METRO REGIONAL QUALITY COUNCIL AGENDA
Friday, August 11, 2017
9 am – 11 am
The Arc Greater Twin Cities
2446 University Ave West, Suite 110
St. Paul, Minnesota
Hennepin/Ramsey Conference Room
Minutes: Isabel Taylor

Purpose Statement: The purpose of the Regional Quality Council is to promote and connect communities so that people have the services and supports to live a life based on their hopes and dreams. Implement a system to continually monitor and improve the quality of services and supports for people with disabilities by improving person centered outcomes, quality of life indicators and to drive overall systems change.

1. **Update from State Quality Council and Regional Quality Councils**
    a. **Institutional Review Board Approval**
        i. We have approval!
    b. **Database/tool application**
        i. Working to figure out logistics; we're close
    c. **Training Workgroup**
        i. Meeting twice a month to ensure everything's ready to go when the database is ready. Still training ourselves so that we can train others when we have volunteers
    d. **Membership**
        i. We have found a parent to join the council, starting in September

2. **Workgroups- Housing & Workforce**
   Housing

- What do we want and why?
    - Information/data
        - What is the need? For what areas of housing, and for whom? What do waitlists look like? What is affordable:? What is the cost of housing?
        - Cost of community placement vs. institutionalized care—let's articulate the cost of care for the two options to defend against cost concerns
        - Vacancy rates, gaps between housing and services

        - Need in each area—DD, mental health, physical, etc. Can we share this information with AFC moratorium, the development of other more independent options, etc.?
        - Average length of time before finding housing? Average length of stability? What is important to people seeking housing?
        - How does current policy support/prohibit people from finding and keeping stable housing? Olmstead pressures are encouraging more community based, but some folks are losing long term services and not by choice.
    - Affordable housing should be connected to transportation – we'd like to connect these two areas for thoughtful planning – suitable housing that is accessible to transportation options.
        - Housing options – these are also tied to staff – back to service needs vs housing needs gaps.
    - Individual stories
- What is currently available and applicable?
    - Short answer we really don't know and need to find out; many of the existing housing/community groups may be able to help us with this.
    - Local Housing Coalitions of CDAs may have data through their PIT counts, Maxfield studies, etc. that show vacancy and homelessness data
    - Community meetings are taking place talking about these issues and informing the outcomes – but we are not NEC networked
    - DHS – what do they know about the needs? # of certain types of housing options, identified need based on service population, etc.
- Who is the primary audience?
    - Big picture planning – Met Council? State Level? HUD? DHS? Para transit groups (metro mobility, DART, etc.)
    - Local decision makers, specifically where there are housing issues arising; city councils tend to be less informed from some experience as a small minority influences the overall decisions.
    - Local stakeholder groups
    - Community members-- any way we can meet people and engage with them in conversations-- perhaps partnerships with national groups or other local groups who are already doing produced awareness campaigns.
    - Target areas where there are pending projects
    - Local law enforcement– calls to residential properties tends to be seen as nuisance calls to police, taking resources, and they are in many cases advocating against keeping or building new housing options for people with disabilities. Perhaps tie in that personal story, here is where that person is coming from, family feedback, etc.

Workforce

- Dilemma: lack of employees. People are worried that others don't realize this is a field with many possible paths/careers in it. Idea that this field isn't sustainable/is only a part time thing or a hobby

    - What can providers and organizations do to recognize DSPs (direct support professionals) and acknowledge the direct service staff, promote leadership opportunities so we're maintaining and rewarding those who we have in the industry?
        - Help make being a DSP, etc., a real career with opportunity for advancement
        - Work place cultural norms can be influential towards turnover, etc.
- What can we as providers do?
    - Is there fat to trim? Is your organization top-heavy? Are there irrelevant elements?
        - Encouraging ability to streamline but stay within budget
        - There's a stigma around this as human/social services professionals; we don't want it to look like just business
    - Promote industry outward, showing what we have to offer and what you can achieve in this field
        - Go to young people and show them what's happening; offer shadowing opportunities, etc. "It's not what you think it's like." Mentoring programs
- What are we going to attempt?
    - How to involve young people
        - Technology; showing what we're doing with technology, how it benefits people with disabilities, particularly those who are homebound, how it helps people be more independent
        - Offer incentives/perks that other places don't offer; health care is not cutting edge anymore (for now). Ability to work from home. Cell phones, particularly if out in the field
- How to do this
    - Developing standards of work within the industry and comparing to other industries/places
    - Spreading best practices:
        - Turnover rates; cost of training, cost to hire, length of time to hire; workforce culture; staff appreciation; staff engagement (Especially on DSP level)
        - Staff satisfaction surveys
            - Both doing it AND reporting on results + getting people to fill it out
            - Creating time and space and incentive for people doing it
            - Bringing in someone from outside the organization (such as RQC?) to do surveys and get more honest feedback since not a manager
    - Asking questions
        - Are you promoting from within? Do you offer supervision for licensure/can put towards credit of study? Do you offer scholarships, internships? Are you looking at ratio of minorities/trying to recruit minorities?
        - PTO: can you get it? Can you cash out?
        - How do you treat DSPs, PCAs, etc.? What level of training/are you respectful of their time and other responsibilities?
    - Can't "sell" everything (see above) so what can we do to offset that?
- What's next?
    - Comparing between companies and not competing; sharing data
        - Knowing who is attracting interns, community members, etc.

- Learn who makes information public/available and use that information

Kayla will begin reaching out to people based on what we discussed in our work groups.

3. **What's Working/What's Not**
    a. **What's Working**
        - Breaking out into small groups works well
        - Group work
        - Outline to keep us on track
        - All are engaged in good communication
        - Small groups
        - Having specific assignment for the small groups
        - Having more concrete and detailed tasks rather than vague and abstract tools
        - Collaboration
        - Data collection
        - Making changes within organizations
        - Reaching out
        - Focusing on drilling down to critical next steps
    b. **What's Not Working**
        - Where is everybody?
        - Long processing
        - Who gets what when where?
        - Small group today
        - Small conference rooms get a little warm! Probably can't fix that though

4. **Next Meeting- Olmstead Specialty Committee Listening Session: Abuse & Neglect Prevention September 8th, 9:00am-11:00am at The Arc Greater Twin Cities office**