

Olmstead Subcabinet Meeting Agenda

Monday, October 28, 2019, 3:00 p.m. to 4:30 p.m.

Minnesota Housing-Lake Superior Conference Room, 400 Wabasha Street North, Suite 400, St Paul

- 1) Call to Order**
- 2) Introductions**
- 3) Agenda Review**
- 4) Approval of Minutes**
 - a) Subcabinet meeting on August 26, 2019 3
- 5) Reports**
 - a) Chair 15
 - b) Executive Director
 - c) Legal Office
 - d) Compliance Office

[Items 1 -5 from 3:00 – 3:10]
- 6) Action Items**
 - a) Executive Committee and Subcabinet Proposed Roles and Responsibilities **[3:10 – 3:30] 21**
 - b) Workplan Compliance Report for September/October 2019 (OIO) **[3:30 – 3:35] 29**
- 7) Informational Items and Reports**
 - a) Olmstead Plan Workplan Refresh Process **[Items 7a – 7d from 3:35 -3:50]**
 - b) Olmstead Plan Amendment Process
 - c) Olmstead Interagency Communications
 - d) Prevention of Abuse and Neglect Campaign
 - e) Workplan activities requiring report to Subcabinet **[Items 7e1 – 7e5 - 3:50 – 4:15] 37**
 - 1) Direct Care Workforce 2A – Direct Support Connect promotion (DHS) **39**
 - 2) Direct Care Workforce 6A – Promote use of assistive technology (DHS/MDE) **41**
 - 3) Direct Care Workforce 7B – Incident report data (DHS) **45**
 - 4) Transportation 3F – Engagement efforts about transportation (DOT/Met Council) **47**
 - 5) Crisis Services 2F – Crisis services reform implementation (DHS) **51**
- 8) Public Comments**
- 9) Adjournment**

Next Subcabinet Meeting: November 25, 2019 – 3:00 to 5:00 p.m.

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Olmstead Subcabinet Meeting Agenda Item

October 28, 2019

Agenda Item:

- 4) *Approval of Minutes*
 - a) *Subcabinet meeting on August 26, 2019*

Presenter:

Commissioner Harpstead (DHS)

Action Needed:

- Approval Needed
- Informational Item (no action needed)

Summary of Item:

Approval is needed of the minutes for the August 26, 2019 Subcabinet meeting.

Attachment(s):

4a- Olmstead Subcabinet meeting minutes – August 26, 2019

DRAFT MINUTES ARE SUBJECT TO CHANGE BY FINAL APPROVAL OF THE SUBCABINET**Olmstead Subcabinet Meeting Notes**

Monday, August 26, 2019, 3:00 p.m. to 5:00 p.m.

Minnesota Housing-Lake Superior Conference Room, 400 Wabasha Street North, Suite 400, St Paul

1) Call to Order

Commissioner Ho welcomed everyone and provided meeting logistics.

2) Introductions

Subcabinet members present: Jennifer Leimaile Ho, Minnesota Housing; Paul Schnell, Department of Corrections (DOC); Colleen Wieck, Governor's Council on Developmental Disabilities (GCDD); Mary Catherine Ricker, Minnesota Department of Education (MDE); Roberta Opheim, Ombudsman Office for Mental Health and Developmental Disabilities (OMHDD); Pam Wheelock, Department of Human Services (DHS) Larry Herke, Minnesota Department of Veterans Affairs (MDVA); Nora Slawik, Metropolitan Council; and John Harrington, Department of Public Safety (DPS) joined at 3:21 p.m.

Commissioner Wheelock (DHS) announced the new permanently appointed commissioner starts on September 3, 2019. She also expressed gratitude to Deputy Commissioner Claire Wilson whose last day at DHS is August 30, 2019.

Designees present: Tim Henkel, Department of Transportation (DOT); Carol Pankow, Department of Employment and Economic Development (DEED); Mary Manning, Minnesota Department of Health (MDH)

Guests present: Mike Tessneer, Darlene Zangara, Diane Doolittle, Rosalie Vollmar and Sue Hite-Kirk, Olmstead Implementation Office (OIO); Rachel Robinson and Anne Smetak (Minnesota Housing); Erin Sullivan Sutton, Adrienne Hannert and Rick Figueroa (DHS); Daron Korte, Tom Delaney and Emily Jahr (MDE); Ann Schulte and Mark Kinde (MDH); Kate Erickson (DOC); Maura McNellis-Kubat, (OMHDD); Gerri Sutton, (Met Council); Beth Fondell, Institute on Community Integration; Valerie DeFor, HealthForce Minnesota; Carol Russell and Brian Herder, Russell Herder; Bradford Teslow and Noah McCourt (members of the public).

Guests attending by phone: Christina Schaffer (MDHR); Rebecca St. Martin and Sheri Meyers, members of the public

ASL and CART providers: Mary Catherine (Minnesota Housing); ASL Interpreting Services, Inc.; Paradigm Captioning and Reporting Services, Inc.

3) Agenda Review

Commissioner Ho asked if there were any changes needed to the agenda. She asked OIO staff if anybody had signed up for public comment and reminded any attendees to do so on the sign in sheet at the back of the room.

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Three main items to be accomplished:

- Compliance work – reviewing the Quarterly Report and other compliance materials.
- Begin the process of reassessing how the Subcabinet operates moving forward, with the proposed creation of a revitalized Executive Committee.
- Presentation and discussion regarding a Prevention of Abuse Campaign.

Commissioner Ho asked for the Subcabinet's patience and flexibility regarding restructuring the Subcabinet meetings.

4) Approval of Minutes**a) Subcabinet meeting on July 22, 2019**

Commissioner Ho asked if there were any changes needed to the minutes for the July Subcabinet meeting.

Darlene Zangara (OIO) proposed a slight change to Mr. Teslow's public comment by adding substance abuse facilities.

Motion: Approve July 22nd Subcabinet meeting minutes as updated

Action: Motion – Schnell

Second: Slawik

In Favor: All

5) Reports**a) Chair**

There was no report.

b) Executive Director

Darlene Zangara gave an update on the Community Engagement Workgroup and asked for help to get the word out and encourage people with disabilities that they know to apply.

c) Legal Office

There was no report.

d) Compliance Office

There was no report.

6) Action Items**a) Revised Subcabinet Procedures**

Anne Smetak (Minnesota Housing) presented the proposed revisions to the Subcabinet Procedures. The revisions bring the Procedures in line with the Executive Order, including the increased membership of the Subcabinet and increased duties. This also reflects the proposed expansion of the Executive Committee from three members to five members. Revisions to the Subcabinet Procedures were indicated with track changes.

Questions/Comments

Commissioner Ho provided additional information about the creation of the Executive Committee under the previous administration. That Executive Committee included DHS,

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DEED and Minnesota Housing. Funding for the Olmstead Implementation Office (OIO) comes through DEED making their participation important. In addition, the role of DHS is central to much of the Olmstead work.

With the expansion of Subcabinet members, it makes sense to expand the Executive Committee membership. Commissioners Wheelock (DHS), Ricker (MDE), Grove (DEED), and Schnell (DOC) agreed to be on the Executive Committee. Colleen Wieck (GCDD) and Roberta Opheim (OMHDD) will be invited to attend.

The Executive Committee will be charged with handling some of the Subcabinet business. The Executive Committee will need to determine structure and consultation roles. The number of Subcabinet meetings may be scaled back and the agenda elevated to focus on critical interagency work.

Motion: Approve the revised Subcabinet procedures**Action: Motion – Wieck****Second – Herke****In Favor - All****b) Appointment of Executive Committee**

Commissioner Ho discussed the composition of the Executive Committee and their role. The following Subcabinet members indicated their willingness to serve as members of the Executive Committee along with Commissioner Ho:

- Incoming Commissioner Jodi Harpstead (DHS) who begins work on September 3, 2019.
- Commissioner Ricker (MDE)
- Commissioner Grove (DEED)
- Commissioner Schnell (DOC)

Commissioner Ho stated that the next step is for the Executive Committee to determine a date in September to meet and discuss recommendations regarding structure of Subcabinet meetings and how best to move the work of the Subcabinet forward.

Motion: Approve the membership of the Executive Committee**Action: Motion – Ricker****Second – Slawik****In Favor - All****c) August 2019 Quarterly Report**

Mike Tessner (OIO) reviewed the Executive summary (pg. 29 of 108) to highlight the goal areas where progress is being made. Agency staff from DHS, MDE and OIO reported on the goals below that are targeted for improvement or need further explanation.

Erin Sullivan Sutton (DHS) presented on:

- Transition Services 2 (pg. 36 of 108) – Not met
- Transition Services 3 (pg. 39 of 108) – Not on track
- Transition Services 4 (pg. 42 of 108) – In process

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- Positive Supports 3 (pg. 54 of 108) – Not on track
- Crisis Services 2 (pg. 61 of 108) – Not on track

Questions/Comments

Commissioner Ho observed that some goals have greatly surpass annual goals while others are hard to reach. She asked if the goals that are hard to reach is due to complexity of the goal setting or complexity of the work, and wondered how the Subcabinet can be more useful and helpful in goal attainment. Mr. Tessner (OIO) stated guidance from the Department of Justice was utilized in the establishment of measurable goals. The goals start with baselines, have realistic timeframes, and have measurable progress that is reliable, accurate, timely and achievable. The overall purpose of measuring results is to be accountable to the public

Roberta Opheim (OMHDD) asked for a breakdown of the transition goals to better identify individuals with transition plans that didn't meet the goals. Ms. Sullivan Sutton stated this currently is not reflected in the transition goals. She will check with DHS's Disability Services Division and Licensing for that breakdown and report back.

Commissioner Wheelock (DHS) expressed gratitude to DHS staff for their good work on monitoring the progress on all the issues. She also appreciated calling attention to the frequency of permissible uses and uses not permissible requiring remediation.

Commissioner Schnell (DOC) thanked Ms. Sullivan Sutton for her report and asked that at some point there needed to be a conversation regarding people under mental health commitment to the DHS commissioner and a criminal commitment to the DOC commissioner. Ms. Sullivan Sutton said she would pass this information to the appropriate leadership in DHS for follow-up.

Tom Delaney (MDE) presented on:

- Employment 3 (pg. 56 of 108) – Not met
- Education 3B (pg. 58 of 108) – Not met/ data discrepancy
- Preventing Abuse and Neglect 4 (pg. 65 of 108) – Not met

Questions/Comments:

Ms. Opheim asked about students moving on to postsecondary education and how they are accounted for. Mr. Delaney stated that MDE currently does post outcome surveys, which is a sample across the state to take a look at the proportion of students who are moving on to education versus employment, or both. It is hoped that DHS, DEED and MDE can use data and look at this more accurately.

Assistant Commissioner Pankow (DEED) asked if the departure of Jane Spain (MDE) factored into the numbers a bit. Mr. Delaney responded that MDE works hard to make sure any kind of activity involves a team of people who are ready to keep activities moving forward.

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Darlene Zangara (OIO) presented on

- Community Engagement 1 (pg. 64 of 108) – Not met

Questions/Comments

Sheri Meyers, (member of the public) asked if when asking people to participate, OIO also takes into account that people with disabilities are not being heard. Commissioner Ho thanked Ms. Meyers for her comment and acknowledged that one of the challenges for the Subcabinet is how to engage effectively with the public.

Commissioner Ho reminded the Subcabinet of the upcoming annual plan amendment process. While it is important to acknowledge all the good work being done, there needs to be some thought about a review process that analyzes which goals are achieved, which goals are not achieved, and which goals seem to be stuck.

Motion: Approve the August Quarterly Report**Action: Motion – Slawik****Second – Wieck****In Favor - All****d) Workplan Compliance Report for August 2019 (OIO)**

Mike Tessner (OIO) reported that seven workplan activities were reviewed. There are no exceptions to report. The list of activities reviewed was attached to the Workplan Compliance report.

Questions/Comments: None

Motion: Approve August Compliance Report**Action: Motion – Wheelock****Second – Herke****In Favor - All****e) Proposed Adjustment to Workplan Activity****1) Crisis Services 2K – Crisis respite bed utilization (DHS)**

Adrienne Hannert (DHS) requested an adjustment to a workplan activity. She provided the reason for the proposed adjustment and the adjusted workplan activity and deadline.

Questions/Comments: None

Action: Approve Adjustment Request**Motion: Motion – Schnell****Second – Wheelock****In Favor – All****7) Informational Items and Reports****a) Presentation on Abuse and Neglect Awareness Campaign (OMHDD)**

Commissioner Ho introduced this topic and asked Roberta Opheim (OMHDD) to introduce the presentation. Presenters were Carol Russell and Brian Herder (Russell Herder), and Maura McNellis-Kubat (OMHDD).

- The previous Olmstead Subcabinet created an Olmstead Subcabinet Specialty Committee on Prevention of Abuse and Neglect.

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- The Specialty Committee was chartered to create recommendations for a comprehensive plan for the prevention of abuse and neglect to people with disabilities.
- The Specialty Committee met during 2017 and received input through multiple community listening sessions in the Twin Cities and Greater Minnesota.
- In January 2018, the Specialty Committee presented to the Subcabinet a “Comprehensive Plan for Prevention of Abuse and Neglect of People with Disabilities.”
- The report included several recommendations for implementation. One of the recommendations was to develop a public awareness campaign. Today’s presentation relates to that recommendation.

The Russell Herder agency displayed a prototype of the prevention campaign website, which will include video clips, statistics, resource materials, and feature the project partners. A wide-range of printed materials, including posters, will be available for distribution across the state. The basic message is “Treat People Like People”. A video was previewed by the Subcabinet.

Ms. McNellis-Kubat indicated the purpose of the steering committee is to monitor implementation, as well as make recommendations to modify campaign and advertising materials as needed. Decisions would need to be made soon as the current contract for the project ends in early September. Ms. McNellis-Kubat clarified that 2018 data will be obtained to update their resources. She stated that \$350,000 is needed for the first year. Potentially that amount may double in order meet the needs of various racial, ethnic and cultural communities across the state.

Questions/Comments

Assistant Commissioner Pankow (DEED) congratulated them on a campaign well done. She offered to help get the message out through their podcast platform, Facebook and Twitter.

Commissioner Wheelock (DHS) acknowledged that DHS has a clear role in helping to further the campaign given the number of either individual functions DHS performs, collaborations they work with, or providers they have contact with. She suggested the Executive Committee begin discussions on how to launch this project.

Commissioner Ricker (MDE) expressed gratitude for the campaign and stated she is looking forward to helping out however she can. She asked when the request was sent to state agencies as she has not yet seen it. Ms. Opheim responded that a formal written request will be going out to agencies shortly. Commissioner Ricker further commented on how students learn from adults. If students see teachers and school leaders and professionals embracing “Treat People Like People” it will signal to them that they and their families will be treated like people.

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Commissioner Schnell (DOC) expressed appreciation for the message of the campaign. He further stated that the Department of Public Safety, along with the Department of Corrections, is all in, with both making contributions.

Mary Manning (MDH) met with the campaign team recently resulting in further discussions with MDH staff. The focus was on resources and actionable steps such as training to caregivers.

Ms. Opheim acknowledged Colleen Wieck's great support with this campaign.

Commissioner Ho appreciated the affirmative message of the campaign and all the tremendous work that has been done. She stated abuse and neglect are more acute where there is intersectionality of race, disability and language. She would like to determine what it would take to launch a campaign that anticipates these populations up front. She is hopeful to have a shared budget so the campaign works for all Minnesotans in a way that reflects equity and inclusivity. There will be further outreach about funding the campaign. Subcabinet members agreed this will be taken up by the Executive Committee.

Sheri Meyers (member of the public) – granted permission to speak by Commissioner Ho Ms. Meyers referenced the 2018 Legislative Auditor's report and the 2018 DHS report both indicating abuse and neglect of vulnerable adults as a problem. She questioned what difference a campaign would make if DHS does not investigate reports of abuse and neglect. Commissioner Ho thanked Sheri for her comments and further responded by saying the campaign is targeted at prevention.

b) Workplan activity reports to be presented to Subcabinet

Agency staff present the following informational reports.

- 1) **Direct Care Workforce 2D** – Direct support service corps
- 2) **Direct Care Workforce 3A.1/3A.2** – Training gaps/barriers/recommendations

Valerie DeFor (HealthForce Minnesota) presented these two related reports.

Questions/Comments: None

- 3) **Education 3F** – Annual report on TRIO Student Support Services (MDE)

In the interest of time and allowing for public comment, this item will be presented at the next meeting.

c) Workplan activity reports to be reviewed by Subcabinet

These reports were not presented to the Subcabinet. Agency staff were available to answer any questions from the Subcabinet.

- 1) **Person-Centered Planning 1H/1I** – Annual report on trainings and tools (DHS)
- 2) **Community Engagement 1A.8** – Annual report on informational sessions (OIO)

DRAFT MINUTES ARE SUBJECT TO CHANGE BY FINAL APPROVAL OF THE SUBCABINET**8) Public Comments**

Commissioner Ho acknowledged time remaining for public comment and asked the Subcabinet members to stay longer if possible. She asked those who signed up for public comment to speak to the Subcabinet.

Brad Teslow, member of the public – withdrew his request to speak.

Rebecca St. Martin, member of the public (on the phone)

The Public Comment Intake form was offered. An outline of Ms. St. Martin's comments was not received. Highlights of her comments included:

- Ms. Martin's plan for her Community Access for Disability Inclusion (CADI) Waiver included requirements to receive virtual assistance rather than direct assistance.
- Her case manager loved the innovation and approved the plan; however, the fiscal management service flagged it and DHS denied the assistance.
- Upon further inquiry, Ms. St. Martin discovered the barrier is due to how DHS has defined direct care support in its agreement with the Center for Medicare and Medicaid Services (CMS), which states direct service must be face to face. Ms. St. Martin stated that the DHS denial is not in line with the Olmstead vision or the Consumer directed community supports (CDCS) promise of flexibility for service design. She further stated that her current CDCS budget does not meet her service needs. DHS provided no timelines for further addressing this issue.
- Ms. St. Martin asked for updated language to be submitted to CMS and for support to address the barriers that keep this issue from being a priority.

Questions/Comments

Commissioner Wheelock (DSH) acknowledged the issue being brought up and will follow up on Ms. St. Martin's concerns. The OIO office will provide DHS with Ms. St. Martin's contact information.

Noah McCourt, member of the public

The Public Comment Intake form was offered at the meeting. An outline of Mr. McCourt's comments was received. Highlights of his comments included:

- Section 14(c) of the Fair Labor Standards Act was originally meant to give employers an incentive to hire workers with disabilities.
- Several states have moved to ban subminimum wages and are promoting solutions for integrated employment options for people with disabilities.
- Minnesota has historically ranked among the top states for the usage of both sheltered workshops and subminimum wage certificates.
- If a person with a disability expresses a desire to work in the community, the sheltered workshop provider, and the Department of Employment and Economic Development (DEED) are to be informed and then have a team meeting to review the person's preferences. Mr. McCourt asked why DEED keeps no records of team meetings, nor data on the number of people going from subminimum wage to earning competitive wage. He further asked how DEED could begin to collect this data.

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Assistant Commission Pankow (DEED) stated the Vocational Rehabilitation Services (VRS) staff does a lot of outreach, meetings and tracking with reports to the Rehabilitation Services Administration (RSA). She further indicated she believed the data is publicly available and that she will follow up with Mr. McCourt.

Sheri Meyers, member of the public (on the phone)

The Public Comment Intake form was offered at the meeting. An outline of Ms. Meyers comments was not received. Highlights of her comments included:

- Ms. Meyers provided public comment at the July Subcabinet and requested follow up. She did speak with Darlene Zangara (OIO) but was not satisfied with the response.
- Ms. Meyers stated she has been raped, sexually assaulted, neglected, beaten, abused and threatened with murder all of her life.
- She stated DHS ignored her reports of abuse and neglect, alters reports and does not investigate or follow ADA laws. Carver County forces people with disabilities into county housing to avoid providing other services. Law enforcement does not take victims of sexual assault and violence seriously and has threatened her with murder.
- Over the last five years she has contacted countless agencies including the BCA, the Attorney General's Office, as well as the Governor's Office, lawmakers, state and federal agencies and the new DHS Commissioner's office. She continues to claim that no one is listening.

Questions/Comments

Commissioner Ho thanked Ms. Meyers for her courage in sharing her experiences. She assured Ms. Meyers that the Subcabinet members heard her.

9) Adjournment

Commissioner Ho informed the Subcabinet that she will not be able to attend the Subcabinet September meeting. The Executive Committee will determine who will chair that meeting.

The meeting was adjourned at 5:16 p.m.

Next Subcabinet Meeting: September 23, 2019 – 3:00 to 4:30 p.m.

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Olmstead Subcabinet Meeting Agenda Item

October 28, 2019

Agenda Item:

5) Reports

a) Chair

- Executive Committee meeting on October 4 2019

Presenter:

Commissioner Harpstead (DHS)

Action Needed:

- Approval Needed
- Informational Item (no action needed)

Summary of Item:

This is copy of the minutes for the October 4, 2019 Executive Committee meeting

Attachment(s):

5a- Olmstead Executive Committee meeting minutes – October 4, 2019

Olmstead Executive Committee Meeting Minutes

Friday, October 4, 2019 • 10:00 a.m. to 11:00 a.m.

Minnesota Housing – Lake Superior Room, 400 Wabasha Street North, Suite 400, St Paul

1) Call to Order

Commissioner Ho welcomed everyone. This was the first meeting of the Olmstead Subcabinet Executive Committee under the Walz-Flanagan administration.

2) Introductions

Subcabinet members present: Jennifer Leimaile Ho (Minnesota Housing); Jodi Harpstead Department of Human Services (DHS); Steve Grove Department of Employment and Economic Development (DEED); Colleen Wieck, Governor’s Council on Developmental Disabilities (GCDD); Paul Schnell, Department of Corrections (DOC) joined at 10:16 a.m.

Designees present: Daron Korte, Minnesota Department of Education (MDE)

Guests present: Mike Tessneer, Darlene Zangara, Diane Doolittle, Zoua Vang, Rosalie Vollmar and Sue Hite-Kirk, Olmstead Implementation Office (OIO); Anne Smetak (Minnesota Housing); Erin Sullivan Sutton, Adrienne Hannert, and Stacy Twite (DHS); Kate Erickson, (DOC), Joe Kelley (DPS) and Maura McNellis-Kubat Office of Ombudsman for Mental Health and Developmental Disabilities (OMHDD)

3) Agenda Review

Commissioner Ho asked if there are any changes needed to the agenda; there were none.

4) Discussion Item

a) **Olmstead Subcabinet meetings and the role of the Executive Committee**

Under the new administration and the new Executive Order, there is an opportunity to define how the work of the Olmstead Subcabinet proceeds and the role of the Executive Committee in charting a path for the Subcabinet.

The Executive Committee discussed that work of the Subcabinet includes two important components: Court-ordered compliance requirements related to the Olmstead Plan; and the requirements of the Administration’s Executive Order.

Discussion:

Role of the Executive Committee (meet 4+ times a year):

- *Steering function for the Subcabinet*
- *Review reports such as the Quarterly Reports and provide recommendations to the Subcabinet.*
- *Reviewing input from the public comment process and identifying priority areas of focus for the Subcabinet.*

[AGENDA ITEM 5a]

- *Identify areas that would benefit from interagency collaboration and direction to address barriers and disparities to create One Minnesota*
- *When there are areas where there are challenges in making progress, provide a forum to discuss challenges and interagency solutions.*

Role of the Subcabinet (meet 6 times a year)

- *Approve all necessary reports/Plan amendments pursuant to Court requirements.*
- *Once the Executive Committee has identified priority areas of focus, begin to identify and work towards solutions.*

Next steps: Executive Committee recommendation will be presented to the full Subcabinet at the October 28th meeting to implement changes going forward.

b) Prevention of Abuse and Neglect Campaign

1) Recommendations from working group

Mike Tessner (OIO) reviewed page 5 of the packet and summarized the Prevention of Abuse and Neglect Campaign working group meeting. Colleen Wieck (GCDD) discussed that additional taping is underway to ensure that the campaign reflects the diversity of the state. Commissioner Ho commented that it is good to expand the videos into diverse communities and supports the plan to do more in depth work with these communities to make sure they can see themselves in this work.

A working group will continue to meet to discuss approach, timeline and budget. Further recommendations will be brought back to the Executive Committee.

c) Acting Chair for October 28th Subcabinet meeting

Commissioner Ho is unable to attend the October 28th Subcabinet meeting; Commissioner Harpstead will serve as acting chair for that meeting.

5) Informational Items

a) OIO public input process

Darlene Zangara (OIO) provided a brief update on the upcoming public input process that will help inform the upcoming Plan amendment process and the work of the Olmstead Subcabinet. Subcabinet members were invited to attend any of the public listening sessions to hear firsthand the input from people with disabilities and their families.

6) Adjournment

Commissioner Grove (DEED) announced that October is National Employers of People with Disabilities month. DEED is hosting an innovations series of events starting the week of

[AGENDA ITEM 5a]

October 7th featuring employers who will share best practices for hiring people with disabilities. There will also be media outreach throughout October.

The meeting was adjourned at 10:57 a.m.

Next Subcabinet Meeting: October 28, 2019 – 3:00 p.m. – 4:30 p.m.
Minnesota Housing – Lake Superior Room, 400 Wabasha Street North, Suite 400, St Paul

Olmstead Subcabinet Meeting Agenda Item

October 28, 2019

Agenda Item:

6a) Executive Committee and Subcabinet Proposed Roles and Responsibilities

Presenter:

Commissioner Harpstead (DHS) / Anne Smetak (Minnesota Housing)

Action Needed:

- Approval Needed
- Informational Item (no action needed)

Summary of Item:

Three documents are included to use during this discussion. (1) Excerpt of Subcabinet duties from Executive Order 19-13; (2) Proposed Roles and Responsibilities; and (3) Proposed Meeting Schedule

Approval is needed on the roles and responsibilities of the Executive Committee and Subcabinet

Attachment(s):

6a1- Excerpt of Subcabinet duties from Executive Order 19-13
6a2 - Proposed Roles and Responsibilities of Executive Committee and Subcabinet
6a3 – Proposed Meeting Schedule

[AGENDA ITEM 6a.1]**From Executive Order 19-13, page 3 - 4**

The duties of the Subcabinet are to:

- a. Work to ***identify and address barriers*** to providing services and meaningful opportunities within the most integrated settings for persons with disabilities throughout Minnesota.
- b. Work to ***identify and address areas of disparity*** in opportunities for individuals with disabilities to live, work, and engage in the most integrated settings.
- c. ***Engage communities with the greatest disparities in health outcomes*** for individuals with disabilities and work to identify and address barriers to equitable health outcomes.
- d. Provide oversight for and monitor the implementation and amendment of the Olmstead Plan and the impact of the Plan on the lives of people with disabilities.
- e. Provide ongoing recommendations for further amendment of the Olmstead Plan.
- f. Ensure interagency coordination of the Olmstead Plan implementation and amendment process.
- g. Convene periodic public meetings to engage the public regarding Olmstead Plan implementation and amendments.
- h. Engage persons with disabilities and other interested parties in Olmstead Plan implementation and amendment process and develop tools to keep these individuals aware of the progress on the Plan.
- i. Continue to implement the Quality of Life survey process to measure the quality of life of people with disabilities over time and continue to identify and implement quality improvement strategies.
- j. Convene, as appropriate, workgroups consisting of people with disabilities, families of people with disabilities, advocacy organizations, service, treatment, and health care providers, and/or governmental entities of all levels that are both members, and non-members, of the Subcabinet.

[AGENDA ITEM 6a.2]**Proposed Roles and Responsibilities of Executive Committee/ Subcabinet****Executive Committee responsibilities**

- 1) Determine priority areas of focus for Subcabinet in light of the Governor's Executive Order regarding Olmstead and provide direction and recommendations on interagency activities. [Duties a, b, c]
- 2) Guide process for engaging people with disabilities, families and supporters through a meaningful public input process and identify themes arising out of the public input [Duties c, e, g, h, j]
- 3) Conduct initial review of Quarterly Reports and Olmstead Plan amendments and provide recommendations to the Subcabinet [Duties d, e, f]
- 4) Monitor implementation of major cross-agency initiatives such as the Quality of Life survey [Duty f, i]
- 5) Convene a minimum of four meetings per year (January, April, July and October)

Subcabinet responsibilities

- 1) Identify and implement interagency initiatives to move forward identified priority areas of focus under the Governor's executive order [Duties a, b, c]
- 2) Participate in engagement activities with people with disabilities, families and supporters related to priority areas and Olmstead Plan implementation and amendments [Duties c, e, g, h, j]
- 3) Act on Executive Committee recommendations and approve Quarterly Reports and Olmstead Plan amendments [Duties d, e, f]
- 4) Participate in major cross-agency initiatives related to the work of the Olmstead Subcabinet [Duty f, i]
- 5) Convene six meetings per year (February/ March/ May/ August/ November/ December)

[AGENDA ITEM 6a.3]**PROPOSED MEETING SCHEDULE**

The proposed schedule below recognizes the role of the Executive Committee and Subcabinet in monitoring Olmstead Plan implementation and moving forward identified priority areas under Executive Order 19-13

Month/Date of Meeting	Purpose of Meeting
November 25, 2019 Subcabinet meeting	Review and approve November 2019 Quarterly Report
December 16, 2019 Subcabinet meeting	Review 2019 Annual Report and proposed Plan amendments
January 14, 2020 Executive Committee	Review February 2020 Quarterly Report and provide recommendations
February 24, 2020 Subcabinet meeting	Review and approve February 2020 Quarterly Report Review Olmstead Plan Revision draft
March 23, 2020 Subcabinet meeting	Review and approve final Olmstead Plan 2020 Revision
April 2020 Executive Committee meeting	Review May 2020 Quarterly Report and provide recommendations
May 18, 2020 Subcabinet meeting	Review and approve May 2020 Quarterly Report
June and July 2020 [HOLD]	Work on priority areas
August 24, 2020 Subcabinet meeting	Review and approve August 2020 Quarterly Report
September and October [HOLD]	Work on priority areas
October Executive Committee meeting	Review November 2020 Quarterly Report and provide recommendations
November 23, 2020 Subcabinet meeting	Review and approve November 2020 Quarterly Report
December 21, 2020 Subcabinet meeting	Review 2020 Annual Report and proposed Plan amendments

DRAFT

Olmstead Subcabinet Meeting Agenda Item

October 28, 2019

Agenda Item:

6 (b) Workplan Compliance Report for September/October

Presenter:

Mike Tessneer (OIO Compliance)

Action Needed:

- Approval Needed**
- Informational Item (no action needed)**

Summary of Item:

This is a report from OIO Compliance on the monthly review of workplan activities. Nine activities were verified as completed. There are no exceptions to report.

The Workplan Compliance Report includes the list of activities with deadlines in August and September that were reviewed by OIO Compliance in September and October and verified as completed.

Attachment(s):

6b - Workplan Compliance Report for September and October 2019

[AGENDA ITEM 6b]**Workplan Compliance Report for September and October 2019**

The OIO Compliance reviews workplan activities on a monthly basis to determine if items are completed, on track or delayed. Any delayed items are reported to the Subcabinet as exceptions. The reviewed activities are included below.

RESULTS OF THE REVIEW

Total number of workplan activities reviewed in September/October = 9

- Number of activities completed = 9
- Number of activities on track = 0
- Number of activities being reported as an exception = 0

[AGENDA ITEM 6b]

Workplan Reporting for September and October (listed alphabetically)

Activity	Key Activity	Expected Outcome	Deadline	Agency	Response
CR 2F	<p>Implement crisis services reform to develop effective, efficient structure of service delivery.</p> <ul style="list-style-type: none"> Establish a process for evaluation and continuous improvement. Develop recommendations on referral and triage system. Annually report to the Subcabinet the status of implementation. 	Reform will lead to timely response and management of personal crisis, access to crisis placements and services when needed and reintegration into the community following a crisis.	Report to Subcabinet by September 30, 2019 and annually thereafter	DHS	Verified as complete for 2019 occurrence. Report included in October Subcabinet packet.
DC 2A	<p>Promote Direct Support Connect through mailings, social media and personal contacts to increase awareness of the PCA workforce shortage and recruit potential workers. The focus will be on new immigrants, students and non-traditional candidates. Outreach will be coordinated with</p> <ul style="list-style-type: none"> New refugee programs Minnesota State colleges/universities University of Minnesota Private college consortiums Advocacy groups <p>Annually report to the Subcabinet on recruitment efforts.</p>	There will be an increase of workers entering the Direct care workforce.	Report to Subcabinet on recruitment efforts beginning September 30, 2019 and annually thereafter	DHS , stake-holders	Verified as complete for 2019 occurrence. Report included in October Subcabinet packet.
DC 4A	<p>Provide information to PCA agencies on strategies to expedite hiring and onboarding processes for PCAs to reduce time lag, from initial recruitment of first time workers to deployment.</p> <p>Annually report to OIO on status of this activity.</p>	People with disabilities will experience a decrease in wait time for hiring and onboarding new staff. This will also impact the availability of emergency staff for both traditional agencies and PCA Choice.	Report status by August 31, 2019 and annually thereafter	DHS	Verified as complete for 2019 occurrence

[AGENDA ITEM 6b]

Activity	Key Activity	Expected Outcome	Deadline	Agency	Response
DC 6A	<ul style="list-style-type: none"> • Promote the use of assistive technology (AT), through regional meetings with case managers and conference presentations. • Continue participation in a workgroup to develop improvements in the service planning process. The use of technology will be an essential component of that planning. • Continue to work with industry representatives on a major initiative directed toward increasing the use of technology as a response to the workforce shortage. • Promote the Minnesota Guide to Assistive Technology website (https://mn.gov/admin/at/) which supports people through the process of identifying how AT can help meet their support needs. <p>Report to the Subcabinet on the status of these activities.</p>	Including discussion of how technology might be used to meet a person's desired outcomes during service planning will increase awareness, and use of AT. DHS provides care planners with resources to support the technology discussion. The expected outcome is an increase in the use of assistive technology and targeting use of human assistance (staff) where most needed.	Report to the Subcabinet by July 31, 2019 and annually thereafter	DHS, STAR, MDE	Verified as complete for 2019 occurrence. Report included in October Subcabinet packet.
DC 6B	<p>Expand the use of technology as an option to be discussed during service planning with the goal of increasing community living, employment, and participation in meaningful activities or reducing staffing as appropriate.</p> <p>Report the status of this activity.</p>	Properly deployed technology can support people to live more independently and to appropriately reduce the need for staff in some situations.	Report status by June 30, 2019	DHS	Verified as complete. Included in report for DC 6B.
DC 7B	<p>Analyze incident report data (submitted to DHS) for the MA population to determine whether if admissions of people to hospitals or long-term care facilities may be due to lack of direct care workers.</p> <p>If so, compile and track the number and type of incidents, associated costs if incident resulted in visit to provider/specialty/hospital.</p> <p>Report findings to the Subcabinet.</p>	There will be a better understanding of the impact on direct care worker staffing shortages on unnecessary hospitalizations/nursing home admissions.	Report findings to the Subcabinet by July 31, 2019	DHS	Verified as complete. Report included in October Subcabinet packet.

[AGENDA ITEM 6b]

Activity	Key Activity	Expected Outcome	Deadline	Agency	Response
EM 3A.4	Continue implementation of new employment waiver services. Report to the Subcabinet on the status of implementation.	Individuals with disabilities who choose competitive integrated employment will have access to it.	Report to the Subcabinet by October 31, 2019	DHS	Verified as complete. Report included in October Subcabinet packet.
HC 2A.10	Continue to expand and maintain behavioral health home (BHH) services. This includes continuing efforts to recruit and develop more racially and ethnically diverse service providers. Provide annual status update to OIO Compliance.	Number of certified BHH providers eligible to provide services will increase over time: <ul style="list-style-type: none"> • SFY 17: 25 • SFY 18: 30 • SFY 19: 40 	Provide status update beginning September 30, 2019 and annually thereafter	DHS	Verified as complete for September 2019 occurrence.
TR 3F	Provide a semi-annual report to the Subcabinet on engagement efforts and the development of transportation opportunities.	Provide a consistent forum to engage Subcabinet partners, people with disabilities and their families and other key stakeholders in the development of transportation opportunities.	Report to Subcabinet by March 31, 2019 and semi-annually thereafter	MnDOT, Met Council	Verified as complete for September 2019 occurrence. Report included in October Subcabinet packet.

Olmstead Subcabinet Meeting Agenda Item

October 28, 2019

Agenda Item:

- 7 (e) *Workplan activities requiring report to the Subcabinet*
- 1) *Direct Care Workforce 2A – Direct Support Connect promotion (DHS)*
 - 2) *Direct Care Workforce 6A – Promote use of assistive technology (DHS/MDE)*
 - 3) *Direct Care Workforce 7B – Incident report data (DHS)*
 - 4) *Transportation 3F – Engagement efforts regarding transportation (DOT/Met Council)*
 - 5) *Crisis Services 2F – Crisis services reform implementation (DHS)*

Presenter:

Responsible agencies will be available to answer any questions that Subcabinet members may have on these reports.

Action Needed:

- Approval Needed
- Informational Item (no action needed)

Summary of Item:

These reports provide updates on workplan activities. They will not be presented to the Subcabinet, however agency staff will be available to answers any questions Subcabinet members may have on these reports.

Attachment(s):

7e1 – 7e5 Olmstead Plan Workplan - Report to Olmstead Subcabinet

**OLMSTEAD PLAN WORKPLAN
REPORT TO OLMSTEAD SUBCABINET**

Topic Area: Direct Care and Support Services Workforce

Strategy: Expand the worker pool to ensure people with disabilities have the workforce they need to live, learn, work and enjoy life in the most integrated setting.

Workplan Activity Number/ Key Activity:

2A: Promote Direct Support Connect through mailings, social media and personal contacts to increase awareness of the PCA workforce shortage and recruit potential workers. The focus will be on new immigrants, students and non-traditional candidates.

Outreach will be coordinated with

- New refugee programs
- Minnesota State colleges/universities
- University of Minnesota
- Private college consortiums
- Advocacy groups

Annually **report to the Subcabinet** on recruitment efforts.

Workplan Deadline: September 30, 2019 (annually)

Agency Responsible: Department of Human Services (DHS)

Date Reported To Subcabinet: October 28, 2019

OVERVIEW

Direct Support Connect™ is a dedicated, online job board for direct support professionals — such as Personal care assistant (PCA)s — and the people who hire them. By creating a personal profile, people who need assistance can post and describe their work opportunities. Likewise, support workers can create profiles that highlight their skills, availability and other preferences. The website matches workers to jobs and people to available workers. Direct Support Connect™ is a free service provided by DHS.

REPORT

This report is a summary of the work DHS has done to focus Direct Support Connect promotion and outreach to new immigrants communities, students and non- traditional candidates.

Outreach was coordinated with:

- New refugee programs
- Minnesota State colleges/universities
- University of Minnesota
- Private college consortiums
- Advocacy groups

Promotions

By promoting DirectSupportConnect.com through mailings, social media and community outreach, the active worker profiles increased from 128 profiles on July 1, 2018 to 694 profiles on June 30, 2019. This is a 442% increase.

Mailings

- In the summer of 2018, Direct Support Connect postcards were mailed to all Service Employees International Union (SEIU) members. In addition, SEIU mailed out a letter and a Direct Support Connect kiosk card to all SEIU members.
- Emails were sent to College and University Career Centers
- Emails were sent to PCA Choice Agencies and Fiscal Entities

Social Media

DHS ran two different social media campaigns in the past 14 months, finishing in March 2019.

- The first campaign ran from June 1 through September 30, 2018 on the DHS Facebook page to increase total number of profiles available on the site. During this campaign, there was a 141% increase in total profiles.
- The second campaign ran from January 14 through March 22, 2019 on the DHS Facebook page. The focus for this campaign was to increase the number of workers available on the site. There was a 58% increase in worker profiles during this campaign.

Community Outreach

Direct Support Connect had promotional booths at the college job fairs and conferences listed below. Staff talked to attendees about the benefits of being a direct support worker and how to register and create a profile on the website. In addition, materials and free gifts were given away at the booths to encourage conversations.

- MN Consortium for Citizens with Disabilities Conference booth, September 2018
- St Louis County Conference booth, October 2018
- St Louis County Conference Presentation, October 2018
- U of M Job Fair booth, October 2018 and February 2019
- U of M Duluth Job Fair booth, October 2018 and March 2019
- Bemidji State University Job Fair booth, March 2019
- St Cloud State University Job Fair booth, March 2019
- Minnesota State University Mankato Job Fair booth, April 2019
- MN Gerontological Society Conference booth, April 2019
- World Refugee Day booth, July 2019

**OLMSTEAD PLAN WORKPLAN
REPORT TO OLMSTEAD SUBCABINET**

Topic Area: Direct Care and Support Services Workforce

Strategy: Promote service innovation

Workplan Activity Number/ Key Activity:

6A – Promote the use of assistive technology (AT), through regional meetings with case managers and conference presentations.

- Continue participation in a workgroup to develop improvements in the service planning process. The use of technology will be an essential component of that planning.
- Continue to work with industry representatives on a major initiative directed toward increasing the use of technology as a response to the workforce shortage.
- Promote the Minnesota Guide to Assistive Technology website (<https://mn.gov/admin/at/>), which supports people through the process of identifying how AT can help meet their support needs.

Report to the Subcabinet on the status of these activities.

6B – Expand the use of technology as an option to be discussed during service planning with the goal of increasing community living, employment, and participation in meaningful activities or reducing staffing as appropriate. Report the status of this activity.

Workplan Deadline: July 31, 2019 (annually)

Agency Responsible: Department of Human Services (DHS), Minnesota Department of Education (MDE) and STAR

Date Reported To Subcabinet: October 28, 2019

OVERVIEW

This report lists activities the Department of Human Services is engaged in to make sure people have the opportunity to learn about technology and build it into their support plans.

Providing information on how to expand the use of technology as a viable support to be incorporated into the service planning process along with other informal (natural) and formal (paid) supports is a growing need: as people with disabilities strive for inclusive lives, technology can be a means to ensure safety and promote independence and autonomy. There is also significant pressure on the direct service professional workforce --technology has the potential to lessen a person's dependence on paid staff, as well as deploy available staff capacity to support more people through innovative approaches. The follow report provides summaries of some of the work the Department has been involved in to expand awareness of assistive technology.

REPORT

- **Certified MnCHOICES Assessors Training on Assistive Technology**

Assistive technology training was provided to 379 certified assessors in June 2018. This webinar introduced assessors to what assistive technology is, community resources and websites that can support their work, a process to discuss assistive technology, and how to facilitate and document conversations and decision making in the MnCHOICES Assessment and Support Plan.

This training was adapted into an on-line module and added to the Certified Assessor Training (MnCAT) system and will be released in the summer of 2019.

- **Home Modification Training for Case Managers and Assessors**

Technology for HOME, a DHS grant funded service, offers a team approach to person-centered assistive technology (AT) consultation and technical assistance to help individuals with disabilities live more independently. In addition to providing consultation directly with individuals, Technology for Home trained 308 lead agency staff on home modification at 11 regional community of practice meetings between November 2018 and March 2019.

An on-line module of this training for assessors and case managers is in production and is scheduled for release in summer 2019.

- **Supportive Technology Training for Case Managers**

ARRM, an association of disability providers, in partnership with DHS has developed training for case managers on supportive technology, services, and funding. In the first sessions, 120 case managers from Anoka County were trained between February and May 2019. A second session is scheduled as a presentation at the Aging and Disability Odyssey conference on August 1, 2019.

- **Stakeholders Community of Practice Sessions**

DHS held two stakeholder community of practice sessions in the fall of 2018 and the spring of 2019. The sessions included people with disabilities, family members, lead agency staff, and department staff. The group brainstormed ideas and identified best practices in creating support plans within a workforce shortage. A key theme identified by both groups was using technology to increase independence and autonomy and reduce reliance on paid staff.

- **Technology Committee Formed**

The DHS Disability Services Division created a Technology Committee to promote the inclusion of technology to support people with disabilities living integrated and independent lives. In addition to following up on the stakeholder themes identified at the community of practice, the committee's purpose is to:

- Coordinate technology resources

[AGENDA ITEM 7e2]

- Review efforts around training and guidance
- Monitor technology advancements
- Build and manage an infrastructure for technology resources and information
- Advocate for the use of technology in Minnesota

- **Using Technology to Reduce the Use of Restrictive Interventions**

In January 2014, DHS implemented Minn. Stat. chapter 245D, which outlines required standards, including positive support protections. In August 2015, DHS implemented Minn. R. 9544, the Positive Supports Rule, which ensures all DHS-licensed services and facilities that serve people with developmental disabilities or related conditions follow the prohibitions and limits in Chapter 245D. As a result, no DHS-licensed service or facility is permitted to use clinically contraindicated practices on people receiving services governed by either 245D or the Positive Supports Rule.

The state recognizes providers face challenges while learning to support people with only positive support strategies after being allowed to use restrictions and restraints. Therefore, 245D and the Positive Supports Rule outline some situations in which a provider may use a prohibited procedure for a limited time to phase out the restrictive procedures. Providers can request permission to implement a transition plan which must be completed within a specified amount of time.

Use of technology is considered as one strategy to move away from restrictive procedures and has proven very effective. Most transition plans include some use of technology. The grant-funded Technology for Home service provides consultation to the teams that are developing transition plans.

Through the implementation of 245D and the Positive Support Rule, the use of restrictive procedures has dropped dramatically from nearly 700 incidents in 2014 to 13 in 2018.

- **Technology Resources on the Disability Hub Website**

The Disability Hub website is developed to help people with disabilities and their families find resources, information, and person-centered tools to help them plan their best life their own way. Assistive technology success stories and resources are included in the “Work Supports and Accommodations” page.

- **Planning for Odyssey Conference July 31 - August 1, 2019**

DHS designed the 2019 Aging and Disability Odyssey Conference to increase awareness of technology and build capacity for helping people explore the use of technology. There were multiple sessions and exhibits at the conference focused on technology and support planning. In addition, there was an assistive technology interactive experience tent.

[AGENDA ITEM 7e2]

Technology focused sessions included:

- *Solutions for facilitating the creation of complex and realistic support plans – 3 hour pre-conference session*
- *Assistive technology can be life changing for someone who has a disability – 1.25 hour session*
- *Enhancing and easing the process of home modifications– 1.25 hour session*
- *EAA home modifications resources and learning the team approach – 1.25 hour session*
- *The why, what and how of technology: Intro to support technology training – 1.25 hour session*

Exhibits Hall technology vendors included: State of Minnesota STAR Program, Technology 4 Home, Sengistix, and Accessible Space, Inc. (ASI).

**OLMSTEAD PLAN WORKPLAN
REPORT TO OLMSTEAD SUBCABINET**

Topic Area: Direct Care and Support Services Workforce

Strategy: Enhance data collection

Workplan Activity Number/ Key Activity:

DC 7B - Analyze incident report data (submitted to DHS) for the Medical Assistance population to determine whether admissions of people to hospitals or long-term care facilities may be due to lack of direct care workers. If so, compile and track the number and type of incidents, associated costs if incident resulted in visit to provider/specialty/hospital.

Report findings to the Subcabinet.

Workplan Deadline: July 31, 2019 (annually)

Agency Responsible: Department of Human Services (DHS)

Date Reported To Subcabinet: October 28, 2019

OVERVIEW

Many factors influence decisions to admit people to hospital or long-term care facilities, including lack of support in the person's home and community. The purpose of this activity is to determine if the workforce shortage affecting direct support workers has had an impact on hospital and long-term care facility admissions.

REPORT

Staff reviewed hospital admissions, medical service claims, Omnibus Budget Reconciliation Act (OBRA) screening documents, and nursing facility preadmission screenings as potential sources of data related to the impact of the workforce shortage on hospital and long term care facility admissions. The data currently available does not discern the direct impact of the workforce shortage on these admissions primarily due to the complexity of other factors influencing admissions.

The nursing facility preadmission screening will begin collecting more specific data in January 2020 around admissions which may allow for a better analysis of people entering nursing facilities due to a caregiver shortage.

In addition, there are other forms of analysis that could be done which would require shifting of additional resources to learn about hospital admissions. We recommend these potential avenues of data collection be considered in order to better evaluate the cost of people being put in more restrictive settings versus paying direct care workers to keep people at home or in less restrictive, settings like group homes or adult foster care.

**OLMSTEAD PLAN WORKPLAN
REPORT TO OLMSTEAD SUBCABINET**

Topic Area: Transportation

Strategy: Improve the ability to assess transit ridership by people with disabilities

Workplan Activity Number/ Key Activity:

3F: Provide a semi-annual report to the Subcabinet on engagement efforts and the development of transportation opportunities.

Workplan Deadline: September 30, 2019 (semi-annually)

Agency Responsible: Department of Transportation (DOT) and Met Council

Date Reported To Subcabinet: October 28, 2019

OVERVIEW

Throughout the year, Metropolitan Council and MnDOT conduct a series of outreach activities to engage people with disabilities and their families and other key stakeholders in the development of transportation opportunities.

REPORT

The engagement efforts conducted by Metropolitan Council and MnDOT are listed below.

METROPOLITAN COUNCIL ENGAGEMENT EFFORTS

March 2019 newsletter

- Updates on service and online resources, upcoming convening

Spring Metro Mobility Community Conversation – April 24, 2019

- Connected customers and service providers, planning staff
- Council members and our chair attended to hear concerns, interact with attendees
- Attendees were able to learn about how to ride a regular route transit bus and ask questions of customer service representatives

General engagement

- Proactive interactions with organizations who provide services to or advocate for people with disabilities for potential future engagement activities.
- Several targeted mailings throughout the year, related to accessibility and Title VI.
- Customer-related communications for Metro Mobility – including assuring areas are cleared for accessibility near bus stops, and weather-related, and event-related service disruptions.

[AGENDA ITEM 7e4]

Roundtable discussion – community prosperity for people who have disabilities

- Local government officials, state officials, disability advocates and members of the disability community gathered to discuss critical service connections for people with disabilities.
- Topics included employment, housing, health care, and transportation.
- Participants included people who participate in programs supported by Opportunity Services, a local non-profit serving people in the Twin Cities region.

Public Transit and Human Services Coordinated Plan

- Periodic update is underway
- The Council convened partners serving people who have disabilities and other affected individuals to discuss needs and strategies to address those needs. The plan will be complete later this year.

MNDOT ENGAGEMENT EFFORTS

Regional Transportation Coordinating Councils (RTCC)

- Seven implementation grants were awarded with an additional three planning grants. RTCC applications were required to provide detail on how the public, including individuals with disabilities will be involved in the development and ongoing work of the RTCC.
- Grants from this cycle were available to the RTCCs that have completed the initial planning process.
- The grant requires a position on each RTCC board be held by an individual with a disability.

Five Year System Plans

- The five year plans with 30 rural public transit providers in Greater Minnesota have been completed and will be available to the public through the individual transit providers.
- All systems involved their Advisory Groups in plan development to ensure the local challenges and needs are addressed.
- MnDOT required providers to encourage diversity within the advisory groups including representation from the disability communities. The requirements are laid out State of [Minnesota Department of Transportation Office of Transit and Active Transportation Title VI Program: FTA](#).

[AGENDA ITEM 7e4]**Measuring the Economic Benefits of Rural and Small Urban Transit Service in Greater Minnesota**

The survey and study of the Economic Benefits of Rural and Small Urban Transit Service in Greater Minnesota has been completed.

- The objective of this research is to measure the economic benefit of rural public transit service. Some benefits include providing access to jobs, reducing medical cost and supporting local shopping, independence and community connections. Dr. Mattson and the team at NDSU developed a framework for a model to measure the economic benefits
- The purpose of this project is 1) provide data and information for the transit directors as they request and compete for local funding resources, 2) help MnDOT justify funding requests from the legislature for Greater Minnesota transit and 3) enable MnDOT to better understand the financial contributions to Greater Minnesota and our investments in supporting a transportation system that maximizes the health of the people, the environment and our economy.
- Six rural transit systems were selected to be case studies to test the model. Riders from the six transit providers completed onboard surveys that captured questions about connecting to communities and enabling independence. (see attached)
- Question six on the survey asked “Do you consider yourself to have a disability? Yes or No
- Over 900 surveys were completed. The survey results will be used to calibrate the model and into a tool for individual communities to use a draft report on the survey results and analysis are expected September 30, 2019.

**OLMSTEAD PLAN WORKPLAN
REPORT TO OLMSTEAD SUBCABINET**

Topic Area: Crisis Services

Strategy: Implement additional crisis services

Workplan Activity Number/ Key Activity:

CR 2F - Implement crisis services reform to develop effective, efficient structure of service delivery.

- Establish a process for evaluation and continuous improvement.
- Develop recommendations on referral and triage system.

Annually report the status of implementation to the Subcabinet.

Workplan Deadline: September 30, 2019 (annually)

Agency Responsible: Department of Human Services (DHS)

Date Reported To Subcabinet: October 28, 2019

OVERVIEW

There are three primary ways that DHS is pursuing the crisis goals of the Olmstead Plan: preventing personal crisis; managing crisis situations; and accelerating a person's return to the community after a crisis. Additionally, DHS is working to increase the availability of crisis technical assistance in the community. Much of the person-centered and positive supports workplan activities can be considered prevention work. This report provides an annual update on several specific activities related to managing crisis situations and accelerating a person's return to the community after a crisis.

REPORT

The status of implementation of several areas related to crisis services are included below.

Mobile Crisis Teams

Mobile Crisis teams are operating 24 hours per day, 7 days per week for children and adults throughout all 87 counties. In 2018 there were a total of 13,189 unique crisis events experienced by 9,213 unique clients.

All mobile crisis teams have access to 24/7 consultation to address crises when individuals may have co-occurring diagnoses (mental illness and intellectual/developmental disability). Crisis teams that have utilized the service find it helpful to better serve this population. In addition to the consultation line, trainings are provided free of charge to crisis providers on topics related to individuals with a co-occurring diagnoses (mental illness and intellectual developmental disability) experiencing a crisis. Past topics included: 245D, Fetal Alcohol Syndrome, Autism Spectrum Disorder, and working with individuals with a brain injury. Trainings are held in the Metro as well as Greater Minnesota area so all crisis teams have access to them.

Universal Crisis Number

DHS is currently piloting a universal phone number in the metro area for individuals to access their local mobile crisis teams. A person can dial **CRISIS (starstar274747) from a mobile phone and be routed (using intelligent call forwarding) to their local mobile crisis team from anywhere in the metro area. DHS has been working with metro crisis teams to monitor call volume and other data points over the last several months. Once enough data has been collected and the pilot phase is complete the number will expand statewide.

A Bus and Light rail campaign has begun to raise awareness of the crisis number. In addition \ **CRISIS flyers are being distributed in the community at various events, conferences, and college campuses. The **CRISIS flyers are available to mobile crisis teams around the state of Minnesota.

Single Point of Entry (SPE)

In 2015, Single Point of Entry (SPE) was implemented to respond to an increasing number of calls and e-mails about people losing their residential placements.

Developed through a Continuous Improvement Process, the goal of Single Point of Entry was to provide a solution with:

- No wrong door;
- Capacity for sharing information across DHS divisions;
- Timely and coordinated responses;
- Ongoing technical assistance to case managers, if needed by the case manager; and
- Intensive support if needed to remove obstacles caused by DHS procedures.

Referrals to SPE are received through two sources. Lead agency staff submit online referrals for Community Support Services (CSS) mobile teams, CSS crisis homes, Minnesota Life Bridge (MLB) and Minnesota State-Operated Community Services (MSOCS) residential services. Foster Care, Supported Living Service, and Intermediate Care Facilities for Individuals with Developmental Disabilities (ICF/DD) licensed providers notify the DHS commissioner when they suspend or terminate residential services for a person.

All referrals are discussed at daily triage team meetings that include staff from Disability Services, Direct Care and Treatment Central Preadmission, CSS, MLB, MSOCS, Successful Life Project (Jensen class member support team), and Behavioral Health. The triage team assigns an SPE eligible person to an appropriate DHS team and designates a primary DHS contact person who follows up with the case manager on a regular basis and documents contacts in CareManager. DHS staff with subject matter or policy expertise are available for consultation if there are internal barriers to successful placement that are caused by DHS policies or procedures.

Implementation of Single Point of Entry has created efficiencies in several areas. CareManager allows information-sharing across divisions and reduces the duplication of effort created when

[AGENDA ITEM 7e5]

two divisions worked in isolation to resolve the same person's crisis. Daily triage meetings provide a forum for discussing referrals and suggesting resources. Lead agencies report the streamlined referral process for DHS-operated crisis and residential services is easy to complete and appreciate being able to refer a person for multiple services using just one form. Case managers have reported that they appreciate the technical assistance their assigned staff person provides.

Building provider capacity

DHS continues to find ways to increase local provider capacity to apply Positive Behavior Support (PBS) principles and practices to avert crises and support people returning to their homes and communities from crisis settings.

In cooperation with the University of Minnesota, DHS is creating regional capacity for developing and mentoring PBS professionals through a multi-year process of

- intensive training for local PBS facilitators and PBS mentors; and
- on-line training and in-person technical assistance with implementing organization-wide PBS tools based on the College of Direct Support PBS courses.

Five regional cohorts (consisting of 27 provider and local lead agency organizations) are currently participating in this capacity development process. As of June 30, 2019, a total of 71 individuals statewide were trained as PBS facilitators.

Crisis respite capacity

In 2017-2018, 44 crisis respite beds were awarded as part of a 2016 RFP.

- In September 2018, 39 of the 44 beds were licensed and 5 beds were not yet licensed.
- By September 2019 all 44 beds were licensed.

