



METRO REGIONAL QUALITY COUNCIL AGENDA

Friday January 11, 2019

9 am – 11am

The Arc Minnesota

2446 University Ave West, Suite 110

St. Paul, Minnesota

Hennepin/Ramsey Conference Room

**In attendance: Angie Guenther, Georgann Rumsey, Katie Elleraas, Ann Cirelli, Rod Carlson, Robert Morneau, Diane Sjolander, Erin Paredes, Chelsea Lorenz
Intern: Caitlin Curtis**

Purpose Statement: The purpose of the Regional Quality Council is to promote and connect communities so people have -services and supports 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.

1. Introductions/What's Happening?

- Joe Cuoco from Supportive Living Solutions has volunteered to be the MRQC co-chair. The council voted and unanimously approved him for the position.
- Please reach out to your networks to spread the word to anyone who may be interested in applying for the full-time RQC Administrative Assistant position. Have them contact Angie for more information.
- Angie will be changing the calendar invites so that she is the organizer. No changes will be made to the meetings.

2. Metro Regional Quality Council Organizational Documents

- **Letter of Commitment:** If you have not yet, please sign and send your letter of commitment to Angie. The goal is to have half of the council renew in July 2019 and the other half in July 2020 so that we have a staggered membership. Angie will review the letters and reach out to members to adjust their renewal date if necessary.
- **Charter:** The committee voted and unanimously approved the charter. It will be revisited annually.

3. Introduce Council Member Applicants

- Angie brought two potential members for the council's approval. The council voted and unanimously approved both.
 - **Jeffrey Nurick** will fill the role of self-advocate. He has over 10 years of experience in advocacy, research, and resource development and currently sits on the board for the Minnesota Association of People Supporting Employment First. Jeffrey has also gone through the Person-Centered Quality Reviewer Training and will be a MRQC Reviewer. He lives in Hennepin County.
 - **Rhonda Godfrey** will fill the role of parent-advocate. She has over 15 years of experience in disability services in multiple different positions ranging from Direct Care Professional to Director of Operations at Josh's Place. She brings a unique perspective being a parent of a 16 year old with disabilities and being a professional guardian. Rhonda has also gone through the Person-Centered Quality Reviewer Training and will be a MRQC Reviewer. She lives and works in Ramsey County but this would not upset the ratio described in the Charter (over 50% of members must work or reside in Hennepin, Scott, or Dakota Counties).

4. State Quality Council Updates

- There is a slowdown with the SQC new member on-boarding process due to the change in DHS Commissioner. New members are waiting on approval from the Commissioner. The next meeting is Friday, January 25th.

5. Decision Making

- As the council was reviewing the charter in December, there was discussion on the decision making section. Within that conversation, Georgann Rumsey discussed the meaning of consensus in decision making and how different persons with disabilities may not always feel empowered in the decision making process. At this meeting, Rumsey shared examples that other groups have incorporated such as visual signals so that all group members know how to communicate when meeting members have questions, or when members like what is being said or when members are in agreement or on-board. Rumsey also shared an example of formal and informal decision-making process. Finally, an example of a consensus process showed how a five-degree consensus scale is used. Meeting members also shared some visual methods they have used.
- The council agreed on moving forward with visual signs to signal agreement, signal "I have questions", and signal "I do not understand." This will support the facilitator during conversation on agenda items and when making decision. Members also felt that using the five-point consensus scale or something similar when the council is struggling to reach total agreement. Using the scale can support finding common understanding, encourage discussion toward a greater understanding, and help to determine what additional information is needed in order to reach agreement.
- Project manager will incorporate decision-making tools into meeting agendas and will offer this information on these tools as new council members are elected to serve.

6. Quality Improvement Project Discussion:

Originally, the council was going to split into two groups to discuss the following ideas:

1. Resources, tools, or education options to support people on how they can work and maintain benefits
2. Training for case managers to build knowledge of services that interface with employment.

Rather than splitting the discussion, there was a large group conversation. Members stated that there are some existing efforts around similar ideas. Erin stated there is a county collaboration currently reviewing the tools. The large group discussion focused on how the council could better use the time, resources, and expertise in the room to create a unique resource that could be used by individuals, family members and professionals. Discussion also included that the DHS website is confusing for persons with disabilities and family members. Some council members are not familiar with the informed choice toolkit or DisabilityHub.org and the employment tools that are there.

- Proposed project: a 1-2 page vocational informational brochure/handout in plain language to guide individuals with disabilities and their family members. This resource could be used by case manager and other support professionals to support them as they are explaining how work can happen while maintaining benefits. The resource will focus on Hennepin, Scott, and Dakota Counties and will address individuals who are 21 years or older and are on BI (Brain Injury), CADI (Community Access for Disability Inclusion), or DD (Developmental Disabilities) waivers.
 - One existing employment material is the [Informed Choice Tool Kit](#) that was developed by the Minnesota Departments of Education (MDE), Employment and Economic Development (DEED), and Human Services (DHS). This tool is to support professionals. It supports them when working people with disabilities and/or mental illness as they consider employment as an option.
 - May be helpful to use this as a reference but it was made for professionals so the material is not presented in plain language.

7. Action Items for Next Meeting

- Each council member will send any employment information, materials, and resources they use to support people with disabilities with a job search to Angie no later than Friday, **February 1st** (one week before the next MRQC meeting).
- Review [Informed Choice Tool Kit](#) and make note of information that may be useful for the council's project. Review Disabilityhub.org, the employment section.

8. What's Working/What's Not

What's Working:

- Flexibility of meeting
- Great conversation/discussion
- Sharing – respectful agreement and disagreement of ideas

- Liked guided agenda and timelines
- Moving towards “output” or tangible goal - excited to have direction
- Liked our choice for advocacy

What's Not Working:

- Nothing – all good
- Disappointed by poor attendance/missing members
- Room was cold

Next Meeting - February 8, 2019, 9am-11am