

## Community Resource Center Advisory Council Meeting Minutes

Meeting Date: January 26, 2026

### Attendance:

#### Members

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

- |   |
|---|
| <input checked="" type="checkbox"/> Abra Pollock, MAD |
|---|

**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 are 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. What were some new year's resolutions, and how have they been going so far?
- 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. Parent Purvey- Abra Pollock

- A. Activity: Discuss the status of the parent survey and changes implemented by grantee feedback.
- B. Activity: Walk through surveys and ask council for feedback or suggestions
- C. Responses
  - I have a question on #5. Are you collecting any demographic data? I didn't see it going through the survey. Are you following any of that, or not?
    - My understanding is that demographic information is not collected from the parent survey as we collect data that would account for that through other data e.g intake forms.
    - If somebody felt strongly about it, I think we would be open to hearing the case to include it as an optional question. We would have to consider the cost benefit, namely that adding more questions would make the survey longer. We are open to people's thoughts.
  - Will a CRC navigator or staff member be with the individual while they complete the survey?
    - The navigators would be the ones giving the survey to families/individuals. If they need translation support or just support filling out the survey, I imagine a staff member or CRC navigator would be able to sit with them while they complete [...] It should be on a as needed basis, as there could be some bias that would occur [with individuals filling out the survey in front of the people they are rating]. Again, if someone is not comfortable working with technology or they are unable to read the survey, or they don't have the survey in the needed language, it makes sense [that someone would help them fill it out].
  - I was confused by the wording.
    - Would it make more sense to use the phrasing "which supports did you access, receive or a referral to, or connect with".
      - Yes
  - Does it make a difference to know whether they received [support] from the CRC, a referral or a connection?
    - For all intents and purposes, I don't imagine so because at least from what we are trying to analyze, whether they receive the services from that CRC or they're referring it out, the navigator is doing navigation work for the family.
  - On question seven, I think I read something to along the lines of "how long will your needs be met". Is it asking if my needs will be continually being met, or how long they will stay met because of the connection with the navigator/CRC?
    - The idea behind this question or what it was trying to get at is, for example, a family or individual can come in and seek food support and what that would look like is very different. Somebody could come in needing help to apply for snap benefits or somebody could come in asking for a resource to a food shelf. Depending on what it is, their needs will be met for different lengths of time. So

if they're asking to be connected to a food shelf, maybe their needs will be met for a day, week, or a month. However, if they're applying for snap benefits, maybe their needs would be met for a little bit longer. This question is meant to gauge how long their needs would stay fulfilled based on whatever service or resource they're being connected with.

D. Wrap-up: All feedback has been noted and any changes that are made to the parent survey will be sent out to the council via email.

#### 4. Case Study 1: Accountability and Performance Management

##### A. Review Governance Tasks

- Accountability and Performance Management
  - Develop and monitor shared metrics, continuous improvement plans, and site-level progress reporting.
  - Provide feedback loops that enable site learning, adaptation, and transparency to funders and communities.

##### B. Introduce Case Study

- When the Community Resource Center (CRC) initiative launched, everyone agreed on the big goal: help families navigate complex systems and improve access to the things they need to thrive. But how that work looked on the ground differed dramatically. In the city, one CRC was meeting families in multiple languages, helping parents navigate childcare subsidies, health coverage, and immigration-related barriers. In a rural county, another CRC was focused on housing instability and transportation challenges. A suburban CRC embedded in a school district was primarily supporting families with young children and school-based services. Every quarter, all three sites submitted their data surveys and progress reports. On paper, they all looked successful: high numbers of families served, goals mostly on track. But state staff noticed something unsettling. The numbers alone didn't tell the story of *how* the work was happening—or whether the state's investment was truly meeting family needs in equitable ways.

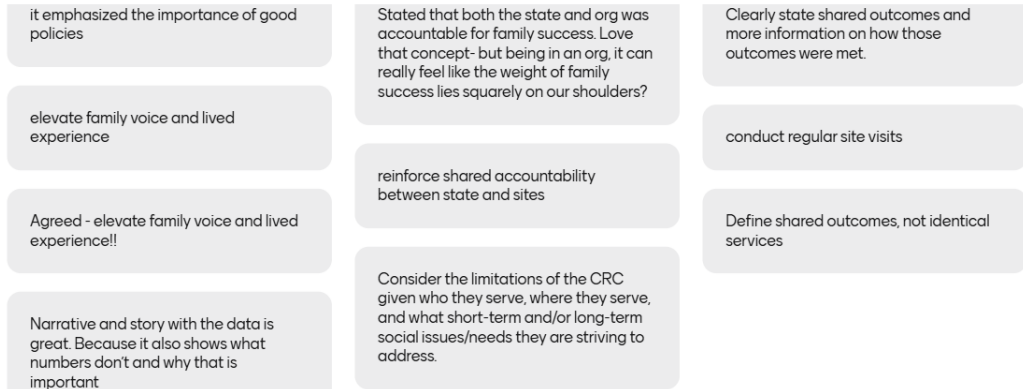
##### C. Governance Steps In

- Because governance had defined accountability not just as compliance, but as learning and improvement, the state didn't jump to conclusions. Instead, they used the structures already in place:
  - Quarterly data surveys showed what was happening.
  - Annual site visits showed why.
  - Parent councils and storytelling processes showed how it felt to families.
- State leaders, CRC staff, and advisors reviewed progress reports together. They decided:
  - Accountability would focus on shared outcomes (access, connections, stability), not identical strategies.
  - Site visits and qualitative insight would be weighted alongside numbers.
  - Technical assistance would be tailored, not standardized.
- The state used this information to
  - Shape topics for communities of practices.
  - Identify which site visits needed help with outreach, which with systems navigation, and which with adult-focused services.
  - Refine grant guidance for the next funding cycle.

##### D. Menti Question: What are some governance actions to respond to the case study?

- Response:

## What are some governance actions to respond to the case study?



### 5. Case Study 2: Data Governance and Knowledge Sharing

#### A. Activity: Review governance tasks

- Data governance and knowledge sharing
  - Develop data-sharing agreements and protocols that protect confidentiality and enable coordinated care.
  - Facilitate learning across sites through communities of practice, shared insights, and evaluation findings.

#### B. Activity: Introduce case study

- Each CRC collected data differently. One used spreadsheet. Another used a case-management system. Another used paper forms that were later digitized. Originally, the plan had been for all CRCs to use a single system, but that never materialized. Instead, governance had to manage a patchwork reality. Every quarter, each CRC received a state survey link and submitted deidentified, aggregate data. State staff then:
  - Checked for duplicate submissions.
  - Cleaned and organized the data.
  - Entered it into a statewide dashboard.

Families were told their information would be protected, but some navigators worried:

- Would families trust the system?
- Would their stories disappear into spreadsheets?
- Would data be used to judge rather than improve?

#### C. Governance steps in

- What data governance looks like in practice over time:
  - CRCs became clearer about what data they needed to submit- and why.
  - Families were told how their information would and would not be used.
  - The state used data to
    - Identify trends across regions.
    - Shape funding priorities.
    - Advocate for policy changes.
  - Data became a bridge:
    - From family experience
    - To site practice
    - To state policy

- Rather than a burden, data governance became a way to ensure that local stories could shape statewide decisions- without compromising trust.
- D. Menti Question: What are some governance actions to respond to the case study?
- Menti response:

What are some governance actions to respond to the case study?

A collection of 10 grey rounded rectangular boxes containing various responses to the Menti question. The responses include:

- it emphasized the importance of good policies
- Stated that both the state and org was accountable for family success. Love that concept- but being in an org, it can really feel like the weight of family success lies squarely on our shoulders?
- Clearly state shared outcomes and more information on how those outcomes were met.
- elevate family voice and lived experience
- reinforce shared accountability between state and sites
- conduct regular site visits
- Agreed - elevate family voice and lived experience!!
- Consider the limitations of the CRC given who they serve, where they serve, and what short-term and/or long-term social issues/needs they are striving to address.
- Define shared outcomes, not identical services
- Narrative and story with the data is great. Because it also shows what numbers don't and why that is important

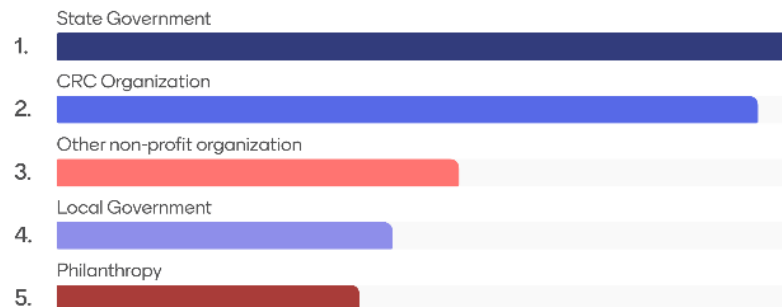
## 6. Lessons learned

- A. Activity: Review lessons learned from case study
- Governance is not a layer above the work- it is the structure that lets:
    - Different communities work differently.
    - Move toward shared goals.
    - Use public resources responsibly.
    - Honor the lives behind the numbers.

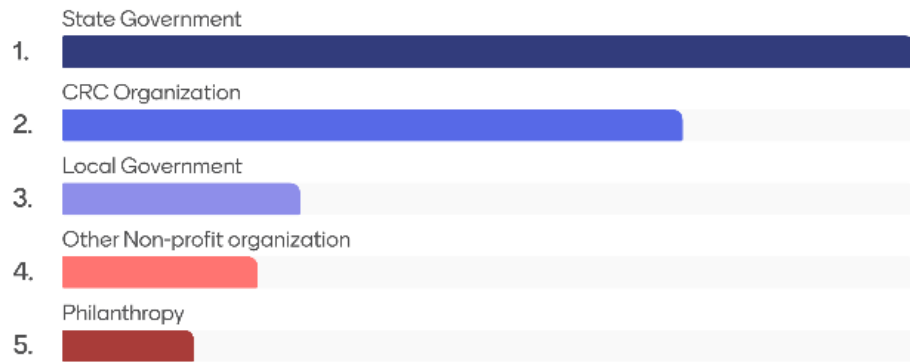
## 7. Review

- A. Activity: Restate the two governance area objectives for accountability and performance management, and data governance and knowledge sharing.
- B. Activity: Show governance tasks on slide and give opportunity to ask about any of them .
- C. Menti: Who is responsible for accountability and performance management? Who is responsible for data governance and knowledge sharing?
- **Menti response:**

Who is responsible for accountability and performance management?



Who is responsible for data governance and knowledge sharing?



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

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