**Consumer Needs and Satisfaction committee Meeting Minutes Date: 9/08/22**

**Attendance**

**SRC**: Ronaldo Fujii, Kevin Goodwin, Inez Canada, Douglas Mason, Christine Tosti, Olympia Stroud

**MRC:** Charlene Coombs, Bill Noone, Graham Porell, Amanda Baczko, John Maruyama, Theo Marinakis

**Public**:

**Meeting called to order at 2:04 PM**

1. Approval of the Minutes with attendance corrections 06/23/22: motion made by Doug Mason to approve, seconded by Christine Tosti
2. MRC Update

Wrapping the pilot of the survey and meeting September 9 to debrief

AQA will get the data by the end of September to do internal analyses. Ronaldo requested to be included in the AQA analysis plan.

Bill mentioned current data have analyses regarding staff – to be added to the future analyses.

Amanda mentioned the sequence of future events and the review process to be inclusive of the entire MRC for the pilot review and final endorsement of the satisfaction and needs assessment questionnaire.

* Action item @Amanda: send to all SRC members the questionnaire and conceptual framework.

1. Christine presented about her experience with disabilities and her life trajectory while living with disabilities.

Useful links were made available for the many institutions and tools mentioned during the presentation and the materials will be made available to the public.

1. Any other Topic

Olympia Stroud congratulated Christine for the presentation; talked about the lack of assistance to mental health.

* Action Item @Ronaldo: will send the presentation to Olympia (completed Sept 9).

Inez Canada – remembered to have accessible language of the analysis and the results of the questionnaire.

Open mic

Service dog trainer link provided by Christine Tosti: [https://atyourservicedogtraining.com](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fatyourservicedogtraining.com%2F&data=05%7C01%7C%7C38eef11bd0f3411f4cf008da91cc9126%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637982605106910942%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=cOd6wXOc7Yc3QguZAhXW24%2BMy5knUeqrPVXe%2BCyQEIQ%3D&reserved=0)

Amanda reminded October is the National Disability rehabilitation month – activities in SRC are celebrating with several events and campaigns

Doug Mason attended 1st DEI training session September 8th – He mentioned about johe shared the bios of the course ministers:

* Dr. William Cox (he/him)
  + Presentation Topic: Final wrap-up of the full DEI learning series. Being an ongoing agent of change, Anti-racism, retrospective on what we learned from the previous phases and evaluations
  + Bio: Dr. Cox is Native Hawaiian/Chinese/Portuguese/White, is a gay man, grew up living around the world, and was homeless. He therefore brings to the table representation related to multi-racial/multi-ethnic diversity, LGBT+ community, international/multicultural perspectives, and SES/poverty.
* Sandy Eichel (they/them)
  + Presentation Topic: Bringing authentic identities to work, and LGBTQ+ issues more broadly
  + Bio:[http://www.sandyeichel.com/speaking/](https://nam12.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.sandyeichel.com%2Fspeaking%2F&data=05%7C01%7C%7C7c22ce73dfea4ca2e66f08da91cc9a0c%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637982605198979194%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=baeOEGELwQKoepxiltWknjvRoP90%2F2IWdBGju5PUN0U%3D&reserved=0) Sandy Eichel is gender nonbinary and a member of the trans\* community, with extensive experience representing the LGBT+ community. Sandy Eichel is an international DEI speaker and consultant. They frequently speak at corporate functions, professional conferences and diversity summits across North America and Europe. Sandy’s focus is to inspire and empower audiences to challenge their own biases while giving the audience the tools to change their behaviors and become true allies for change. With humor, energy, and science, Sandy helps people break free from the mental and cultural obstacles that cause them to suffer from unconscious bias and create more inclusive work and community environments. Several magazines and newspapers, including a November 2017 edition of the Wall Street Journal and Forbes in April of 2019, have published feature articles about Sandy and their work. Sandy devotes additional time to raising money for various charities, which led them to create a non-profit initiative to benefit underprivileged elementary students in their hometown of Madison, WI.

* Dr. Amber Nelson (she/her)
  + Presentation Topic: Equity in Healthcare, Race and Culture Competence/Humility/Sensitivity
  + Bio: Dr. Amber Nelson is a Black woman who has worked extensively in the realm of DEI, including teaching about cultural humility and sensitivity and competence, and working in diversity and inclusions roles within various organizations throughout her career. Amber Nelson is an assistant professor of clinical psychology at George Fox University. An alumna of George Fox, from which she earned a doctorate in clinical psychology (2016) and both master’s (2014) and bachelor’s (2009) degrees in psychology, she worked the previous three years as a pediatric psychologist at the Kennedy Krieger Institute & Johns Hopkins University School of Medicine in Baltimore, where she completed two years of postdoctoral fellowship and joined as a licensed staff psychologist in August of 2018. While there, she worked at Johns Hopkins Children’s Center as an inpatient consultation supervisor and, since November of 2017, as a pediatric psychology consultation service assistant coordinator. Nelson also assisted in the center’s Sickle Cell Transition Clinic and Cystic Fibrosis Center as well as in the Kennedy Krieger Institute’s Pediatric Psychology Outpatient Clinic, Neurodevelopmental Sleep Clinic, Neurodevelopmental Sickle Cell Clinic and Center for Diversity. Prior to that, she spent one year (2015-16) as a doctoral psychology intern at Boston Children’s Hospital and Harvard Medical School. Before leaving for the East Coast, Nelson gained experience as a behavioral health extern at Childhood Health Associates of Salem (2015), with the Behavioral Health Crisis Consultation Team in Yamhill County (2013-15), at Oregon Health & Science University (2013-14), and with the Rural School Behavioral Health Consortium in St. Paul, Oregon (2012-13).

* Nicki Vander Meulen (she/her)
  + Presentation Topic: Disability community, intersectionalities with disability, systemic barriers
  + Bio: Nicki Vander Meulen is autistic and has cerebral palsy and has fought for accommodations and against discrimination her whole life. In her career as a lawyer and as the first-ever autistic person to be elected to a U.S. school board, she fights for kids and adolescents with disabilities. Nicki Vander Meulen is a juvenile attorney who spent her life fighting to make public education more equitable and inclusive for children, because as a child she had to sue to get those same opportunities. Nicki has Asperger’s and Cerebral Palsy and at the age of five she was told she was uneducable and should be institutionalized. Nicki fought to get the public education she deserved, and went on to graduate from UW - Madison Law School. Getting her law degree led to the next round of discrimination. Nicki applied to over 300 law firms disclosing her disabilities, but no one would hire her. Instead, she set out on her own, opening her own practice and taking the cases that meant the most to her -- juvenile mental health overflow. This allowed her to advocate for children and adults with unique needs. In her practice, Nicki kept seeing kids with disabilities being unfairly treated in the school system.  She had clients who had been suspended, expelled, and been frequent targets of seclusion and restraint. Nicki decided to run for Madison Metropolitan School Board to fight for these kids. When Nicki was elected in 2017, she became the first openly autistic school board member in the United States. On the board she has fought to make MMSD more inclusive, reduce seclusion and restraint, and improve outcomes for all marginalized communities. She has fought for and obtained cost of living increases for teachers and increases in special education funding. She is also the first school board member to visit every school in the district during her first term in office.  Nicki has made it her mission in life to fight for those who cannot fight for themselves.

Inez and other members of the SRC. Recommended for all to attend as it is accessible in language and relatable.

Kevin asked about social security guidance – Christine pointed to the website online and offered to assist Kevin.

Meeting adjourned at 3:30 – Motion by Doug Mason and Seconded by Kevin