METRO REGIONAL QUALITY COUNCIL MEETING MINUTES
Friday May 8th, 2020
9 am – 12pm
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, Diane Sjolander, Rebecca St. Martin, Erin Paredes, Katie Elleraas, Rod Carlson, Chelsea Lorenz, Mary Gaasch, Joe Cuoco, Judy Marie Ringe, Paris Gatlin, Jeffery Nurick, Tim Sullivan, Mohamed Mourssi-Alfash, Catherine Konakowitz, Kyle Dennis

1. **Introductions/What's Happening?**
    - Welcome to new members Catherine and Mohamed!
    - Any updates or announcements to share?
        - Angie will be the lead presenter in an employment webinar May 20th at 9:00am. The Department of Employment and Economic Development (DEED) will host the webinar. The webinar will be presented to a Business Employment Networks. People in these networks support the employment of people with disabilities in the community, Vocational Rehabilitation (VRS) and Transition Programs.
2. **MRQC Membership Updates**
    - Currently at maximum of 20 members
    - We have staggered memberships. Half of the council membership is set to end June 30th, 2020
        - Everyone has the opportunity to re-up their memberships if they want.
        - Ann Cirelli is not renewing her membership
        - We will have an advocate stakeholder position open on the council starting July1st (but can be flexible)
            - Apply on website or connect with Angie
3. **Support Staff Shortage Update**
    - Overview of current situation: Tayler gave a presentation on the Minnesota Direct Support Workforce.
        - Demographics

        - **Sex**
            - Female - 77.5%
            - Male - 22.1%
        - **Age**
            - Average age in Minnesota is 43
        - **Race**
            - White - 76.2%
            - Asian - 6.7%
            - African American - 14.5%
            - Hispanic/Latino/a - 1.3%
            - American Indian - 1.3%
            - Preferred to not answer - 5.6%
        - **Education**
            - High School Diploma - 33.4%
            - Education beyond High School - 63.0%
    - **What the status of the workforce shortage?**
        - Service sector growth
        - Large, high-demand, and growth
        - No occupational title
        - Recognition
    - **What factors contribute to the shortage?**
        - High turnover and vacancy
        - Wages
        - Access to and usage of benefits
        - Limited training and career development
        - Lack of career advancement opportunities
        - Lack of access to an effective supervisor
        - Longer life expectancy
        - Shift in laws and expectations
    - **Why direct support workers leave their positions?**
        - Job that pays more - 90%
        - Job that offered better benefits - 64%
        - Job with hours that worked better for their family - 43%
        - No opportunity for promotion – 37%
        - Supporting people is a difficult job - 35%
    - **What is being done to fight the shortage?**
        - Legislative action and advocacy
        - Competency based training
        - Workforce pipeline
        - Direct Support Connect
- **Council Comments:**
    - Govern Waltz is mobilizing the National Guard to help in long-term care facilities to help meet the needs of the shortage.
    - People had mixed reviews about how helpful the Direct Support Board is. Has potential but haven't had personal success finding staff.

- **Brainstorm next steps: Where do we fit?**
    - Rebecca - Evaluate and analyze the amount of money lost after investing in training for direct support workers who leave.
    - Joe - Supporting legislative bills that are being pushing through that support the direct support workforce. Getting our name on the bills as supporters shows that there is more than one group that wants this bill passed.
    - Mohamed - Collaborate and work with different policymakers and work groups that represent the direct support workforce.
        - Working with policymakers at local and state levels
        - Looking at immigration policies and allowing immigrants to live legally and contribute to the workforce and economy.
        - Paris - Connecting with Alicia Munson the policy director at the Arc Minnesota- leveraging her knowledge and networks.
    - Mohamed - Creating a career pathway and recognition.
        - Community providers create programs for certification and more education. Doing things that will lead to a career in direct support work.

4. **Employment Project Action Plan – Goal 3: Resource Plan and Development**
    - **Resource Content: Determine specific messaging for each target audience?**
        - Employers
            - Connect with and educate them why it's important to have people with disabilities in their workforce
            - Talking about quantity versus quality – in terms of the disabilities workforce. A job is not good enough; it is about the quality of the job.
        - Public
            - Getting the public to understand that we share the same experiences with people who have disabilities.
        - Hiring Managers up to CEO's
            - Variety of messaging to reach all employer sectors
        - New business owners
            - Planting seeds - showing the involvement of people can change the culture.
            - Pushing people with disabilities to start their own business and create the culture
        - Policymakers
        - Different work-groups
        - Fortune 500 companies
        - Senate and House Representatives

    - **Resource Content: How do we share this information? What does it look like?**
        - Doing a writing series or campaign
        - Outreach to different media platforms i.e., tiktock, news programs- local to national.
        - Create a collaboration group to engage people from the county, state and private section- working from the ground up.
        - Not recreating the wheel- no significant improvement doing that.
        - Look more into technical development with employers and their anti-discrimination policies

- Call to ending segregated employment and subminimum wage.
- "The more you know clips"- 30 second video clips can be shared quickly
- Different ways of reaching people
- Team up with Deed on messaging- keeping the message positive not negative

5. Small group? - Staffing Shortage and Employment

- Two separate workgroups for employment and staffing. Both can take so much time and require adequate attention.

5. What's Working/What's Not

Working:

- Having the meeting 2 hours
- The Zoom tips (2)
- People becoming more comfortable with remote technology
- Still being able to meet during this time
- Getting materials well before the meeting
- Technology and CART
- People's names appearing on the transcript
- Tayler's presentation
- Seeing faces helps a lot with understanding
- Muting mics when not speaking
- Each participant had a fair chance to engage in the conversation

Not Working:

- Ann leaving - we loved her contribution to the council and she will be greatly missed!!!!!!!
- Some people tend to dominate the conversation
- Nothing (4)
- Not having the presentation before the meeting
- People too far away from the screen / don't show videos – hard to understand
- People turning off videos for long periods of the meeting – need clear rules for remote participation

Workgroup Vote:

- Yes, break up into two groups: 10
- No, keep it a large group: 0

Next Meeting: June 12, 2020 from 9:00am – 11am