



METRO REGIONAL QUALITY COUNCIL AGENDA

Friday August 9th, 2019

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 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.

In attendance: Robert Morneau, Georgann Rumsey, Chelsea Lorenz, Jeffery Nurick, Mary Gaasch, Rhonday Godfrey, Rebecca St. Martin, Rod Carlson, Tim Sullivan, Judi Marie Ringe, Angie Guenther, Nora Ulseth

Intern: Stephanie Steinbeck

1. Introductions/What's Happening?

2. State Quality Council Updates

- At the last SQC meeting there was discussion around the RQC's Top 5 findings on Housing Report.
 - The Regional Support and Development Workgroup looked at the top 5 findings and gave feedback. The work group was appreciative of the work that went into the top 5 and understands what one RQC says about a topic is not going to be the same across regions.
 - The larger council had a little more feeling and thoughts about standardizing responses and having the same data points for each Top 5 report.
 - There was a consensus that this an excellent start for the SQC to start thinking about the work that is coming from the RQC's and how they can partner. There was still a lack of real feedback on what they would like to see on a regular basis and also trying to figuring out how to look at the data in a meaningful way.
 - The SQC is getting used to what information is available for them to look at. Not everyone on the council will be satisfied, people may need to take a deeper dive into the data.
 - There were no decisions made at this point but the discussion is nothing but good. We are able to show the SQC all the wonderful work that the RQC's are doing and trying to figure out what they want and what we can provide may take some time.
- SQC still struggles with Robert Rules of Order and utilizing the services of a parliamentarian. There were several people who abstained from that vote, the co-chair issued the wrong abstention and counted them as voting down. Robert Rules of Order is being put in place to try and limit tangents and personal issues that were getting in the way of progress for the SQC.
- Request for Proposal (RFP) - There were 2 RFP postings for the next fiscal host of the SQC. There was no response to the first post and one response to the 2nd post by the current director,

Dan Zimmer. The steering committee will be involved with a review team and contract negotiations.

- Tim also shared about his work with the Collaborative Safety project. The terminology comes from airline industry when they review critical incidents. It is not the punitive reflection of the incident, but rather looking back at it systemically and wondering, why did this person/staff make this decision? Tim is one of the safety analysis who looks at incidents. Is the group wanting more information or interested in this project?

3. Odyssey Conference Share Back

- Unable to do share back due to technical difficulties

4. MRQC Charter Updates

- Strive to have representation from different cultural communities
 - A good goal but in the charter we need to have something written about how we are going to go around that
 - New language: Focus our outreach on cultural communities for membership on the council
 - Does the MRQC need more specific action steps on how we are going to complete our goals for the charter?
 - Specifications needs to be somewhere
 - Action plan?
 - Not included in the charter?
 - Next council meeting (put on agenda): actions steps to achieve these goals.
 - Discussions within the meeting might be enough, may not need a written document
 - Rebecca St. Martin shared that she went to a training at Communication Connections Learning Labs that shared cultural differences and how to get connected with various marginalized communities that live in Minneapolis. Rebecca and Angie will be meeting to discuss resources that Rebecca collected.
- Jeffrey asked what are we doing if anything to recruit people with disabilities to be included in the MRQC?
 - Connected with Arc's planning team to hand out brochures in Person-Centered Planning meetings
 - Partnering with counties and talking to residents who might be interested in an interview or being part of the council
 - Brochures to give to people we interview
 - Posting and partnering with The Arc's marketing team - they have done a number of Facebook posts and added a segment in the newsletter
 - Tabled and networked at the Odyssey Conference
 - Tabled and networked at the MN State Self-Advocate Conference
 - Website tells people what we do and how they can get involved – constant updates being made
- Vote for the charter: 12 thumbs up "yes" votes and 0 thumbs down "no" votes for charter pass (count includes the votes of members who were meeting remotely)

5. Quality Improvement Project Updates

- Any updates or progress to share?
 - Focus group scheduled thanks to Stephanie our intern for next Wednesday, August 14, 2019. It will be a group of 12 self-advocates.
 - Partnering with marketing at the Arc to do postings on Facebook and the newsletter.
 - Angie Working with Rebecca to do additional posts in her Facebook group

- Not getting many volunteers from employment supports and case managers
- Jeffery Nurick attending APSE conference: APSE (Association of Professionals Supporting Employment First) is a national group and we have a Minnesota chapter that Jeffery sits on. Conference in Brooklyn Park on September 11, 2019. <https://www.mnapse.org/>
- Angie attended a session at the Odyssey Conference that looked at the Employment First Workgroup collaboration that is happening between Department of Human Services (DHS) and Hennepin, Dakota, and Ramsey Counties to identify best practices within Employment Services. Angie learned a lot about challenges and what counties and case managers are doing to combat those challenges. Some of the best practices reported in this session have been included in the Employment Resources and Best Practices document:

1. Counties and Case Managers Collaborate:

- *Person Centered: Focus on what the person wants*
- *Find creative ways to work towards goal of employment*
- *Understand the barriers in order to problem solve proactively; consider accommodations*
- *Break down barriers into smaller goals to work towards and identify those responsible for supporting the individual*
- *Transportation is often a barrier that requires creativity (example: Lyft pilot in Dakota County)*
- *4+1 PCT Tool; tried, learned, pleased, concerned and what to do next*

2. Focus on Youth/Transition-Age

- *Employment Liaisons at each contracted case management agency*

3. Assessor & Case Manager Partnership

4. Employment Champions

- *Contracted Case Management Agencies having Employment Champions*
- *Employment Services Learning Labs*
- *Ensuring champions at all levels of the organization*

5. Lead agency & Leadership involvement

- *Lead agency policies and practices related to Employment First*
- *Service Authorization practices*
- *Host Collaborative Conversations with Employment Service Providers, Schools & VRS*
- *Develop lead agency goals for competitive, integrated employment*
- *Utilize DHS DSD Employment First Dashboards to evaluate progress and inform goals*
- *Create or support a regional Employment Services Collaborative*
- *Utilize your DHS Regional Resource Specialists to help support your employment efforts*

- Tim explained how the assessor and case manager partnership looks in practice in Hennepin County. Employment professionals across the county meet together so that they can be on the same page with barriers and best practices
 - The workgroup is internal to help with the internal mechanisms. It is early, may include the community in the future
 - Angie - Could Debbie Ackerman or other workgroup representative come share with us what they are finding and sharing in their meetings (i.e. barriers or best practices they experience)?

- Rebecca shared about personal experiences and barriers within employment: “As you know, I am a service recipient. I live in my home independently and receive a CADI waiver accessing through CDCS, Consumer Directed Community Supports. CDCS is an option that allows me to design my own supports using goods and services typically found on the consumer market — provided that they are medically necessary, meet program guidelines, meet a health-

related goal, etc. In 2011, I was in a motorcycle accident, where my head hit the ground at 65 MPH. This resulted in a mild-to moderate TBI with short-term memory loss and other executive functioning deficits. I benefit from being cued verbally, or reminded to do things and struggle with prioritization and scheduling – among many other things. If I were accessing my waiver through traditional means, there is a service called “Remote Assistance” that would benefit me. This is where I can receive personal assistance by phone. My plan was to hire a Virtual Assistant who would on Sunday nights, work with me to prioritize my goals and help me get them scheduled on my calendar, and then call me 3x daily through the week to make sure I’m doing them and staying on task. I VERY easily get distracted by things that “come up” — all it takes is an email or phone call or some new input to distract me from what I intended to do in the first place. What’s important about this is that, I will be UNABLE to work unless I have this exact kind of support. I simply can’t take on anything else unless I am more organized. If I take on more without it, I’ll be essentially set up for failure -- enduring significant stress which severely impacts my mental health, my chronic pain and which is likely to hospitalize me. My case manager was excited about this creative solution and approved the Virtual Assistance after consulting with her supervisors. At the point the FMS was entering it into their system, they flagged DHS and DHS — Cindy Grebin, DHS Lead on CDCS — PERSONALLY denied the support on the basis that remote support is not available under CDCS, which is very strange, because I learned that everything available under traditional is also available under CDCS. I have several opportunities that would work well for me IF ONLY I had the right support, and now I stand to lose income because of the state’s action. Another part of the state’s action is that they keep me in constant appeals — so that I don’t have time to work. In December, they are discontinuing my MS medication — so I will have that to fight as well. I feel like most of my life is fighting the system. In the last years, I was kept in appeals for 2 items — DHS taking 6 months to complete one, and another is to be heard next Monday. I just want to live.”

- Rebecca looking for feedback and suggestions:
 - Robert: Contact the Office of Ombudsman for Mental Health and Developmental Disabilities
 - Might be valuable to include a list of resources if people with disabilities run into systemic barriers in the document we are developing. Examples suggested: Brain Injury Alliance (BIA) and National Alliance on Mental Illness (NAMI). Looking for additional suggestions.

Small group discussion – employment resources and best practices document

- What did you like about it?
 - Wide range of resources
 - Judi Marie - Beautiful layout
 - Chelsea - Fairly simple and easy to read
 - Rhonda - The Hub is a good resource
- What did you dislike?
 - Jeffrey - Needs more resources
- What should be changed?
 - Georg - There are a lot more organizations that employ people with disabilities than is listed - is there a central hub we could link to instead? Maybe a specific pathway in Disability Hub?
- What should be added?
 - Pre- steps to contracted case managers (i.e. vocational rehabilitation)

- Tim – Not sure if this is the right place to add this but might mention that DHS/lead agencies are always looking to improve work opportunities for people with disabilities internally
- Jeffrey – add APSE information. Could make policy/systems change section
- Rebecca – Add a link to the benefits for employers – could be good for people to know in their job search/interview process
- Robert – Add note about the MN Disability Law Center’s Client Assistance Program – a place to go with complaints against agencies funded under the Rehabilitation Act such as Vocational Rehabilitation Services

6. What’s Working/What’s Not

• What’s working?

- To have a surrogate who was attending to the chat to speak for me when the sound wasn't working -Downloadable access to Zoom worked for video -CART worked like a charm again - When someone would restate what Jeffrey was saying; neither I nor the CART rep can understand, and I like hearing what he has to say
- Came up with good ideas
- Great job managing technology challenges! (2)
- Good discussion on employment resources draft
- Love the ice breakers!
- Great conversation
- Time for people to think of ideas after questions
- Collaboration of ideas
- Sharing of what’s happening within lead agencies
- Engaged group even with a small turn out
- Open discussion and sharing
- Meeting management- excellent!

• What’s NOT working?

- Technology -- the regular link to access Zoom, -Downloadable access to Zoom did not work for sound -I rarely knew who was speaking. Requesting that meeting attendees would say their name before speaking...each and every time they speak so the CART representative can note that in the transcript.
- Attendance to chat feature
- Technology (6)
- Divide the topics up more- more clear division between topics
- This room feels chilly sometimes!

Next Meeting – September 13th, 2019 from 9:00 – 11:00am