METRO REGIONAL QUALITY COUNCIL MEETING Minutes
Friday, August 9th, 2024 from 9-11am

The Regional Quality Councils shall:
1. Support efforts and initiatives that drive overall systems and social change to promote inclusion of people who have disabilities in the state of Minnesota
2. Improve person-centered outcomes in disability services; and
3. Identify or enhance quality of life indicators for people who have disabilities.

Meeting Attendance

Attendees: Cassie, Frank, Lynn, Chris, Denise, Robin, Mohamed, Rod

Staff Attendees: JoAnn, Caption, Kerri

Meeting Overview

1. Introductions @ 9:05am

Please welcome new council/potential members:

Denise Landry, the new Washington County representative came. She oversees aging and disability division such as MNchoice assessments, waivers, and Rule 185 for case managers.

2. Updates (30 min) @ 9:10am

- **Staffing Shortage Workgroup Update (Kerri)**

  The workgroup is deciding if they still want to host a panel of CDCS experts and recipients. If so, the panel would focus on topics such as the challenges and benefits of CDCS and how it differs from traditional waivers. Polly Owens presented on CDCS and workgroup watched the recording of the presentation. The workgroup concluded, CDCS wouldn't solve the staffing shortage but could be an option for pwds to hire family and members to provide services for them when finding people to hire is difficult. Their whole aim is educate people about CDCS and how it works so more people know about it and perhaps use it if it fits their needs. You can watch the presentation on the MRQC YouTube page.

- **Housing Workgroup Update (Chelsea and Frank)**

  Meet separately and include members Chelsea, Cassie and Frank.

  They made a series of videos related to housing and posted the videos on the MRQC Housing Workgroup page on the RQC website and MRQC YouTube page. They are now trying to promote their housing videos. The workgroup spoke on local radio station KFAI on July 25 on the show Disability and Progress about their housing videos. Frank shared his radio show experience and what it was like being in the studio live. He thought it well and was a good learning experience. Sometimes the headphones made it hard to hear what was being said but was glad it could be heard fine over the radio. He remarked it was nice having the DHS representative Heidi, the division director be there and thanked Cassie for helping with that. The host of

the radio show Sam is always looking for guest speakers and seems open to us coming again talking about other disability topics. To listen to the recording, go to https://kfai.org/,

The workgroup reached out to online blog and news sites and is waiting for a response from Access Press. They will schedule another meeting to plan next steps on how to promote the housing project and facilitate housing conversations.

3. RQC Guidelines Workgroup (Kerri)

Those who volunteered: Robin, Frank, Sophie, and JoAnn.

Maybe by September this workgroup will start meeting and working on the guidelines. Things are too busy at the moment.

4. Workgroups @9:35am

- Employment Workgroup

  This workgroup meets directly after the council meeting.

- Transportation Workgroup

  This workgroup meets directly after Employment Workgroup

- Culture of Safety/Data Action Group (DAG) Workgroup

  This workgroup meets separately outside of monthly council meetings. They meet the first Thursday of each month from 9-11am.
  The next meeting will be on **Thursday, September 5th, 2024 from 9am-11am.**
  Join Zoom Meeting
  https://arcminnesota.zoom.us/j/81121977247?pwd=SDBmVW1RQWFlVHBHKy96a1JESElEUT09

  Meeting ID: 811 2197 7247
  Passcode: 678410

- Staffing (DSPs & PCAs) Shortage Workgroup (Kerri)
  This workgroup meets separately outside of monthly council meetings. They meet the fourth Thursday of each month from 11am-12:30pm.
  The next meeting will be on **Thursday, August 22nd, 2024 from 11am-12:30pm**.
  Join Zoom Meeting
  https://arcminnesota.zoom.us/j/87154192462?pwd=aDE2YnBUcVR1S2dvc0NzOUpFWCt5dz09
  Meeting ID: 871 5419 2462
  Passcode: 266371

5. Other Things to Share & Reminders

- Next council meeting is on **Friday, September 13th from 9-11am.**
- Waiver Basics webinar on **Wednesday, August 21st from 6:30-7:30pm.**
  Use the link to register.
  https://forms.office.com/r/StAuyrCF0Q?origin=lprLink

Employment Workgroup

Attendance: **Cassie, Frank, Lynn, Chris, Denise, Robin, Mohamed, Rod**

Employment Resources Presentation Events

Presentations will be held the second Monday of the Month in the evenings sometime between 5:30-8pm. They will be around 1 and ½ hours long with the last half hour devoted to audience questions. So far, they will all be virtual.

Sophie creates flyers for each event and posts for social media. Sophie emails the flyers to the council. Please share the flyers with your networks. The events are recorded and are available to watch on the MRQC YouTube page.

Schedule so far:

- Opportunity Partners- employment services
  August 12, 2024, from 5:30-7pm
- Deaf and Hard of Hearing Services
  September 9th, 2024, time yet to be determined
- Rise – subminimum to minimum wage transition
  October 7th, 2024, time yet to be determined
- Jerry Mellum, Microenterprises
  November 4th, 5:30-7pm
- Kaposia- employment services
  December 9th, 5:30-7pm

Employment Resources Website (JoAnn)

JoAnn is still working on this. Chris offered to lend a hand.

Please share any ideas you have for the website. Also share any resources to add.

Other Employment related topics

- Kerri shared the theme for 2025 The Arc Minnesota fundraiser revolves around employment. Gala organizers might want to use whatever the MRQC creates or has relating to employment such as videos and resources.
- Lynn shared she partook in a DHS made video about MA-EPD. Lynn can share a link to the video once it is finished. She had fun partaking in it. Lynn says getting the word about MA-EPD is more important than ever since we are closer to getting rid of subminimum wage. MA-EPD can become an option for pwds.

NEW Transportation Workgroup

Attendance: Cassie, Lynn, Chris, Denise, Robin, Mohamed, Rod

Guest Presenter: **Sheila Holbrook-White presenting on Metro Move**

Sheila is the Waiver Transportation Program Manager for Metropolitan Transportation Services (MTS) which is housed within the Metropolitan Council. Coincidentally, Sheila used to work as a Mobility Manager at Washington County and already knows Denise. The Met Council is the home of many transportation services such as Transit Link, Metro Mobility and more recently Metro Move.

Metro Move Basic Information:

Metro Move is designed specifically for people who current using waivers like Brain Injury (Bi), Developmental Disability (DD) or Community Access or Inclusion (CADI). It is regionally operated by TransDev, which is a contractor for the council and provides Metro Move with one number and one provider simplifying things. It partnered with Vocational Rehabilitation Services, State Services for the Blind and Employment First Minnesota to provide rides for service recipients. It offers first-door escorts to take riders directly to the door of their destination. If riders are using ride share with Metro Move, the other riders in the vehicle are also Metro Move users. It tries to have consistent drivers serving riders so riders have the same driver for a scheduled route. It has a fleet of ADA lift equipped vehicles that are branded and distinguishable from other transit service like Metro Mobility. It is also adding sedans to the fleet for people that don't necessarily need lift equipment.

Metro Move Background:

It started with focus groups who wanted to gain a better understanding of what was missing in already existing transit services. It kept the working features of existing transit services while delivering services that weren't currently being met. It goal was give people more choice, freedom and greater connections to their communities. Metro Move started on May 6th.

Questions and Answers

- **What makes it different from other transit services**?

It is governed by the requirements of the Department of Human Services and by the state's definition of special transportation service. It is an enrolled provider of the Department of Human services as part of MA services that serve specific individuals. Because of this, it has more flexibility than Metro Mobility which is governed by the ADA. Metro Mobility has two sets of regulations it abides by, one from the federal and the other from the state. People don't need to be eligible for Metro Mobility to be eligible for Metro Move. Metro Move offers the same the same level of service regardless of where people live in the service areas. Metro Mobility is a share ride service and if a person works at peak times (from 6:30am-9:30am and 3:30pm -6:30pm) in the day, the times and ride options are limited due to standing orders being included during those times as well as increased ridership, cars on the road and traffic. To alleviate this, some people change their work schedule if their employers allow it.

- **Can a person who is eligible to use Metro Mobility also use Metro Move?**

Yes, as long as they have a BI, DD or CADI waiver. It requires people to have authorization by a lead agency because the person's waiver pays for their trips.

- **How to best use Metro Move?**

People can use it in conjunction with other transit options. For example, people who use Metro Move use it for some rides and Metro Mobility for other rides. It can be used to connect people to community services, activities and resources and employment especially with set schedules.

- **What is Metro Move's service operation schedule?**

It operates Monday through Friday, 6:00 AM to 10:00 PM, Saturdays and Sundays, 8:00 AM to 10:00 PM in that green zone throughout the special transportation service area. Offers sedans, SUVs and accessible vehicles with ADA lift equipment. It only does standing rides. This means people should have consistent rides to the same place to and from for at least (3-6 months and longer.

Attendee Comments and Sheila's Responses:

- **Comment:** There isn't enough service to cover most of the Metro Area. And services take too long to get riders where they need to be on time especially when transporting many riders in one vehicle and each has to be picked up and dropped off. It is burdensome for pwds and families to book single pickups. Perhaps some of the surplus government money could go into Metro Move,
  Response: These are probably more Metro Mobility issues and they need to be dealt with on a more structural basis. The council *should have Andy Streasick and Jerry Sutton (director) both who work for Metro Mobility come and talk to the council.* They can explain why Metro Mobility can't expand service areas due to legislative and structural barriers. Areas like Rogers and Forest Lake have bad or no services Transit legislation made decades ago may not apply today or in the future because the need for it changes as these areas become more urbanized. Perhaps we can advocate for new legislation to change current legislation so transit can be expanded in these areas. Sheila suggested starting with conversations about the barriers people face and the existing structural challenges that create these barriers. Then advocate for the changes that need to be made based on that.
- **Premium On-demand Taxi Service**
  This is a lift equipped taxi service people who are met-most certified can use. It offers direct trips to and from locations. The cost is $5 initially to board the taxi. Then the Met Council pays the next $15, up to 20, and anything over 20 the person pays. It is good for single rider trips where people need to be on time. It has been around for a year.
- **Having to call every day to schedule rides which creates barriers**
  For Metro Mobility, if they're taking a trip that starts and ends at the same locations and is occurring on the same days of the week, consistently, they can request a standing order. They no longer to have call it in every day. They get a set pickup time and a set drop-off time. People who don't have access to a standing order, priority is given to those who live in the federal area.
- **How far in advance to call to book rides with Metro Move?**
  Currently all Metro Move currently are standing orders, which means they are already set. For example if a person works Monday, Tuesday, and Wednesday from 8:00 am to 4:00am and Thursday to Friday 9:00 to 4:00, they are good to go. Or If they attend church services every Sunday, they are covered. Metro Move isn't good for spontaneous rides. Perhaps next year, they can offer more spontaneous trips. There is a special number, customer care number only for Metro Move where people can cancel rides.
- **Arranging rides to fit what people need.**
  Combining ride services is a good way to fulfill people's ride needs. Use Metro Move for consistent standing order rides like to work or church or grocery store every week. Use Metro Mobility for spontaneous rides that aren't time sensitive and Premium On Demand for rides where people absolutely need to arrive and leave on time.
- **Metro Move rides vs Medical rides**
  For medical related rides such as seeing a counselor, doctor, therapist, etc., according to DHS, if there is another Medicaid funded service that could provide those rides other than Metro Move, Metro Move can't provide it. Trips to medical appointments, if it's

being funding by MA, MA pays for it. People should use Nonemergency medical transportation programs instead of Metro Move.

- **Metro Move Partnering with lead agencies and other transit to expand ride services.**
  They are expanding their partnerships to offer more rides in needed locations especially for people to get to work and back. They partnered with Minnesota Valley Transport to serve ProAct Shakopee, Lifeworks and Smart Link which covers Scott and Carver County.
- **Metro Move Transition**
  They are still in transition right now but will continue to expand its services. Everything needs to be moved over or added and authorized. Currently, people complete request forms. Then Metro Move goes to the day program (lead agency) to get it authorized. There are 9 day programs so far.
- **Is Metro Move tracking rider satisfaction?**
  Metro Move does track customer complaints and also track service improvement questions. They're curious to find out if these types of transit programs help people to become employed, retain jobs and earn more. They also pay more per hour compared to other services. The drivers are well trained and use person centered service delivery.
- **How successful is Metro Move at recruiting and retaining drivers.**
  They have been able to recruit pretty well. There are 3 garages spread across the Metro. Because of this, drivers who live and drive around the south metro don't have to drive to the north metro to park the vehicle. Drivers don't need a commercial driver's license (CDL) to drive a Metro Move vehicle.
- **Metro Move website.**
  The website should include forms and maps of service coverage.

Suggestions for next steps and how we can help?

New ideas:

- Contact Andy Streazik to discuss structural issues of transit services and why it operates the way it does and what can be changed to improve it.
- Create promotional material like a video to educate the public about transport options and have TCAP (they are county coordinators in charge of transportation services) appear in a video or consult with.
  We can add captions to the video.
- Create useful materials like grids, maps, charts for the public to use showing services provided, options, maps with county lines, etc..

Previous ideas:

- Make it easier for pwds by providing cheat sheets about Metro Move, Metro Mobility, etc. Darrell can help provide us with this.
  We can add this to our employment resources website transportation category.
- Can people get both Metro Mobility and Metro Move to fill in the gaps?
- Distinguish the difference between Metro Mobility and Metro Move.
- Darrell suggests collaborating with other groups such as bike riders to join in commonality and solidarity in expanding transport options. He also suggests increasing public transportation use amongst pwds. Public transport is safe and

fun to use. We should promote it! He suggests we could collab with TAAC and do a Public Awareness Campaigns to promote it.