

## Community Resource Center Advisory Council Meeting Minutes

Meeting Date: November 24, 2025

### Attendance:

#### Members

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|--|--|--|--|
| <input type="checkbox"/> Amy Arnt-Buzzard            | <input type="checkbox"/> Jayne Gibson              | <input checked="" type="checkbox"/> Jessica Jungroth | <input checked="" type="checkbox"/> Zerina Said      |
| <input checked="" type="checkbox"/> Suzanne Arntson  | <input checked="" type="checkbox"/> Marlena Hanson | <input checked="" type="checkbox"/> Jessica Little   | <input type="checkbox"/> Wahbon Spears               |
| <input checked="" type="checkbox"/> Kanisha Bliss    | <input type="checkbox"/> Lee Her                   | <input type="checkbox"/> Julie Neitzel Carr          | <input type="checkbox"/> Molly Schroeder             |
| <input checked="" type="checkbox"/> Jennifer Compeau | <input type="checkbox"/> Jeff Horton               | <input type="checkbox"/> Felicia Orozco              | <input checked="" type="checkbox"/> Catherine Wright |

#### Staff

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Hafsa Abdi       | <input checked="" type="checkbox"/> Sherri Killins |
| <input checked="" type="checkbox"/> Heather Reynolds | Stewart  |
| <input checked="" type="checkbox"/> Rebecca Juarez   | <input checked="" type="checkbox"/> Megan Waltz    |

#### Guests

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| <input checked="" type="checkbox"/> Kristie Kremer-<br>Nexus Kindred Family<br>Healing |
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**Location:** Webex link

### Purpose of the council:

To advise the commissioner of the Department of Children, Youth, and Families on the development, implementation, evaluation and ongoing governance of Community Resource Centers 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 objectives

1. Review and orient the council to its purpose, goals and objectives responsibilities, deliverables, and the timeline to ensure co design, implementation and monitoring, as per the legislation.
2. Build relationships amongst the council members to increase communication and support the sharing of individual values, experiences and interest to benefit the collective interest.
3. Reflect on key learnings and data from relationship-based services, programs and initiatives which seek to connect families to state, local and regional resources.
4. Discuss the characteristics and essential resources for coordination, planning and partnerships for collaboration that is responsive and contributes to families getting what they need for wellbeing of children, families, and communities.
5. Recommend potential measures of success for **culturally responsive, relationship-based service navigation** through programs, services or initiatives intended to benefit children, families, and communities.

## Agenda with added Minutes

### 1. Welcome, Introductions, and Agreements

- A. Question: What has been your favorite movie to come out this year? Why?
- B. Review of meeting objectives, meeting agenda, meeting agreements.

### 2. Welcome

- A. Review: Community Resource Center Advisory Council Charter, go over agenda for this meeting.

### 3. Grantee Spotlight- Nexus Kindred Family Healing: Kristie Kremer

- A. Mission: To change the course of a child's life by stabilizing families and strengthening mental health
- B. Vision: Healing the past, breaking the cycle, and changing the future
- C. ICARE Values: Innovation, compassion, agility, responsiveness, and excellence
- D. Kinship family types:
  - Formal: Licensed, Emergency placement/unlicensed
  - Informal: Legal custody, Third party consent, custody consent, Delegation of parental authority, No legal or temporary custody; relative, No legal or temporary custody; non-blood relative
  - Pre-placement or custody
  - Adoption
- E. Model Outcomes: Legal capacity, financial stability, community connection, emotional support
- F. Serving Families:
  - Resource locator tool
  - Referral to trusted community partners
  - Case management: in home, in community, at the office
- G. Material Supports:
  - Welcome Basket Basic Need Gift Cards (gas, food, home improvements, etc)
  - Home safety check list items for foster care licensing
  - Hygiene items
  - Blankets
  - Socks and underwear
  - Move-in bags
  - Diapers and wipes
- H. Emotional Support:
  - Share and support groups
    - i. Held virtually via Zoom every third Monday of each month
    - ii. In-person activities offered
  - Facebook kinship navigator group
    - i. 6-week cohorts of topics open
    - ii. Open to engage any time of the day
- I. Community Partners
  - Community Resource Centers
  - Full-Service Community Schools

### 4. Case Study Introduction

- A. Review Governance Tasks
  - Policy & Systems Navigation:

- i. Identify systemic barriers that impede access across education, health, housing, economic supports, child welfare, food security, and transportation.
      - ii. Analyze patterns and determine when barriers are site-specific versus statewide.
      - iii. Prioritize policy adjustments that can improve family access, reduce administrative burden, or remove inequitable requirements.
    - Partner Engagement & Communication
      - i. Maintain communication channels that ensure partners and funders have accurate, timely information about what families are experiencing.
      - ii. Ensure family and community voices are not tokenized but embedded in decision-making structures.
      - iii. Facilitate two-way communication: CRCs learn about policy shifts, and policy leaders learn about ground-level impacts.
  - B. Introduce Case Study
  - C. Illustrative example: using lived experience to shift policy and practice
    - Over several months, navigators across five CRCs reported similar family stories:
    - Families attempting to access childcare subsidy benefits were being denied because eligibility workers required **in-person verification**, despite the state policy allowing for remote submission.
    - Families without transportation or flexible work schedules lost access to essential benefits due to this inconsistent local implementation.
    - Families described feeling “punished for working,” and navigators found themselves repeatedly advocating for individual case exceptions.
  - D. Question: What are some other issues that might be gathered from organizations feedback from families’ experiences?
    - Answers:
      - i. Basic needs, crisis and mental health. Desperation many people have in emails they’re sending when they find HelpMeConnect. Moms call about not being able to do baby’s laundry.
      - ii. Large housing complex that provided housing for people of low income. It was bought it because it needed upgrades, and theyre now renewing leases and with it being in a small town, families can’t afford to live there
      - iii. Not enough help with rent or food supplies
      - iv. Basic needs, not around child abuse issues. Families don’t feel so safe going to the counties because they worry about surveillance and safety of their children [child removal].
      - v. 5 different groups working on the same thing. There needs to be alignment.
  - E. Menti: What policy opportunities, clarification or modifications are raised in the case study?
    - Responses:

What are policy opportunities, clarifications or modifications raised in the case study?

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Ensure counties are implementing policies the same. Move basic needs resources from counties to CRCs - wondering about the role if PSOP?	State Auditor - guidance on not providing gift cards to address economic/concrete needs. Who funds the provision of concrete supports? A broad fiscal analysis of the CW system-max federal
A need for better communication practices for all, regular regional meetings, that can report to policy makers and those implementing it on the changing needs of the community/region.	Alignment in policies across the board

**5. Case Study Discussion 1 & 2: Policy & Systems Navigation, Partner Communication and Engagement**

A. Menti: What are some governance actions to respond to the case study regarding policy and systems navigation?

- Menti response:

What are some governance actions to respond to the first case study on Policy and System Navigation?

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Role clarification, detailing who is responsible for what and having it be written in writing, is that something we could do?	I wonder about having the parents here present to the other state-led groups (Like the Supreme Court Council) about where basic needs navigation should occur- not all groups have parent voice like CRC
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B. Activity: Walk through governance objectives for policy and systems navigation

- Documentation and elevation
- Systems navigation review
- Policy clarification and communication
- Training and technical assistance

C. Menti: What are the suggested processes for creating feedback loops for family voice?

- Menti response:

What are the suggested processes for creating feedback loops for family voice?

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PAC members collecting impact stories from families at a C/FRC	Make sure all state-run councils working to support families have parent/caregiver voices informing them.
Monthly or quarterly listening sessions with families receiving services.	Share family feedback and solicit feedback from parents before decisions are made. Share feedback with the FRC steering committee
A standardized escalation form that navigators can submit when patterns emerge (e.g., repeated denials like in the case study).	Feedback to be shared up to C/FRC network to explore problem solving and advocacy.
Anonymous, accessible reporting tools: Short SMS or app-based check-ins for families to flag problems in real time. QR-code surveys available in CRC lobbies, partner agencies, and onboarding packets.	

D. Activity: Review/discuss response to lived experience

- Responses:
  - Ensuring partners and funders have accurate information about what families are experiencing.
  - Ensure family and community voice are not tokenized, but embedded in decision making structures, and facilitate two-way communication so that CRCs learn about policy shifts and policy leaders at the ground level.
  - I get to come to this meeting and I get paid, but I think our partners currently, and systemically or system wide, there isn't good compensation for that. I wonder if this falls under 'tokenization'

- iv. Families provide so much feedback, but where do their stories go? We have to close feedback loops. And I think it also helps people gain the confidence to be able to share their story, because it can be a very, very vulnerable space to share what you're going through or hardships, and I think being able to then say "just because you experience that hardship doesn't make you less of a person. If anything, you are now able to help so many more people. I would love to see that continue happening, especially with the CRCs, as they're working with families and just as the state continues to grow in this direction.
- v. We have to close that feedback loop and keep it looping. I know it's harder, but just from my own experience with the whole family system's work, I realize just how much families we work with are giving that feedback to us, how much it means to them when you come back and say "hey, this is what we did with what you gave me".

**6. Lessons learned**

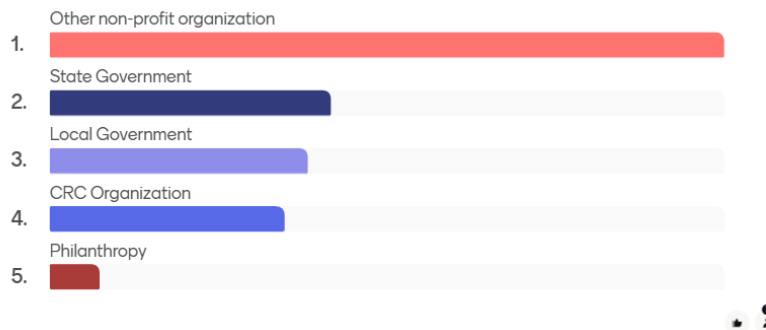
- A. Activity: Review lessons learned from case study
  - o Reports of denied benefits due to in-person requirements dropped significantly.
  - o Families reported easier access and reduced missed work hours.
  - o CRCs were able to redirect staff time from crisis problem-solving to proactive navigation.
  - o The state recognized the need for an ongoing **Policy Implementation Alignment Review** to ensure policy is interpreted the same way across counties.

**7. Review**

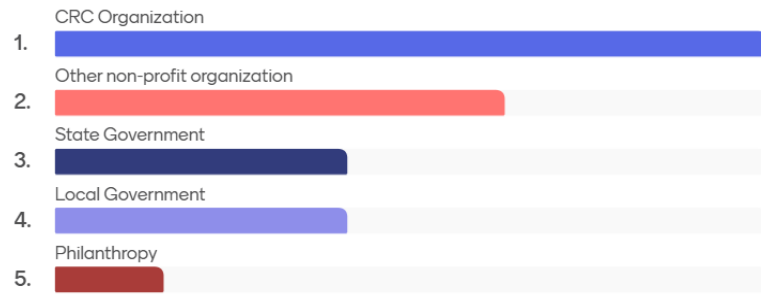
- A. Activity: Restate the two governance area objectives for partner engagement and communication
- B. Activity: Show governance tasks on slide and give opportunity to ask about any of them .
- C. Menti: Who is responsible for policy and system navigation? Who is responsible for communication and engagement?

- o **Menti response:**

Who is responsible for policy & systems navigation?



Who is responsible for partner engagement & communication?



**8. In Person Council Meeting, and Workgroup**

**9. Closing, One-word Reflections, Next Steps**

- A. Update on sustainability workgroup
- B. In-person meeting moved to spring during all-grantee meeting