

# Community Resource Center Advisory Council Meeting Minutes

Meeting Date: October 23, 2024

## Attendance:

### Members

- Amy Arnt-Buzzard
- Suzanne Arntson
- Kanisha Bliss
- Jennifer Compeau
- Jayne Gibson
- Marlena Hanson
- Lee Her
- Jeff Horton
- Jessica Jungroth
- Jessica Little
- Julie Neitzel Carr
- Felicia Orozco
- Zerina Said

- Wahbon Spears
- Molly Scroeder
- Catherine Wright

### Staff

- Daisy Copeland
- Heather Reynolds
- Sherri Killins Stewert
- Megan Waltz
- Ellie Decker

### Guest Speaker

- Shawn Holmes
- Natletha Sumo Kollie

**Location:** Webex link

## Purpose of the council:

To advise the commissioner of the Department of Human Services on the development, implementation, evaluation and ongoing governance of Community Resource Centers (CRC) in Minnesota.

## Duties of the council:

Duties include, but are not limited to, advising the commissioner on:

- The development and funding of a network of community resource centers
- The development of requests for proposals and grant award processes
- The development of program outcomes and accountability measures, and
- Ongoing governance and necessary support in the implementation of community resource centers.

## Meeting Materials:

- Ascending with Parents: <https://ascend.aspeninstitute.org/wp-content/uploads/2024/09/Ascending-With-Parents-FINAL.pdf>
- Principles for Engaging and Centering Parent Voice: <https://ascend.aspeninstitute.org/wp-content/uploads/2020/10/Principles-for-Engaging-and-Centering-Parent-Voice.pdf>

## Meeting objectives

1. Develop a way forward for work in 2025
2. Learn and ask about Bridge to Benefits and Help Me Connect

3. Learn and ask about the Parent Survey work group

**Agenda with added minutes**

**I) Welcome**

- Check-in question: Should we have the December meeting earlier in November or cancel?

Schedule Option	Number of Responses
Yes, cancel the December meeting	2
Reschedule the December meeting to November	3
No December meeting, move to January and start 2025 meeting cadence from there	4

*Decision: Members agreed to have the next meeting in January 2025. The day and time may change, based on members availability in the new year.*

**II) Demonstration of Bridge to Benefits Tool**

- Guest: Natletha Sumo Kollie, Children’s Defense Fund-MN  
Bridge to Benefits: <https://www.bridgetobenefits.org/Home2>

**III) CRC Advisory Council 2025 Planning and Discussion**

- Strategic Question: To ensure effective implementation of CRCs – what are the organizational structures and tasks that need to happen? At what levels should these things occur?

Level (if given)	Organizational Structure/Task
CRCs	Document the needs and service availability
CRCs	Make sure grantee is ready with their programming, staffing, and resources
CRCs	Provide effective and accurate language assistance through professional interpretation and translation providers. It is not best practice to expect bilingual staff to interpret or translate
CRCs – Staff/Navigator	An effective way to track unmet needs of the community
State	If there is a way to find out from families if they felt safe answering the questions and supported by the CRC
	Planning for sustained funding
	Regular communication with CRCs to understand the community needs and service availability
	Long-term sustainability planning
	Have “soft openings” where staff can walk through the process to make sure it works as needed
	Outreach so the community knows the CRC is there and what they do/offer
	Find out from CRC staff what they need to be effective in their jobs

	Advocacy training at all levels as well as training families to advocate for their students
	Collaborative leadership development: Empower parents and community members to take on leadership roles within CRCs through training, leadership programs, EQ, and active involvement in decision-making

**IV) Demonstration of Help Me Connect Tool**

- *Guest: Shawn Holmes, MN Department of Health*  
Help Me Connect: <https://helpmeconnect.web.health.state.mn.us/HelpMeConnect/>

**V) Welcoming Grantees**

- Strategic question 1: What additional tools and trainings do grantees need?

Training Type	Number of Responses
Listening and goal setting with families	6
Intro to race, equity, and whole family systems	5
Trauma informed practices	4
Identifying bias and working in culturally affirming ways	4
Mandated reporter training	1
Other	1

- Strategic question 2: What is CRC Advisory Council’s role in onboarding/welcoming grantees?
  - *I believe in an active role. Their questions for us, and feedback can inform processes*
  - *I like the idea of inviting grantees to a meeting to share with the group about their organization and have a chance to learn about the CRC Advisory Council and its goals*
  - *Offering resources, training or speakers when needed*
  - *Oversight & accountability, Idea sharing and collaboration*
  - *Being informed of onboarding and training*

**VI) Parent Survey Work Group Share**

- Recommendations:
  - *Frame questions as “How are your needs being met? How is the CRC meeting your needs? Do you feel supported?”*
  - *Ask the questions after rapport/a relationship has been built with parents/families.*
  - *Be clear/transparent about why the questions are being asked.*
  - *Possible Recommendation: Consider CRC opening/intake conversations – should a specific tool be used? Can organizations develop a “menu” of available services and resources?*
- Next Steps:
  - *Staff develop draft questions for this group before bringing larger questions to the council.*
  - *Questions should be based on outcomes the council has previously discussed.*
  - *Second working group meeting will be in November 2024.*

**VII) Reflections, Next Steps, and Closing**

- Compile and post meeting minutes.
- Work to develop logic model and review at next meeting.
- Work to develop welcome meeting for grantees
- Next meeting will be scheduled in January 2025 – will reconsider day of week and time of day council meets.