METRO REGIONAL QUALITY COUNCIL MEETING MINUTES

Friday April 9th, 2021
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.

In Attendance: Angie Guenther, Tayler Guccione, Jeffrey Nurick, Chelsea Lorenz, Diane Sjolander, Dr. Mohamed Mourssi-Alfash, Judi Marie Ringe, Buff Hennessey, Rhonda Godfrey, Dr. Frank Kadwell, Rachel Garaghty, Buff Hennessey, Erin Paredes, Katie Elleraas

Guest: Poppy Sundquist

1. Introductions/What's Happening?

- Mohammed: The Connect 700 program has hired a new director, who has been involved with the program and is a great advocate for disability employment.
- Technology survey: 215 people participated in our technology needs assessment. Our next step for each RQC to analyze the data and identify areas where we can provide/create education materials.
- The RQC's are sponsoring four lunch and learn sessions in May hosted by Diversity Council. Regional Quality Council members will have priority registration and then we will open registration to community members
    - When: Every Wednesday during May
    - Time: 12-130pm
    - Topics:
        - Equity Level Set
        - Gracious Hosting,
        - Bystander to Upstander
        - Equity Logic
- Angie is presenting next week at MaxAbility Job Fair. The presentation will cover diversity, equity, and inclusion in employment and tips on how to create an equitable workforce.
- Regional Quality Council amendment language was included in both the House Human Services Finance omnibus and the Senate Human Services Reform Finance omnibus. With this hurdle behind us, we are in a fantastic position heading into final legislative negotiations over the next weeks/months.
- The RQC's have drafted an amendment that will update the outdated statutory language in 256B.097 to better reflect our current work.

- Met with Senator Hoffman to review and discuss the amendment to the statute

2. **Transition Update – Angie**

- Angie is transitioning on and has accepted a position a Racial and Health Equity Planning Specialist at Ramsey County.
- Meeting next week with other team members to finalize roles and responsibilities. Angie will follow up with more after that meeting

3. **Update on DHS/MRQC Data Action Meeting**

- Charles and Aric presented data at the 3/24 Data Action meeting
- There are 10 cases that make up the dataset including the follow number of incident types:
  - 5 elopement
  - 2 staff sleeping
  - 1 medication error
  - 1 service termination
  - 1 wheelchair safety
- Challenging to balance big picture vs focusing on one issue at a time, like elopement
- Overall themes:
  - Support Staff Shortage comes across in all incidents
  - Individual Plans and the implementation of them needs to be addressed- there are many people involved in the process and there needs to be consistency across the board when designing and implementing plans.
  - How are individual plans made accessible, when are plans reviewed, what is the quality?
  - What is the definition of elopement and how do we educate people on this?
    - Clear and mutual understanding about terms and what they mean?- especially when it comes to people making reports
    - Not going to be bidirectional- there is never going to be enough information, and the definitions are going to need to apply across the system.
- Looking at more quantitative data on a larger scale, to help us identify larger themes from that data and analysis
  - We need more information to draw a conclusion
  - Information from people receiving services

4. Workgroups in Breakout Rooms

Employment

- Review DEI handouts
  - DEI – general
    - Crowded, how to expand?
    - Bullet under Rethinking the benefits of DEI
    - Connect with Frank to get his perspective
  - Disability-specific
    - Can we add macro-level information?
    - Highlight importance of economic independence for people with disabilities
    - ICI myth and realities document
    - Accommodations can be intimidating – break down myth
      i. Who can help with accommodations (JAN)

- Review Arc MN videos to highlight capacity – do on your own
- Determine goal for meeting with employers and identify main questions/talking points
    - Greeting
    - High-level overview/introduction MRQC
    - Why we are reaching out

        Equitable while being beneficial

        What is going to help the business – buy-in

        i. Untapped market, positive PR – corporate social responsibility while profiting
        ii. Loyal
        iii. Consider wording – can go in direction of tokenizing or perpetuating stereotypes

        Frame as we know that you want to run a good, profitable business and be a good community member. We know that there can be challenges – we have resources to help address those challenges. (Make more about them rather than us)
    - Our ask

        Review resources – video and handouts

        Conversation about current practices
    - Resources – linked and attached
    - Closing

Support Staff

- Rework surveys for people who hire their own staff
    - General
        - Focus on PCA Choice perspective vs traditional services
        - Language consistency- changing provider to consumer
    - Demographic questions additions
        - Number of individuals supported?
        - If employer/consumer offers benefits?
        - Change answer choices for how support staff found out about job
            - Add Direct Care specific job board
            - Add Family and Friends
            - Add Advocate
    - General Job Satisfaction
        - Break wages and benefits questions into two separate questions
            - My benefits makes me want to stay in this job.
            - My wages makes me want to stay in the job.
        - Change question 9: Which of the following opportunities make you want to stay at your job?

          (Check all that apply)
            - Career advancement
            - Position promotions
            - Ongoing learning
    - Recruitment and Selection

- Spilt question 15 into two question
    - 15. Job posting include position expectations
    - 16. Interviews provide an overview of the positon. (Move to interview section)
- Change 17. People who receive the services are included in the interview/selection of new support staff:
    - The consumer who I work for interviewed
    - The consumer's family members interviewed me
    - The consumer who I work for was a part of the interview process, but did not interview me
    - Did you meet the consumer who you work for during the interview process?
        - If no, who was involved in the interview process?
    - Who was involved in your interview?
        - Consumer
        - Family and friends
        - Hiring agency
        - Other
    - How do you participate in the interview process of new support staff?
- Change 20: My initial onboarding and training properly prepared me for my job
    - If yes, what worked?
    - If no, what is missing? What didn't work?
- Change 21: My initial onboarding included (check all that apply)
    - Getting to know consumer
    - My coworkers
    - Consumers family and friends
    - Hiring agency
    - Other
- Remove questions 23 and 24
- Change 26: Do you feel supported at your job?
    - If yes, what worked?
    - If no, what is missing?
- Did you have the opportunity shadow/ learn from a coworker? (yes/no)
    - If yes, what worked?
    - If no, what is missing?

5. Large group share out

Angie

- Made progress on our employer outreach project
    - Got input and feedback on DEI and Disability handouts
    - Outlined outreach language and "ask"

Tayler

- Support staff workgroup focused on editing the support staff survey for people who hire their own staff.
    - Schedule time outside workgroup to review/edit surveys as a group

- Combine Hammer and Living Well results look for overarching themes and areas for improvement in recruitment and retention – make a presentation
- Kyle and Tayler are meeting with Barb Kleist from the Institute on Community Integration (ICI) on April 22 to discuss our support staff shortage work- more details to come.

What's Working:

- Support staff workgroup (2)
- Rachel is a strong addition to the council

What's Not Working:

- All is good!

Next Meeting: May 14th, 2021 from 9:00 – 11:00am