffrey Nurrick to be new co-chair. He will start this role in January.

3. **Quality Review Safety Analysis**
   - Analyzed "Safety" section from the Quality Reviews to see what people were reporting in our region. Goal was to start thinking about safety in anticipation for the January Data Action Meeting
   - Overall safety concerns are living in an unsafe neighborhood and fear of falling

    - For those living in unsafe neighborhood, sense of community and connections/support from neighbors can help alleviate this safety fear. Preventative measures such as only going out in groups and not going out past dark were mentioned.
- Top safety positives are living in a safe neighborhood, having support from neighbors and staff, and place of residence having security (security guards, cameras, key/fob system).

4. **Workgroups**
    - **Employment**
        - Updates/progress report on existing efforts

            Participated in the development and strengthening of The Arc MN's employment position statement: https://arcminnesota.org/wp content/uploads/2020/11/Employment.pdf

            Systems transformation work group about employment. Working on two pieces of legislation. The first being strengthening the language surrounding employment first policy and the second is working on a piece about competitive, integrated employment and phasing out the sub-minimum wage

            Developing employment resources for people in the job search
                - Knowing your rights and how to advocate for yourself during the job search process
                - How to ask for accommodations and tips about disclosing your disability

            We work videos: eight videos - reached over 9000 people and had 989 engagements.
        - Discuss priorities and next steps
            - Stop creating We Work videos and continue to network and reach out to employers and other targeted groups
                - Draft a list of employers who to contact and network with
                    - Send ideas to Angie and specify: Is it a larger organization or a business company, etc.
                    - Angie will compile a list to send to the workgroup to brainstorm
                        - What are the main messages we might want to send
                        - How are we going to start approaching these -- this outreach?
                        - How is the most effective way to connect with these different businesses or organizations?
            - How do we connect with government to help improve their practices?
                - Hard to dedicate a whole quality improvement project in this area with our capacity and scope
                - Falls within the scope of the State Rehabilitation Council – Angie will follow up to learn more about what they do, see if we can get representation on that council. Angie and Jeffrey have both applied and neither were approved

    - **Support Staff**
        - Reviewed results of Living Well surveys

            163 responses total
        - Demographic Overview

- Results

  Comparing leadership, support staff, and those receiving services

  - Diversity and Inclusion
  - Realistic Job Preview
  - People receiving services are involved in interviews
  - Support Staff Recognition
  - Advancement Opportunities
  - Inform job applicants about expenses
  - Effective onboarding process
  - Communication Concerns.
  - Person-centered practices and planning
  - Good relationship with staff and supervisors
  - Mentoring Program

- Discussion Questions
  - What are best practices in recruitment and retention at Living Well?

    Rod said every direct care staff starts at a minimum of $14/hour; next target is $15/hour to match Minneapolis minimum wage.

    Support staff seemed to have positive responses overall
  - Where are their areas for improvement in recruitment and retention at Living Well?

    Job interview process. Need to involve people receiving services. This has been a struggle due to COVID.

    Person-centered planning. When done well, it can extremely positive. A lot of variations in responses. Concerned that all leadership and support staff do not all have the same idea or definition of person-centered planning.

    Job preview. Need to have more accurate job descriptions.

    Because of COVID people are struggling with how to be effective at supporting people and supporting the company's mission.
  - Are we missing anything?

    Analyze data again for trends of best practices and areas for improvement. Will also add recommendations and resources.

    Create tailored resource packet, send to workgroup for feedback and final approval.

5. **Large Group Share Out**

6. **Voted on new MRQC member**

   Dr. Frank Kadwell is a family member advocate as well as a small business owner who is interested in employment outcomes for people with disabilities. He as attended our meetings as a guest for the last ~6 months and is interested in becoming a voting member.

   - 12 votes in favor/ 0 votes opposed. **Approved! Welcome, Frank!**

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

   Working:

   - Jeffrey being voted Co-chair
   - Meeting ran smoothly and follows agenda

- Getting info ahead of time

Not Working:
- Presentation was too detailed, don't need to read whole slide
- More time in small groups
- Everything worked
- Juggling home life and work

Next Meeting: January 8th, 2021 from 9:00 – 11:00am