



## **METRO REGIONAL QUALITY COUNCIL MEETING MINUTES**

**Friday March 12, 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, Tim Sullivan, Dr. Frank Kadwell, Bradford Teslow, Rachel Garaghty, Kyle Dennis, Travis Rooks, Robert Morneau, Buff Hennessey,

Guest: Poppy Sundquist

### **1. Introductions/What's Happening?**

- Mohammed has applied for the Director of Public Policy for the Connect 700 Program.
- MRQC staff sent Living Well Disability Services and Hammer Residences, Inc. our report and recommendations for support staff recruitment and retention. The support staff workgroup will plan and discuss next steps for this project.
- Employment workgroup narrowed down quality improvement project to a targeted media campaign. The workgroup will spend time narrowing their message and what kind of content to share and with who.
- Culture of Safety Data Action Group meeting is March 24 from 9am-11am. MRQC staff working with Charles and Aric to make data more accessible.
- Technology Assessment- we are in the last few weeks of the technology needs assessment. Please send out some reminders. The survey ends March 31<sup>st</sup>. We have 122 responses so far!

### **2. Updates on RQC Legislative Advocacy Efforts – Buff Hennessey**

- Some of our efforts related to the proposed elimination of the RQCs and their funding includes:
  - We held a very successful Day “Off the Hill” making contact with 26 legislators with positive feedback from those legislators.
  - RQC staff have prepared and shared extensively two documents, RQC Resources and RQC Successes

- o The three RQCs have held a joint Council meeting giving members an opportunity to work and strategize together.
- o We had the opportunity to have a positive meeting with one of the Governor's policy staff.
- o We have had several meetings/communications with key legislators.
- o A meeting was recently held with staff at the Institute on Community Integration (ICI) to talk about future collaboration possibilities.
- o We have drafted a proposed amendment, which identifies critical current and future work of the RQCs and restores funding for the RQCs.
- o We are in process of working with Senate Counsel to get the draft amendment in proper form. We also have a request made to work with House Research as well.

### **3. Workgroups in Breakout Rooms**

- **Employment**

- o **Discuss and identify main messages**

- Diversity, Equity, and Inclusion – tips, benefits, assessments, resources
- Shifting the narrative about people with disabilities to power and capability – they bring value to the workplace
  - Give business and easy way to get to the right people

- o **Discuss and identify specific media outreach approach - What do we mean by "media"?**

- Mixed, videos and other materials like handouts/visuals
- Have a broad perspective for accessibility - Image and video descriptions
- How do businesses think?
  - Short, to the point, highlight tools to help business get what they need
  - Linked-in as a medium
  - Too many campaigns focus on the charity model – need to focus on value add – avoid "inspiration porn"
  - Name recognition – mutual gain (bring in marketing team?)
- What is our ask?
  - Video, handout, invitation for Zoom meeting to talk things through
- Can we tie this into The Arc MN's job board? Angie and Frank will bring up at next meetings
  - Candidates with disabilities who can help workforce

- o **How to make effective?**

- Focus on 1 or 2 bullets, have offered in a variety of mediums
  - Diversity, Equity, and Inclusion – tips, benefits, assessments, resources
  - Shifting the narrative about people with disabilities to power and capability – they bring value to the workplace
    - o Give business and easy way to get to the right people
- Mix in humor – doesn't have to be heavy – something recognizable
  - Catch phrase?
  - This doesn't have to be hard – accommodations are part of life, reinforce what people already do/know and highlight how it doesn't have to be difficult
- How can we leverage existing Arc or We Work! videos? Connect with marketing team

- Pull in others? Partnerships with others who are already doing this?
    - Example: Minnesota Disability Channel on YouTube – versed in video editing – Poppy will mention it, potentially connect
  - Timeline: Draft materials, get feedback in next two weeks
  - Aim to have emails and outreach in April to give time for meetings in May and June
- **Support Staff**
    - Discuss and plan next steps for support staff project – where do we go from here?
      - What has worked about the project?
        - Preparation and research before creating project materials
        - Unique information gathered
        - Good workload balance and collaboration between workgroup and MRQC staff
      - What has not worked about the project?
        - Provider evaluation will provide more information to help direct us moving forward
      - How do we reach people who hire their own staff?
        - Have information available not just for providers/organizations, also for people who hire their own staff/ use PCA choice
        - Get in touch with agencies that help individuals find/hire their own staff
        - Other possible outreach avenues
          - Dependable Housing
          - RUMI
          - Centers for Excellence
          - The Arc
          - MRQC members
      - How can we strengthen the resources we are providing?
        - Combine Hammer and Living Well results look for overarching themes and areas for improvement in recruitment and retention – make a presentation
        - Create 1-page overview/executive summary for reports and recommendations- use this for outreach
        - Edit/modify surveys to include more questions specific to people who hire staff
          - Schedule time outside workgroup to review/edit surveys as a group
      - How can we strengthen overall impact of the project?
        - Provider evaluation will provide more information to help direct us moving forward
        - Survey provider project should run parallel with survey for people who hire their staff
          - Gathering information to show different and similar trends across direct care work
        - Using different organizations and resources to help with data analyze (Humphrey school)
        - Gather more data; find trends and patterns to support our recommendations to change the dialogue around workforce shortage.
        - Expand outreach to internal networks- create 1-pager
        - Connect with other RQC's to spread this information statewide

#### 4. Large group share out

- Angie:
  - Identified focus for employer outreach - diversity, equity, and inclusion and shifting the narrative about people with disabilities to power and capability
  - Identified method for outreach – mixed approach with videos and visuals
  - Ask: Review materials/videos, meet to discuss: what they are doing around employment for people with disabilities – what is going well, where do they need support? How can we help them play a role in improving employment experiences and outcomes for people with disabilities?
  - Timeline: Hope to get emails sent in April
- Tayler:
  - Continue with support staff project- fine-tune process/materials from start to finish
  - Combine Hammer and Living Well results look for overarching themes and areas for improvement in recruitment and retention – make a presentation
  - Create 1-page overview/executive summary for reports and recommendations- use this for outreach
  - Edit/modify surveys to include more questions specific to people who hire staff  
Schedule time outside workgroup to review/edit surveys as a group
- Kyle: Next meeting with DHS workgroup is on March 25. He will be sharing the work we have been doing around support staff. Hopefully will have updates at the next MRQC meeting

## **5. What's Working/What's Not**

**Next Meeting: April 8<sup>th</sup>, 2021 from 9:00 – 11:00am**