



# Department of Human Services

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## Family Resource Network (FRN) Regional Council Meeting Minutes

Thursday, March 13, 2025

3:00-4:30pm, MS Teams

### Attendance

#### Present

- Robin Bohannon
- Elizabeth Crowe
- Susan Caskey
- Kaycee Headrick
- Jennifer Leosz
- Tom Mahowald
- Mandy Perera
- Anne Tapp
- Johnny Terrell
- Julie Van Domelen
- Hilda Zamora Hursh

#### Absent

- BVSD (Vacant Seat)
- Marc Cowell
- Suzanne Crawford
- Jorge De Santiago
- Dr. Perla Delgado
- Nancy Herbert
- Simon Smith
- Karin Stayton

#### Staff Present

- Georgina Becerril
- Liz Izaguirre
- Joni Lynch
- Daphne McCabe (proxy for Lexi Nolen)
- Gwen Mossman
- Whitney Wilcox
- Jim Williams

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## **Welcome and Introductions**

The Family Resource Network (FRN) Regional Council Meeting was called to order by Elizabeth at 3:04pm who chaired the meeting in Marc's absence. Members shared an item for which they were grateful during this season of rapid change.

## **Approval of January 2025 FRN Regional Council Meeting Minutes**

Elizabeth asked for a motion to approve or amend the January 2025 Meeting Minutes. Mandy motioned to approve with Anne seconding the motion. The motion to approve passed unanimously.

## **FRN Projects Update**

Liz shared an update on two recent FRN projects – the [Community-Wide Available Rentals](#) (CWAR) webpage and the launch of [Boulder County Findhelp](#) to partner organizations.

Since the CWAR webpage's launch on October 31, 2024, we've listed over 500 units. Additionally, more than 1,900 distinct users have visited the website over 3,500 times. Susan asked how feedback from community members was being incorporated into the webpage. Liz shared how the CWAR Review Team, comprised of representatives of All Roads, Boulder County Housing, Boulder County Human Services, EFAA, OUR Center, and Sister Carmen, conducted beta-testing of the webpage with community members and resource navigators prior to its launch. Additionally, this Team is meeting monthly through April (and quarterly thereafter) to review feedback from stakeholders on the webpage. To date, responses to the resource have been overwhelmingly positive. Susan then asked if feedback from Boulder County's legal team had been incorporated into the webpage's language. Liz confirmed that Legal reviewed the webpage and all recommended language adjustments had been incorporated.

In February, more than 90 individuals representing over 30 different organizations in Boulder County attended Boulder County Findhelp training sessions to learn how to create and/or claim their program cards on Findhelp and then maintain those cards for accuracy. Over the next three months, we will be highlighting programs on the platform who are participating in this pilot project, begin tracking program engagement using site analytics, send out a weekly "tips and tricks" emails, host bi-weekly office hours with our Findhelp support team, continue to create and provide launch materials to partner organizations, and work to onboard our broader community to the platform. Elizabeth asked if we had a goal for organizational engagement with the Findhelp platform with respect to the number or types of program cards added. Liz shared that the goal for the Family Resource Network was to have 80% of our member organizations claim and maintain at least one program card on Boulder County Findhelp.

## **Safety Discussion**

Building on discussions held during the January 2025 meeting when the Council discussed community member and staff safety concerns, Elizabeth asked if any member organizations had made updates or adjustments to their policies and/or practices. Some members reported working on language for signage in public areas welcoming all community members into the space. Other members recommended looking at signage available in airports as an example of

reminders to post regarding behavioral expectations. Additionally, members have worked on staff training so that those working for their organizations are better informed on boundaries for service provision and when to suggest to individuals that a virtual appointment might better suit their needs in lieu of coming physically into the office. Several organizations have also worked to clearly identify public versus private spaces in their buildings. Elizabeth asked that any member whose organization was willing to provide a template of signage or language being implemented send it to Liz who could upload it to the FRN SharePoint site for members to use.

Next the Council discussed whether a conversation regarding best practices surrounding engaging law enforcement to ensure client and staff safety was still desirable. In general, members felt that such a discussion would be beneficial and recommended also reaching out to the Local Area Collaborative (LAC) membership to see if that was a presentation those members would like to attend. The group agreed to continue to leave a space for safety concern discussions at future Regional Council Meetings.

### **Communication and Advocacy Work**

Elizabeth shared that an Op Ed was recently published in the Boulder Weekly and Longmont Times-Call that built on the work of the FRN Call to Action press event last October. She asked the Council if members were interested in pulling together “impact stories” to illustrate first-hand the pain points being experienced by community members with respect to changes in safety net service provision.

Members brought up previous recommendations to partner with a “community influencer” who could serve as a spokesperson on behalf of safety net provider organizations. Additionally, members discussed who would be the target audience of the story collection efforts – keeping in mind the differences between impacts felt at a national, state, and/or local level. Several organizations reported experiencing a recent influx of volunteerism and wanting to provide guidance to community members on how they could positively impact and serve the broader public. Members also expressed the obligation they felt to the community to keep it updated on the recent impacts to safety net services while acknowledging that those impacts differed depending on an organization’s core service area(s). Lastly, several members affirmed the value of balancing the elevation of lived/living community member experience with protecting the privacy of those individuals. In the end, the Council decided to convene a subcommittee to further define this effort. Jim, Elizabeth, Marc, Julie, Kaycee, Whitney, Anne, Tom, and Liz were identified as potential members for this group.

Susan mentioned that she would be participating in a roundtable event with Representative Neguse to discuss local impacts from federal and state program changes. Members should email Susan if they wanted to share specific trends for her to raise during the meeting.

### **Emerging Issues for Partners**

Johnny shared about an upcoming [Life Skills Fair](#) being held at the Boulder County Fairgrounds on March 30<sup>th</sup>. Georgina reminded partners that applications were open now through March 28<sup>th</sup> at 11:59pm for the [Survive and Thrive](#) program.

The meeting was adjourned at 4:10pm.