



# Department of Human Services

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

Thursday, September 11, 2025

3:00-4:00pm, MS Teams

### Attendance

#### Present

- Robin Bohannan
- Susan Caskey
- Marc Cowell
- Suzanne Crawford
- Elizabeth Crowe
- Kaycee Headrick
- Tom Mahowald
- Heather Marcy
- Lexi Nolen
- Debbie Pope
- Johnny Terrell

#### Absent

- BVSD (Vacant Seat)
- Jorge De Santiago
- Samma Fox
- Nancy Herbert
- Jennifer Leosz
- Simon Smith
- Karin Stayton
- Hilda Zamora Hursh

#### Staff Present

- Georgina Becerril
- Heidi Grove
- Liz Izaguirre
- Joni Lynch
- Whitney Wilcox

## **Welcome and Introductions**

The Family Resource Network (FRN) Regional Council Meeting was called to order by Marc at 3:03pm. Marc welcomed Debbie Pope, new Executive Director of the Emergency Family Assistance Association (EFAA), to the Regional Council. Tom shared that he will be stepping down as Chair of the Peak-to-Peak Health and Human Services Alliance in January, 2026.

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

Marc asked for a motion to approve or amend the July 2025 Meeting Minutes. Tom motioned to approve with Susan seconding the motion. The motion to approve passed unanimously.

## **FRN Project Updates**

Marc shared that the [Community-Wide Available Rentals](#) project was awarded a 2025 National Association of Counties (NACo) Achievement Award. This program is a non-competitive nationwide award program that recognizes and celebrates innovative programs involving partnerships with county governments in 18 categories.

Liz shared an update on the FRN's launch of [Boulder County Findhelp](#). From July 1 – August 31, 2025, over 2,100 searches were conducted on the site resulting in more than 1,200 interactions (i.e., a seeker interacted with the site by clicking on information beyond the initial search results). Top search categories during this time included housing (30%), health (20%), and care (11%). Additionally, six organizations claimed new program cards, and the FRN reached its stretch goal of at least 80% of partner organizations claiming a program card. Liz also reminded members of new resources that were added to the [BoCo Findhelp Communication Toolkit](#) including an updated [BoCo Findhelp FAQ](#), instructions for [viewing BoCo Findhelp program card analytics](#), and a [BoCo Findhelp business card template](#) in English and Spanish.

Next, Liz shared about next steps for the project including the BoCo Findhelp Child Care Provider Pilot launched this month in partnership with the Early Childhood Council of Boulder County (ECCBC), the addition of fly-outs to the BoCo Findhelp webpage to try to capture user experience metrics with the site, and the plan to transition the BoCo Findhelp Implementation Team to a Review Team that will meet quarterly. Marc expressed an interest in future updates on the child care provider pilot to assess whether parents were able to find needed resources. Kaycee shared that ECCBC's goal is to include more friend, family, and neighbor (FFN) providers on the site since these providers often have more openings with greater flexibility and there is not currently another publicly available registry with their information on it. Liz discussed how the pilot was being promoted across the FRN including a plan to highlight participating facilities in the October BoCo Findhelp reminder email and provide a 1-pager for community members with instructions on how to filter search results.

## **FRN Communication and Advocacy Workgroup Update**

Elizabeth updated the Council on the work of the Communication and Advocacy Workgroup over the last two months. She reminded members that this effort started around a year ago as part of the Council's desire to encourage community members to volunteer, donate, and advocate for family services. The workgroup recommends releasing another round of opinion editorials this fall with quotes from FRN members highlighting specific ways that community

members can make a difference through volunteering their time, donating money, and participating in advocacy to support the safety net in Boulder County.

Next, Elizabeth asked the council if members were interested in collaborating on a series of opinion editorials focusing on different areas of need (e.g., child care, food insecurity, housing, etc.). Each editorial would be framed around the same three action items (i.e., volunteer, donate, and advocate) across these different social drivers of health. Susan shared that she favored raising awareness of changes that safety net providers are (or will be) experiencing as part of implementing HR 1 along with future funding opportunities and needs. Suzanne agreed with both the generic opinion editorial as well as a series of pieces focused on individual areas of concern. She also shared that the Family Homelessness Subcommittee has been discussing ways to elevate the needs of families at-risk-of or experiencing homelessness; this proposal seems in line with the desires of that group. Tom shared that he would be interested in collaborating on an article that highlights the mountain region's needs.

As next steps, Whitney asked members wanting to contribute their voice or perspective to please reach out to either Elizabeth or herself. Additionally, she asked if any other members were interested in joining the Communication and Advocacy Workgroup. Both Tom and Kaycee volunteered so Whitney or Elizabeth will follow-up with them.

### **Family Homelessness Subcommittee Discussion**

Marc provided an overview of the Family Homelessness Subcommittee's (FHS) August meeting where members held a robust conversation about the potential impacts of HR 1 and consequences for families struggling to maintain housing in Boulder County. FHS members expressed interest in partnering with the Council to proactively communicate to the wider public about the impact to families, exploring tabletop activities for agencies to engage in scenario planning, and engaging the County Commissioners in conversations about impacts to families across the safety net with an emphasis on families experiencing or at-risk-of experiencing homelessness. He then asked the Council for their thoughts on engaging in some (or all) of these activities.

Kaycee cautioned against the Council duplicating efforts taking place within other networks and expressed a desire to avoid fatiguing community members with negative messaging. Marc affirmed the importance of highlighting the great work already being done and inviting community members to join in the effort. Suzanne agreed with this approach and affirmed that there are a lot of people wanting concrete ways to help their neighbors.

Marc then asked members their thoughts on connecting with other networks such as the Human Services Alliance to assess interest in collaborating on a shared advocacy campaign. Susan agreed with this approach and shared that it aligned with conversations among safety net providers during the August Community Partner Meeting. Elizabeth encouraged the Council to consider how to keep joint messaging aligned with FRN goals. Susan offered that this might be an opportunity to unite across the safety net and connect with community members on current impacts and projected needs. Marc offered to reach out to the Human Services Alliance chair to assess interest in a joint campaign.

Next, Marc asked members their thoughts on holding tabletop activities. Whitney reminded the Council that the scope of the FHS is to coordinate emergency housing needs for unhoused families. Since the FHS proposed convening a family homelessness study session for the County Commissioners, she asked if the Council was interested in inviting the Commissioners to a Regional Council Meeting for a discussion of the state of the broader safety net (to include family homelessness). Marc agreed with this idea and expressed a desire for the Regional Council to re-engage with the Commissioners on an annual or semi-annual basis. Suzanne also shared her support for this approach while re-stating that as Co-Chair of FHS, there was strong desire from that group to highlight the growing challenge of connecting families navigating homelessness to limited (and at times constrained) resources. Robin offered for her and Susan to connect and recommend next steps to the Council on this action item. Elizabeth highlighted the need to strategize about desired outcomes for any type of engagement (e.g., share information, take a specific action, etc.). Marc suggested that after Robin and Susan connect, the Regional Council Planning Team meet to draft proposed next steps to bring to the Council. Members agreed with this approach.

### **Reconfiguring for Resilient Services: All FRN November Event**

As a reminder of the July Regional Council Meeting discussion, Marc shared that the goal of this event was to level-set on the current state of safety net services across the network and provide space to foster resiliency and trust among FRN organizations. Whitney added that FRN members expressed a desire for a bi-annual strategic planning event that brings together Regional Council and Local Area Collaborative membership. Marc proposed a date of Thursday, November 13<sup>th</sup>. Whitney shared that any agenda for this meeting would include the following components:

- frame current challenges through a lens of hopeful, pro-active FRN engagement;
- map current safety net service offerings, including shifts and known gaps in services;
- identify 6-month short-term as well as 12-month long-term FRN priorities; AND
- develop a 1-2 year workplan based on these targets.

Marc asked members for feedback on the structure of the meeting including single versus multi-day meetings, half-day versus full-day event, and meeting time of day. Members agreed that a half-day meeting would allow more members to attend and recommended a morning-to-early-afternoon timeframe. Whitney shared that this meeting would replace the November Regional Council Meeting, and Liz shared that the Local Area Collaboratives had agreed to cancel their November meetings in lieu of this event. Lexi requested that the meeting agenda include space for organizations to discuss how best to share information about changes to services to community members and partner organizations. As next steps, Whitney will provide a draft agenda to Regional Council members for input prior to the event.

### **Emerging Issues from Partners**

Marc shared that the OUR Center's new program flow for walk-in supports started back in August and seems to be working very well. They were able to see 53 families in their first two weeks of the new system. Additionally, they are starting staff meetings with celebrations and

expressions of gratitude to remind each other of the great work happening across the organization.

Susan shared that initial data from the Nurturing Futures program along with participant feedback highlighted the positive impact of the program on the community. Boulder County is exploring how to continue to support this program long-term.

Lexi shared that Boulder County Public Health is about to launch a series of videos as part of the "Let's Talk" campaign encouraging community members to seek out mental health supports.

Elizabeth shared that soon the City of Boulder will be releasing their final evaluation report from the Elevate Boulder direct cash assistance program. The city will be hosting several story telling events at the Dairy Arts Center to share participant experiences and positive results of the program.

The meeting was adjourned at 4:16pm.