METRO REGIONAL QUALITY COUNCIL MINUTES

Friday January 10th, 2020
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 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, Erin Paredes, Georgann Rumsey, Rebeca St. Martin, Tim Sullivan, Diane Sjolander, Robert Morneau, Mary Gaasch, Joe Cuoco, Jeffery Nurick, Rhonda Godfrey, & Katie Elleraas
Intern: Emily Van Krevelen
Guest: Jason Flint (DHS)

1. Introductions/What's Happening?

Any updates or announcements to share?

- On December 31st, Rebecca's Facebook page, that shares information to people that receive disability services, reached 1,000 members! The council has utilized that page to share information about focus groups
- Quality improvement project –
    - Angie's attempts to reach out and collaborate did not get responses (likely due to the holidays) Angie will continue to following up.
    - Angie and Tayler have been connecting with employers who employ people with disabilities to see if they are interested in doing an informational interview. The interview script was created with council input. There have been two interviews completed this week – both going very well. There are nine interviews scheduled, mostly with bigger businesses and one small business. Hoping to get connected with local small businesses in the future. Please reach out to Angie with any connections or suggestions for employers to interview.
- Update from the meeting with DHS on December 30th - DHS shared what they were thinking about for the next steps for Regional Quality Council. Because there are multiple different methods for gathering data (MnChoices, Long Term Services and Supports, and National Core Indicators) the information the RQCs are gathering is duplicative. As a result, DHS would like the RQCs to shift the focus away from interviews and concentrating more on what to do with the information found from the data. Work will be more "boots on the ground" action rather than continuing to gather information.

2. **State Quality Council Updates – Jason Flint, DHS**
   - Since DHS already has the information that was found through the interviews, Jason facilitated a discussion about the direction of RQC and what support is needed from DHS and the State Quality Council (SQC). If members have ideas for the future of the RQCs' work, send them to Angie. Angie will compile feedback and get it to Jason by **February 15th** so that he has enough time to consider it for the updated the request for proposal (RFP)
   - Recommendations from council members:
     - More people with disabilities and family members on the SQC since they are able to be the voice for someone with a disability who cannot advocate for themselves
     - More communication and collaboration between the RQCs. Members noted that they had little to no contact with SQC or other RQCs
     - Finding a foundational issue between RQCs should be the focus for SQC since each RQC has a different focus (employment, community supports, and transportation),
     - Multiple council members suggested that the SQC consist of representatives from each RQC.
     - Good take away from interviews: people feel heard and listened to; RQC should continue these conversations with people with disabilities.
     - What the RQC can do that DHS cannot: Focusing on people with disabilities that fall through the cracks.
     - Discussed a common problem: incorrect information for people receiving services,
       What does that say about the quality of services people are receiving? Fixing this would be a large and expensive undertaking – too large for RQC but noted by Jason.
     - Talked about how RQC could create system change
     - RQC could be a resource for people so outreach could be the focus for RQC. Getting the name out there and being known as a group that people want to reach out to. Could use grant money for marketing purposes?
     - Need more guidance from DHS. Needing clarity and clearly defined roles between RQCs, SQC and DHS
     - Quality improvement idea: Creating a central website that is easily accessible where people with disabilities can write about their concerns and the problems they are experiencing for tracking purposes (to identify themes, not for RQCs to "fix")
     - Promoting RQC - Collaborating with other programs. Possibly partnering with SSA and marketing RQC by sending out fliers along with their check from SSA or having MNChoice assessors provide RQC information to individuals when assessing for waivers.
   - Due to Jason's availability, splitting into small groups was postponed until next meeting.
   - Before February 15th: MRQC will need to notify Jason about what was decided about the future work of RQC

For next meeting:

As a group, the RQCs want to focus on engaging with, educating, and training people with disabilities and their families. With that in mind, consider:

- What types of work could the council take on? What would it look like?
- Are there existing efforts already addressing these areas? If so, how would the council fit into this work?
- Do council operations need to shift in order to be effective in moving this work forward (and in addition to our employment work)?
  - For example, split into two groups with different focus areas, meet every other month as a large group and opposite months as small groups?
  - Other ideas?

3. **What's Working/What's Not Working**
    - **What's working:**
        - Good discussion with DHS (8)
        - Hopeful that things will keep moving forward
        - Meeting today opens up for the next meeting
        - Great flexibility to extend the conversation (2)

    - **What's not working:**
        - Nothing (3)
        - We didn't cover everything
        - A little warm in room

Next Meeting – February 14th, 2020 from 9:00 – 11:00am