



# Washington County Community Services Community Needs Assessment 2023

Washington County, Minnesota

Community Services Children's Division

14949 62<sup>nd</sup> St. N.

Stillwater, MN 55082

[www.co.washington.mn.us](http://www.co.washington.mn.us)



## Table of Contents

---

Introduction .....	3
Agency Overview.....	4
Methodology.....	7
Data Collection.....	8
Summary of Community Needs Assessment.....	20
Sources.....	24
Glossary of Acronyms.....	25
Appendix.....	26

## Introduction

A Community Needs Assessment (CNA) is a targeted short-term study that seeks to identify and summarize the community strengths and needs, resources, and service gaps available in the focus community. CNAs provide a foundational framework for developing services and solutions to empower communities and to support children and families. CNAs are more than just the gathering and analyzation of data; they are the catalyst for creating meaningful and substantive change in an agency's response to their community's needs.

This CNA includes the collection and analysis of data regarding the needs of families, describes engagement with community organizations and the public, and identifies top priorities to consider when evaluating if the creation of a Family Resource Center would be beneficial for Washington County residents.

Family Resource Centers (FRC) are community driven hubs of support that focus on strengthening families through access to low or no cost services. FRCs are developed to reflect and to be responsive to the needs, cultures, and interests of the communities they serve. FRCs utilize a multi-generational, strengths-based, and family-centered approach that builds communities of peer support for families to develop social connections, reducing isolation and stress.

There are presently over 3,000 Family Resource Centers (National Support Family Network) in the United States and each center is unique in location, programming, and focus, they are as varied as the communities they serve. The most provided services at FRCs across the nation are parenting support, access to resources, child development activities, and parent leadership development opportunities.

### Background and Purpose

The purpose of this CNA is to gather pivotal data from and about the residents, resources, and services of Washington County, Minnesota. Through analysis of the information gathered, Washington County Community Services' (WCCS) Children's Division seeks to explore and assess the need and want for the development of one or multiple Family Resource Centers within Washington County.

Objectives of the Community Needs Assessment:

- Collect and analyze primary data by gathering community feedback through surveys, facilitated workshops, and Community Listening Sessions
- Collect and analyze secondary data by reviewing state, county, and local data sets that inform the characteristics and needs of residents in Washington County
- Identify and describe the strengths and resources, needs, and service gaps for families in Washington County

Based off the CNA findings, WCCS can use this important information to determine what opportunities or strategies can best strengthen and meet the needs of families in Washington County and provide guidance for the creation or imbedding of existing programs and services at one or multiple FRCs in the county. In addition, this process provides a means to develop partnerships with agencies, organizations, and entities already engaged in this work or interested in strengthening services to residents of Washington County.

## Agency Overview

### Description of Service Area

#### History & Geography

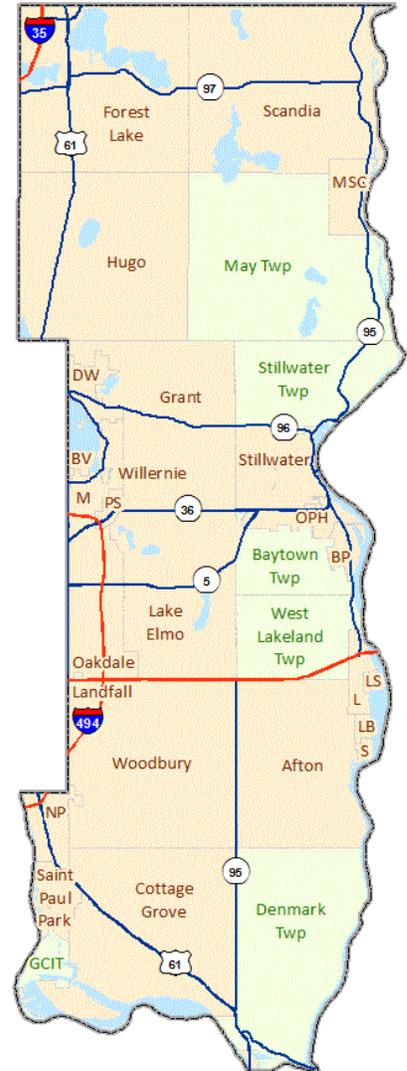
Created in 1849, Washington County is one of Minnesota’s original nine counties, founded before official statehood. Dakota and Ojibwe tribes called the area that is now Washington County their home, until the Treaties of 1837 forced their relocation.

Presently, Washington County is the fifth most populous county in Minnesota, home to about 274,000 residents and 103,000 households (U.S. Census 2022 & MN State Demographic Center 2022).

Washington County covers 423 square miles, bordered by the St. Croix River; and Dakota, Ramsey, Anoka, and Chisago Counties. The county stretches 40 miles long (north/south) and is at its widest point – only 15 miles wide. It is made up of over 30 suburban and rural cities and townships that each have rich histories, unique geography, and vibrant resident cultures.

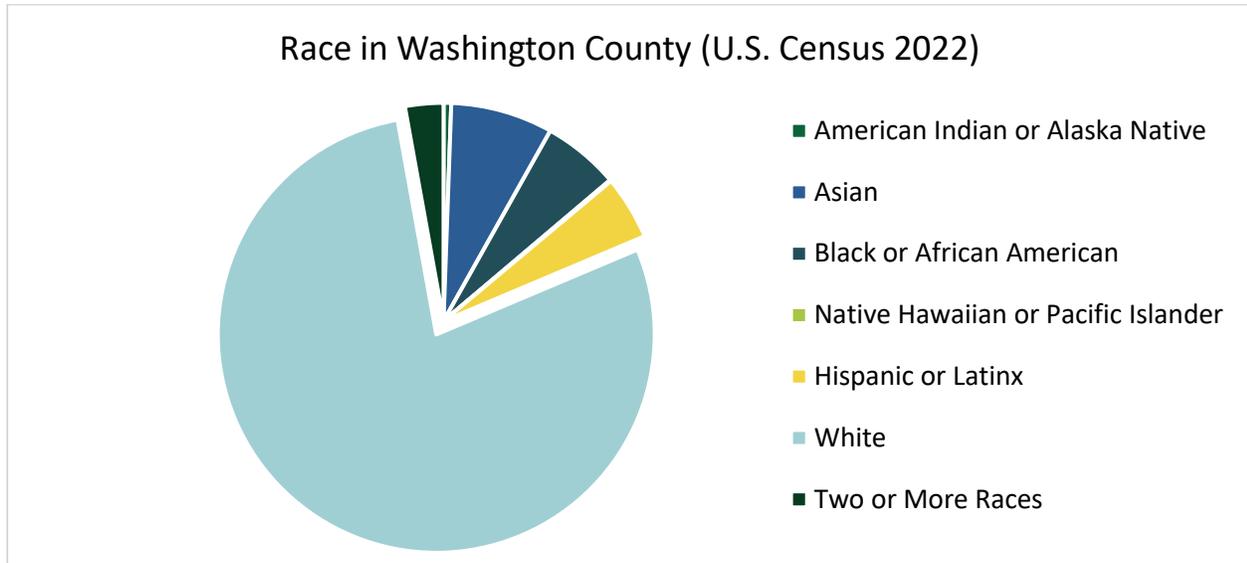
Several major highways travel through Washington County, connecting residents to Western Wisconsin and the rest of the Minnesota metro counties, where most of the population is employed.

Residents and visitors to Washington County can find themselves surrounded by diverse ecosystems that include prairies, bluffs, forests, lakes, and rivers, as well as a modern agricultural landscape.



## Population Demographics & Characteristics

Washington County is experiencing rapid population growth, adding the highest percentage of new residents in a Minnesota county from 2021 to 2022 (MN State Demographic Center). 2022 population estimates reveal that residents identifying as White alone make up around 79% of the population, 8% of residents identify as Asian, 6% identify as Black or African American, 5% identify as Hispanic or Latinx, 3% identify as two or more races, and less than 1% identify as American Indian, Alaska Native, Native Hawaiian, or Pacific Islander (U.S. Census 2022). Washington County's residents are more racially and ethnically diverse now than ever before, as evidenced by the 2010 population data that revealed that over 87% of residents identified as White alone at that time.



Although Washington County has a younger average age than other counties in the region (40 years old), the number of adults 65 or better is increasing at a significant pace. Households in Washington County average between 3 and 4 household members, with slightly larger family sizes than the rest of Minnesota.

Roughly 6% of residents are military Veterans, and 9% of residents report being born in another country, outpacing Minnesota averages (American Community Survey, U.S. Census 2022). About 12% of households in Washington County speak a language other than, or in addition to, English in their home, including Hmong, Spanish, Somali, Vietnamese, Mandarin, and Oromo.

Washington County residents are highly skilled, educated people (48% of adults have a bachelor's degree or higher), experiencing low unemployment rates (1.7% as of 11/23 per Federal Reserve) and have a median household income of over \$106,000. While about 80% of residents own their home, the median gross monthly rent in Washington County is far above nearby counties, averaging over \$1600 a month for an apartment rental.

Despite this seemingly positive economic data, there are communities experiencing higher rates of poverty throughout the county, where residents report that they have difficulty accessing affordable housing, childcare, locating or utilizing public transportation, or access to affordable healthy foods. Over 4% of residents report that they are without healthcare coverage, and over 10% report they have a disability, which are important factors that impact residents' opportunities and access to supports (American Community Survey, U.S. Census 2022).

## Programs & Services

Washington County Community Services (WCCS) is the social service agency providing crucial services and support to residents of the county through the vision that “everyone is safe supported and able to thrive”. WCCS’ mission is to “Provide equitable access to services and supports to ensure that individual and family needs are met, empower people to make meaningful decisions and live the life they want, and protect those who make not be able to protect themselves”. WCCS values include “Respect, Equity, Integrity, Data-informed, and Innovation” and the agency is focused on current priorities of “Reducing Disparities, Support Covid-19 Recovery, Transforming Service Delivery, and Integrating Services”.



WCCS is divided into 6 Divisions: Access, Aging, & Disabilities (AA&D), Administrative Services, Adult Social Services, Economic Support, Workforce Development and Veteran Services, and Children’s Social Services. Within these divisions are a multitude of supports and services for residents, ranging from assistance navigating and applying for financial support, resources for individuals experiencing homelessness, employment training and connection, and several focus areas of case management for both adults and children.

WCCS Children’s Division is comprised of 7 unique units that are responsible for providing early intervention, voluntary, mandatory, and court-ordered services to families and children in Washington County. In 2021, Children’s Division provided services to approximately 19,000 individuals or families.

Early intervention programming can be found in educational neglect and truancy diversion responses, which happen in coordination with students and families to address issues that led to school attendance concerns, without child protection intervention.

Additionally, early intervention is a primary focus in the Parent Support Outreach Program (PSOP), which offers short-term voluntary family-centered collaboration that focuses on a family’s strengths and needs and aims to enhance the well-being of children through connection with community supports, education, parent empowerment, and other ways of meeting their basic needs and continuing goals.

Voluntary services include ongoing case management to provide longer term support, child welfare assessments, foster and childcare licensing for families interested in providing care to a relative or within their community, independent living services (ILS) for youth 18-24, kinship navigation for children at risk of or in out-of-home placement, and children’s mental health case management to support families who have a child experiencing a severe emotional disturbance (SED).

Mandatory services include child protection family assessments, investigations, facility investigations, and court ordered case management. Social Workers and Family Service Workers engage with families to identify and address safety concerns and work together to implement short to long term interventions that empower families and ensure child safety and stability.

WCCS divisions and programs work alongside each other to ensure that residents of Washington County are connected to and provided with the level of service required to help individuals and families thrive. Collaboration across divisions was crucial to the success of this CNA and will be critical in the future development of a Family Resource Center in Washington County.

## Methodology

The resources to conduct this Community Needs Assessment (CNA) were provided by a generous private grant from the Sauer Family Foundation, whose mission is to invest in strengthening the wellbeing of children, so they thrive in their families and communities. This grant created the opportunity for the development of a project team and funding so that participating community members could be reimbursed for their valuable time and experience.

The project team was comprised of Washington County Community Services' family service workers, social workers, supervisors, and an intern from within the Children's Division to provide oversight, guidance, and planning assistance. A data subgroup was staffed with primary project team members to focus on existing accessible data. A site visit subgroup was staffed with primary project team members to focus on gathering and assessing information about existing Family Resource Centers. A Community Listening Session subgroup was staffed by individuals outside of the project team, some from within Children's Division, but also included staff from the Washington County Library, Washington County Public Health & Environment, Community Services' Community Engagement Team, and Community Services' Navigator Program.

The project team used data to guide decision making during each step of the process, seeking additional information where there were gaps. Building relationships with existing entities and community leaders was pivotal to informed data collection.

### Planning

The planning began in December 2022 with the creation of the project team, meeting at least twice monthly during the duration of the Community Needs Assessment (CNA). Planning meetings occurred both virtually (through Microsoft Teams) and in-person at the Washington County Government Center. The project team discussed the timeline, process, and activities required to conduct the assessment, and provided input on questions to ask participants, modes of distribution, and suggestions to engage the community.

Staff from the Washington County Community Services' Strategy and Planning Management (SPM) unit provided consultation and project management. SPM staff supported the team throughout the project by providing in-depth project management, documentation, workshop and meeting facilitation, survey creation, presentation development, community engagement, and technical writing.

## Data Collection

Community Needs Assessments (CNA) are more than just the gathering and analyzation of data, they are a powerful tool that can create change. Directly engaging with the community developed and strengthened WCCS' relationships with existing entities and the public. Resident input is detailed in the findings but can also be observed in how the project team approached the data collection process. Each phase of collection drew from the previous results, listening to the community and what was important to them, and focusing on the strengths and gaps that were reported.

To keep equity a priority during data collection, the project team sought to elevate underrepresented voices and ensure equity-focused strategies were being utilized using a race equity tool. The team utilized a tool developed by a policy analyst from WCCS' Strategy and Planning Management Team, adapted from the Race Equity and Social Justice Initiative (RESJI) for use in Washington County Community Services.

The project team completed the race equity tool in October 2023 and reviewed it to ensure equity remained as a primary lens for engagement during the later phases of data collection. For a copy of the completed race equity tool, see Appendix A.

## Community Entity Survey

In February 2023, the team issued a survey targeting existing community entities already providing services in Washington County. The survey had 18 questions of various formats and took participants 10-15 minutes to complete. Forty-five individuals completed the survey from 37 unique agencies and organizations, including entities that provide services focused on mental health, substance abuse, education, food security, meeting basic needs, transportation, support for aging population, housing, homelessness, financial support, safety, parenting, adolescents or young adults, early childhood, domestic violence, preventative healthcare, prenatal care, and support for individuals with disabilities.

Most respondents reported providing services in Central Washington County (76%) or South Washington County (71%) and primarily during business hours (73%). When asked which populations they serve, 93% reported serving parenting youth (under age 24), 89% reported serving multi-generational households, 87% reported serving households with members who identify as a part of the LGBTQIA+ community, and 85% reported serving households comprised of parenting adults.

Entities reported providing services in multiple languages, including English, Spanish, Hmong, Somali, Arabic, Karen, Oromo, Vietnamese, Mandarin, Aramaic, and Ukrainian.

When asked what services these entities they have available for individuals or families, 80% reported that they provide referrals to other organizations or services, followed by the next highest areas: support for basic needs (49%), case management (40%), and mental health services (33%). The services that were less likely to be available services for individuals or families were visitation or safe exchange (4%), emergency shelter (6%), medical or physical health focused (11%), co-parenting classes or support (11%), and domestic violence (15%).

Entities were asked what service gaps exist in Washington County revealing that housing (67%), transportation (67%), and mental health services (64%) had the biggest gaps, followed by financial support (51%), parenting support (48%), and childcare (42%).

When asked what services these entities would most like to see offered at a FRC they answered: parenting skills classes and support groups, connection/navigation of county programs and application assistance, legal

advocacy, mental health services, multi-generational and kin groups, housing navigation, transportation service and navigation, technology access and literacy support, tutoring for children, mentorship opportunities, job training, life skills training, financial literacy support, chemical health support, support for basic needs, and activities for youth.

The entities who responded to this survey provided pivotal feedback and created positive energy as the team prepared to host facilitated workshops to gather additional input. The results of the survey helped shape the format and intent for the facilitated workshops. For the full results of this survey, please see Appendix B.

## Facilitated Workshops

The project team hosted two facilitated workshops utilizing a SWOT analysis framework (SWOT - Strengths, Weaknesses, Opportunities and Threats). This is a method for identifying and analyzing internal present state strengths and weaknesses and external future state opportunities and threats. The goal of the workshops was to collect and use the firsthand experience of participants to gain a clear understanding of the strengths, gaps, and barriers to services for families in Washington County and how the development of a FRC could benefit families. The workshops also allowed the project team to develop or strengthen community relationships and functioned as a starting point to identify which communities might be interested in participating in or hosting community listening sessions.

### Facilitated Workshop: Community Services Staff

The first 2-hour workshop was hosted on March 1<sup>st</sup>, 2023. Forty participants met in person and sat at tables of 4-6 people, in 4 sections, each section with their own facilitator. Participants were staff from within Washington County Community Services' 6 Divisions, including staff who worked in Child Protection, Economic Support, Workforce Development, Veterans Services, Case Management (child protection, chemical health, mental health), Housing and Homeless support, and Intake. After introductions, an overview, and level setting, participants were asked to brainstorm and write their thoughts or ideas on post-it notes, which the facilitators placed on large flipcharts around the room. Each section was given the space and time to move through each of the SWOT analysis areas and provide feedback after they completed each one.



Prompting questions were offered for when participants were unable to move forward without assistance. Examples of the questions are: (Strengths) What services are readily available to families in Washington County? (Weaknesses) What disparities or inequities exist in Washington County? (Opportunities) Are there any external trends that work in our favor? (Threats) What are societal assumptions about spaces like Family Resource Centers that might make individuals less inclined to visit?

After participants had completed each area of the SWOT analysis, they were provided with 5 stickers each and asked to review each post-it note on the large flipcharts and place the stickers next to the ones that they believed were the most important “take-aways” for the project team to consider. The themes for each section were as follows:

#### Strengths of WCCS and Washington County:

1. Prevention Services: county is dedicated to prevention work
2. Resource Rich County: County agency, community organizations, and religious organizations have a lot to provide including FUP vouchers, gas or food gift cards, and holiday donations
3. Multiple Access Points (multiple offices, online, phone) to get support from WCCS
4. Collaboration: internally, as well as with other organizations, and across departments
5. Crisis Response Unit within WCCS

#### Weaknesses of WCCS and Washington County:

1. Lack of Childcare and After School Programs for Children
2. Communication and Transparency: too many processes involved to get support, not good communication among entities, poor collaboration with outside organizations, system navigation is confusing, poor website, issues with forms (not in other languages, limited ways to access)
3. Technology: limited access and poor literacy (residents)
4. Lack of Culturally Specific Services: in WCCS and with outside organizations/agencies
5. Transportation Barriers: access, cost, schedule, not many routes

#### Opportunities for WCCS and Washington County:

1. "One Stop Shop": collaboration with WCCS, other departments, and outside agencies to have everything in one place (forms, resources available)
2. Mobile: access communities without transportation, mobile resource navigation, crisis mental health
3. Collaboration: improve information sharing practices, engage more with community organizations
4. Parenting: education, groups, empowerment, supports for kin and grandparents, family coaching
5. Space: for supervised visits, access to technology, community gathering, free skill workshops

#### Threats for WCCS and Washington County:

1. Staffing: burnout, retention, not enough staff to meet family needs
2. Equitable Services: culturally specific resources, peer support for families, interpreters on site
3. Funding: loss on ongoing funding for FRC
4. Location: NIMBY (not in my backyard) mentality, location(s) must be accessible, size of building
5. Business Hours: supports needed during evenings and weekends

## Facilitated Workshop: Community Entities

The second 2-hour workshop hosted on May 1<sup>st</sup>, 2023. Thirty-five participants met in person and sat at tables of 5 people, in 4 sections with their own facilitator. Participants were either from community organizations and agencies, or from county departments outside of WCCS. Participants included staff from Public Health, Libraries, Probation, Emergency Services' Dispatch, Jail, Sheriff's Office, and the County Attorney's office, as well as from outside agencies that focused on mental health, services for youth 18-24, aging adults supports, education, support for fathers, meeting basic needs, food security, and prevention work.



The process for the workshop followed the same format as the one held for WCCS internal staff. Participants wrote down ideas or thoughts on post-it notes that were placed on larger flipcharts, and later they were given the time and space to read all of the other participant's notes and place stickers next to the ones they believed should be the biggest "take-aways" for the project team.

Prompting questions varied slightly and included: (Strengths) What services or resources are you able to access as an agency/entity for families in Washington County? (Weaknesses) What do individuals or families report has not gone well for them working with WCCS? (Opportunities) What do families need that no agency is currently providing? (Threats) Could a Family Resource Center be "in competition" with other local agencies or providers? The themes identified by participants were as follows:

### Strengths of WCCS and Washington County

1. Library Based Services
2. Public Health Programs
3. Early Childhood Programs: ECFE, Help Me Grow, WIC, ECBA
4. Food Security: many food banks, food box delivery to homes
5. WCCS has caring staff: better to work with than other counties, quick response time to families in need

### Weaknesses of WCCS and Washington County

1. Service Gaps/ "the cliff": individual/family doesn't qualify for services but can't afford to pay for services or the services don't exist for the level of care required
2. Transportation: lack of routes, access
3. Affordable Housing: lack of, access to without transportation, limited shelter and emergency housing
4. No Shared Vision/NIMBY (not in my backyard): poor collaboration across county and community programs/organizations, some areas don't want certain services or agencies
5. Resource Navigation: too much "red tape" to obtain services, forms are over complicated and duplicative, no "one stop" for knowledge on existing programs or how to access

### Opportunities for WCCS and Washington County

1. Resource Navigation: staff to walk through processes and make sure individuals/families are applying for the right programs and have the required proof documents, and to connect families to resources
2. Coordination: WCCS and community organizations working together to help families
3. Free Services: no cost to use services at the FRC

- 4. “One Stop Shop”: everything in one place
- 5. Space: play area, meeting spaces, community gathering space

**Threats for WCCS and Washington County**

- 1. Not enough adequately engaged community members in the design and development
- 2. Location: big county, can there be multiple centers?
- 3. Sustainability: staff retention, ongoing funding
- 4. NIMBY: some communities may not want a FRC due to stigma
- 5. Needs to be more than “just a center”, needs to be a community focal point, desired gathering space

The emerging themes and conversations with participants at the facilitated workshops provided insight as to the strengths, needs, and service gaps in Washington County and drove the creation of a survey that was distributed directly to the public.

**Community Survey**

In August 2023, the team released a survey targeting individuals who reside in or who visit Washington County. The survey had 10 questions and took participants less than 5 minutes to complete. The survey was initially rolled out at the Washington County fair and at a “Back to School” event. QR codes and links to the survey were displayed at a booth and on water bottles that were available during the fair, at no cost to the public. QR codes and links to the survey were displayed at the “Back to School” event and posted on the WCCS website.

During the Washington County fair, participants were able to provide an email address to receive a \$5 Target gift card, as an incentive for completing the survey. At the “Back to School” event, participants were handed a \$5 Target gift card if they showed the staff present the completion page of the survey. The survey was available in English, Spanish, Somali, and Hmong. 161 participants completed the survey in English and Spanish.

When asked “what languages does your family speak?” 157 participants answered English, 6 answered Spanish, 2 answered German, and 1 answered each Agum (language spoken primarily in Nigeria), Aghem (language spoken primarily in Cameroon), Hebrew, Korean, Mandarin, Russian, and Somali. Although the survey was available in Hmong and Somali, staff engaging with participants at the fair were informed by individuals who speak Hmong and Somali that a written survey format may not be accessible to residents who speak either language and that an oral survey option (where the questions are read aloud instead of written) might receive better engagement.

Participants were asked “what would be helpful for you at a Family Resource Center?” and the top responses were:

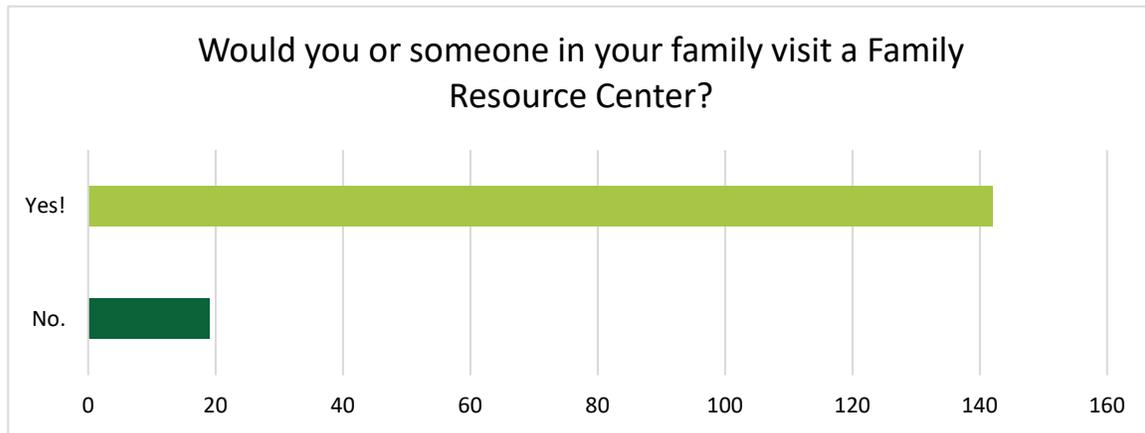
Groups for Common Interests (44%), Free Indoor Play Space (41%), Counseling or Therapy (34%), Fitness or Movement Classes (33%), Support for Basic Needs (28%), Caregiver (grandparent, kin, relative) Support (25%), or Parenting Classes or Support (25%).

When asked what times a Family Resource Center should be open, 79% of participants selected “After school, Monday to Friday 3pm-8pm” and 63% of participants selected “Weekends during the day 9am – 5pm”. Traditional “Business Hours, Monday to Friday 8am-5pm” was the option selected by the lowest number of participants at 48%.



Participants rated what types of places would they visit if there was a Family Resource Center sharing the space and the top responses were Library (71%) or Community Center (68%), which were significantly higher than other types of places, such as a Stand-Alone FRC location (42%), Shopping Mall (38%), School or County Building (both 37%), or Recreational Facility (35%), Religious Institution (15%) and Medical Facility (11%) were the lowest rated locations provided.

When asked if they or someone from their family would visit a Family Resource Center, 90% of survey participants answered “yes”. Participant answers were helpful when developing the Community Listening Session framework to ensure that additional information was gathered on areas that needed more attention. For the full results of this survey, please see Appendix C.



## Community Listening Sessions

During October, November, and December 2023, the project team coordinated Community Listening Sessions throughout Washington County. The goal of these sessions was to directly engage with the public to receive their input about the feasibility and potential development of a Family Resource Center. The project team focused on engagement and collaboration in communities whose feedback was underrepresented during data collection, or based on the recommendations of partner organizations who are working directly with individuals in Washington County. See page 15 for more information on each session.

Sessions varied in facilitation style, setting, and format to accommodate each community, based on input from community leaders or county staff who were a part of that community, but all followed the same basic framework. Participants were provided with an explanation of what Family Resource Centers are, what Washington County’s role is during this process, and what was expected from them during the session. Participants were provided with written privacy practices, which were also read aloud, and given the opportunity to ask questions before each session.

Most sessions took place on weekday evenings, with several on weekends and one during traditional business hours. Sessions varied from 90 minutes to 2 hours in length. One session was held at a county building, while the rest of the sessions used a space that felt comfortable for each community (school, library, community center, etc.). Participants for each session were provided with snacks or a full meal, and childcare was either provided on site, or participants could receive reimbursement for childcare (\$25 per child). The project team followed community leaders’ guidance when arranging food and childcare, providing meals that were responsive to the session participants’ culture or preferences, and employing vendors from within the community, when possible.

Translation and interpretation were made available to participants as needed. Participants were reimbursed for their valuable time at a rate of \$50 per hour, in the form of Visa gift cards.

To assure anonymity, the project team intentionally avoided the collection of any private information about participants. None of the sessions were recorded, nor pictures taken. Participants were offered reimbursement that did not require the completion of forms or receipts. This method was employed to help participants feel more comfortable when providing critical feedback about their own experiences. Extensive notes were collected during each session, and during most of the sessions, notes were written on large sheets of paper or a whiteboard in real time to demonstrate transparency and ensure accuracy.

Facilitators were provided a framework to guide the conversation for their session with instructions to allow participants to drive the conversation, and to only redirect the discussion to focus on what is within the scope of a Family Resource Center (if needed). Facilitators engaged with participants to gather feedback on these important topics: Strengths, Experiences Accessing Support, Services, Barriers, Location, Supporting Caregivers, and Focus. Prompting questions were offered, if facilitators felt like the discussion had stalled or needed ideas to move the conversation forward. For a copy of the framework, see Appendix D. Themes that were identified in multiple communities included:

<b>Desired Services or Programs</b>	<b>Accessibility</b>	<b>Concerns</b>
Parenting Groups & Classes	Face-to-Face Navigation	Long Term Commitment by the County, or partners
Basic Needs Supplies (baby supplies, clothing, food, hygiene items, school supplies)	Interpreters Available (Spanish, Somali, Hmong were most requested)	FRC staff should make a livable wage
Mental Health Services (crisis services & family therapy)	Open Evenings and Weekend Day	FRC staff should be trauma-informed
Cultural Connection, opportunities for celebrations	Transportation to/from FRC	Lack of culturally specific services
Food (access, classes)	Located in Woodbury or Oakdale	
Service/Resource Navigation & Walking through the process(es)	Written resources available as audio or videos, in multiple languages	
Indoor Play Space	Comprehensive Calendar	
Mentorship & Career Development	Searchable resources available online, easy to use	
Domestic Violence Support		
Legal Advice/Clinics/Referrals		
Tutoring		
Childcare (on site & connection)		
Resources for those who don't qualify for county benefits, but still need support.		

# Information About Each Community Listening Session

## Forest Lake Parent Education Class: Forest Lake, MN

- Interpreter: Spanish
- Facilitator: Project Team
- Participants: 7

## Granada Lakes Townhomes - October: Oakdale, MN

- Facilitator: Community Engagement Team
- Participants 14

## Washington County Kin Providers: Stillwater, MN

- Facilitator: Project Team
- Participants: 7

## Landfall Residents: Landfall (Oakdale), MN

- Interpreter: Spanish
- Facilitator: Community Engagement Team
- Participants: 15

## Families Experiencing Homelessness: Mahtomedi, MN

- Interpreter: Spanish
- Facilitator: Project Team
- Participants: 7

## Kenyan Families: Woodbury, MN

- Interpreter: Swahili
- Facilitator: Community Engagement Team
- Participants: 22

## West African Community: Woodbury, MN

- Interpreter: Pidgin English
- Facilitator: Community Leader
- Participants 22

## Granada Lakes Townhomes - December: Oakdale, MN

- Facilitator: Community Engagement Team
- Participants: 21

## Caminos: Lake Elmo, MN

- Interpreter: Spanish
- Facilitator: Stillwater School District Cultural Liaisons
- Participants: 38

## Fathers Group: Woodbury, MN

- Facilitator: Community Services Staff
- Participants: 7

## East African Parent Empowerment Group: Woodbury, MN

- Interpreter: Somali
- Facilitator: Community Engagement Team
- Participants: 41

## SoWashCo Parent Affinity Groups: Cottage Grove, MN

- Facilitator: Project Team & SoWashCo Staff
- Participants: 15

## Key Takeaways from Community Listening Sessions

Community Listening Sessions provided a venue to gather feedback directly from the public to inform this Community Needs Assessment (CNA). Although recurring themes discussed at multiple sessions are documented in a table on page 14, there were some conversations and ideas repeated throughout the sessions that were harder to capture in this format.

Communities participating in the sessions came back to the importance of “social connection” at nearly every session. Each community expressed this somewhat differently, but returned to the idea that when families are connected to their community, neighbors, or others in a similar phase of life (young parents, caregiving for an older adult, etc.), they are more resilient and better able to overcome the challenges they are facing. Listening Session participants discussed strong feelings of isolation and loss of social connection since the beginning of the pandemic and expressed that there has not been a return to gathering and connecting in a meaningful way in their communities.

Suggestions and strategies from Listening Session participants to increase social connection in Washington County included the introduction of parenting or common interest groups, open indoor space for families to parent or play together, opportunities to receive or provide mentorship, connection to volunteer opportunities at the Family Resource Center, and the celebration of different cultures. Many of the Listening Sessions described the importance of maintaining and sharing activities and celebrations that focus on residents’ vibrant cultures, such as sharing a meal together, learning to cook a new food, gathering for an important holiday, or engaging in culturally specific fitness or movement. Participants discussed being offered opportunities to “give back” as being as important as “receiving”, and that this could further strengthen social connection in Washington County.

Along with the need for social connection, participants at the Community Listening Sessions discussed the need for “concrete supports”, and the many barriers that make it difficult to access. Most, or every, session brought up the importance of being able to access support without complex or restrictive processes.

Participants shared first or secondhand accounts of how difficult it was to navigate county program applications and felt that information being asked for was duplicative or redundant, and feeling like they needed to supply multiple verifications to complete a process. Participants who speak a primary language other than English expressed increased difficulty in completing applications, as some languages are not as accessible in a written format. Suggestions were made for in-person program or resource navigation so that individuals could talk with knowledgeable and compassionate staff to ensure they were completing the right application, as well as to talk through what verifications are needed and what the next steps to receiving support will be.

Another barrier to accessing concrete supports that was discussed at multiple sessions was the lack of resources available when an individual or family does not qualify for services. Participants felt that there were many programs in the county to meet needs if those seeking support met the right criteria. However, some participants shared that they have experienced not qualifying for services due to income requirements, while not bringing in a high enough income to meet the need themselves. Other participants reported that they were unable to apply for services due to lack of certain verifications required to complete the process, also limiting access.

Listening Session participants suggested several ways to reduce these barriers such as having in-person service/resource navigation (with an interpreter when appropriate), resource lists for low or no barrier programs and supports, access to concrete supports (physical items, financial aid) that do not require an

application, and having access to a comprehensive calendar that displays local organization events that can meet family's needs (such as legal clinics, drop in hours, food distribution, etc.).

To review a summary of each Community Listening Session, please see Appendix E-R.

## Data from Secondary Sources

As a part of this Community Needs Assessment, existing data was gathered and reviewed from three sources: Geographic Information System (GIS), Social Services Information System (SSIS), and Casey Family Programs Community Opportunity Map.

GIS data provided a visual representation of poverty levels in Washington County by incorporating 2022 American Community Survey completed by the U.S. Census Bureau. Although overall Washington County has higher socioeconomic levels on average than the rest of the state, certain areas stood out with poverty levels of more than 11% of the population including some communities in Newport, St. Paul Park, Oakdale, Oak Park Heights, and Forest Lake.

SSIS Children's Division workgroup data was reviewed from 2020-2022 and included units that provide Child Protection Investigations, Assessments, and Case Management, Child Welfare Assessments and Case Management, Truancy and Educational Neglect, Parent Support Outreach Unit (PSOP), Minor Parent, Adoption and Guardianship Case Management, and Independent Living Services. Workgroups are a form of data storage within SSIS that can encompass an individual, or an entire household, depending on the kind of workgroup.

Location data from these areas found that the areas in Washington County with the highest numbers of workgroups were the communities of Woodbury and Oakdale. However, when looking at communities with the highest number of workgroups in relation to the population, Newport, and St. Paul Park both had a higher percentage of workgroups.

Casey Family Programs' Community Opportunity Map reveals a more detailed story about poverty in Washington County. Per the map data, 6% of children under 5 in Washington County meet the state definition of experiencing poverty. However, when you look children under 5 in Washington County by race it is revealed that 35% of American Indian or Alaskan Native children are living in poverty, 21% of children who identify as two or more races, and 14% of children who are Hispanic or Latinx. Per the map, White, Black or African American children, and Asian children experienced the average (6%) or lower rates of poverty.

Another important factor that the map highlights is housing costs in Washington County. As discussed previously in this Community Needs Assessment, many residents own their homes (80%) but those who rent face much higher than average rental costs. The Community Opportunity Map reveals that to afford to rent a 2-bedroom apartment in Washington County a household would need to work 99.8 hours at minimum wage to cover the cost. This is significantly higher than the state average of 64 hours, and the federal average of 76 hours. Families who cannot afford or are not eligible to buy a home in Washington County face astronomical rental costs, which impacts other areas of spending for these households.

## Point In Time

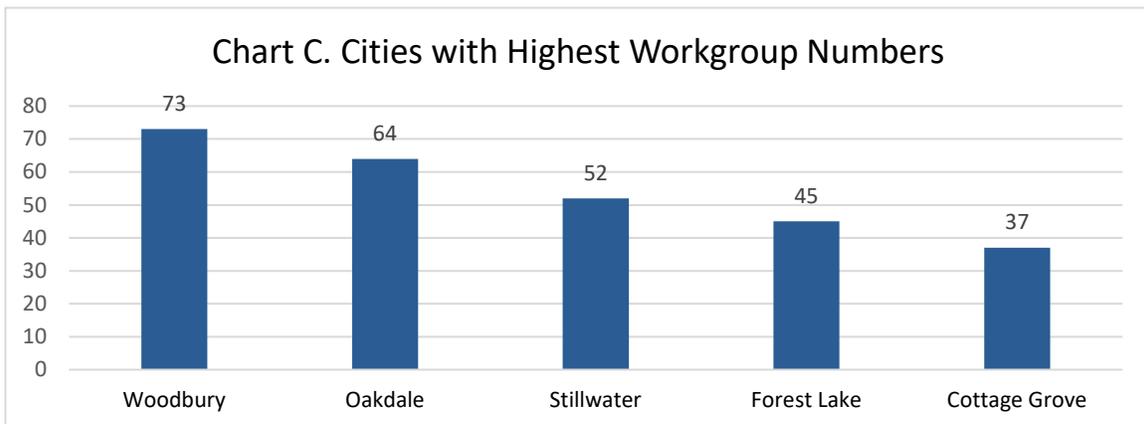
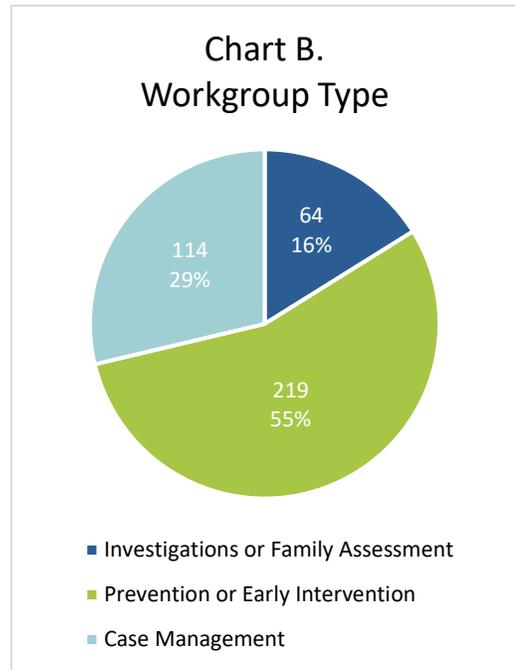
The final piece of data collection that will be discussed in this Community Needs Assessment (CNA) is a Point in Time study.

On June 7<sup>th</sup>, 2023, Washington County Community Services (WCCS) Children’s Division Social Workers completed a “point in time” data collection spreadsheet with information about the families they were providing services to on this date. This type of data collection is considered a “snapshot” of the overall information but can be helpful to gain a quick understanding of certain factors.

Without providing any identifying information, social workers provided the following for each workgroup on their caseload: type of service, city the family resides, ages in the household, race (if known), and languages spoken in each household, other than English. Data was successfully collected and compiled from six of the seven Children’s Units, with Licensing Unit & Intake data being omitted due to duplicative information. Data was only collected for the workgroups open on June 7<sup>th</sup>, 2023.

On June 7<sup>th</sup>, 2023, staff reported that there were 397 open workgroups for families receiving services from the Children’s Division. 64 (16%) of these workgroups were open for investigations or assessments, 219 (55%) were open for prevention or early intervention services (PSOP, truancy, educational neglect), and 114 (29%) were open for case management (voluntary, court ordered, out of home placement, or adoptions). See Chart B. for a visual representation.

Of those 397 open workgroups, 73 (18%) of the workgroups had families living in Woodbury, followed by 64 (16%) workgroups with families living in Oakdale. Most workgroups resided in these communities, as well as Stillwater (52), Forest Lake (45), Cottage Grove (37), Hugo (18), Lake Elmo (15), and Mahtomedi (15). Other Washington County cities that had fewer than 15 workgroups include: Newport (13), St. Paul Park (9), Bayport (5), Oak Park Heights (3), Lakeland (3), Marine on St. Croix (2), Scandia (2), Afton (1), and Hastings (1). There were 5 workgroups with families that were homeless and did not have a physical address, and 25 workgroups with families who resided outside of Washington County. See Chart C. for a visual representation of the cities in Washington County with the highest workgroup count.



Within the 397 open workgroups, 728 children were receiving services from the Children’s Division on June 7<sup>th</sup>, 2023. Children ages 11-14 were the most represented, with 213 children, followed by children ages 6-10 (203), children ages 15-18 (167), children from birth to age 5 (140), and youth ages 18-24 (5).

When looking at the race data, Children’s social workers reported that 198 of the 397 households (50%) had at least one household member who identified as a race other than “white”, with many workgroups being composed of multiple races within each household. 243 of the 397 households (61%) had at least one household member who identified as “white”. These numbers are significantly higher than data collected by the state (DHS) and this reviewer hypothesizes factors impacting the differences could include inaccurate data collection, difficult to capture race data in SSIS, DHS data does not capture the entire household, and collector bias.

Families represented by these workgroups spoke more than 10 languages, in addition to English. The most represented language was Spanish, which 27 households spoke. Hmong was spoken in 9 households and Somali in 5 households. American Sign Language, Arabic, Hindi, French, German, Khmer, Mandarin, Nepali, and Vietnamese were each spoken by 1 household.

Completing this Point in Time analysis was beneficial both to inform this Community Needs Assessment, but also to provide the division with useful data about the children and families they are serving. Knowing the primary cities where the most workgroups occur is a helpful factor to inform future decision making regarding potential FRC locations, as well as to bolster current Children’s programs. Additionally, the higher representation of children 11-14 and 6-10 in these workgroups may correspond with other data collected that there are fewer programs, supports, and services available for school aged children in Washington County, than what is available for young children or infants.

# Summary of Community Needs Assessment

## Strengths & Resources of Washington County Communities

Washington County, Minnesota is a diverse and growing county that has an abundance of strengths and resources, as discussed throughout this Community Needs Assessment.

Primary data collection revealed that Washington County residents are educated, hardworking, and creative. Residents want to come together to support each other in times of need. Residents are seeking opportunities to grow their own communities and to connect with others. Residents are passionate about innovative solutions and ready to help change processes or systems that are no longer effective.

Resources in Washington County, that were consistent throughout the county, included access to early childhood education (ECFE, Help Me Grow), access to medical facilities, prevention (of child protection intervention) services provided by the county, and library-based services.

Due to the length of the county, some areas had access to resources that other areas lack. For example, access to food (food banks, free food box delivery, more affordable grocery stores) was not discussed to be a need for individuals or organizations in the central part of the county. However, food security was revealed to be a significant need for the northern part of the county, and that there are some gaps in access to food in the southern part of the county.

## Needs of Washington County Residents

Primary and secondary data collection revealed several categories of unmet needs that affect multiple communities throughout Washington County. These needs were discussed at all of the Community Listening Sessions and were also identified as priorities during the facilitated workshops and in both the provider and public surveys.

Transportation has been highlighted as a critical need in Washington County, where many residents do not have access to reliable public transportation. Although access and availability of transit is increasing in the county, residents also reported feeling uncomfortable riding public transportation due to safety concerns. Listening Session participants reported that there are activities or programs that their families would like to participate in such as educational opportunities, community education, or extracurriculars for children and youth, but that they are unable to participate due to a lack of transportation.

Childcare was identified as a need in Washington County. Childcare shortages and rising costs make accessing this support unachievable for many families. Listening Session participants who discussed this concern reported feelings of parental isolation, difficulty maintaining employment while parenting, strain on relationships.

Affordable housing for rental households was another need, which has been highlighted throughout this needs assessment. The cost to rent an apartment in Washington County is disproportionate to surrounding counties and puts families at risk of losing access to stable housing.



Technology access and literacy was repeatedly identified as a need for residents. Although much of the county has the capability to connect to reliable high-speed internet, conversations about the ability to access this critical infrastructure occurred at the facilitated workshops and at several Listening Sessions. Individuals and families in Washington County may not have devices capable of utilizing the service, or they have not received the support to learn how to use the internet as a tool. Listening Session participants brought up concerns that individuals who are new to the county (about 10% of residents) may not know how to connect to the county or other organizations through technology, which makes it difficult to access services and supports.

Culturally specific services were identified to be a need in almost every community. Washington County is becoming increasingly diverse, and existing organizations and county programs are not adapting at the same pace. Listening Session participants reported difficulty accessing services due to language or cultural barriers and feeling belittled when needing to use an interpreter. Participants reported wanting to be served by individuals who understand their cultural identity and to be treated with respect, needs that were unmet by the county and by organizations at the time of the Listening Sessions.

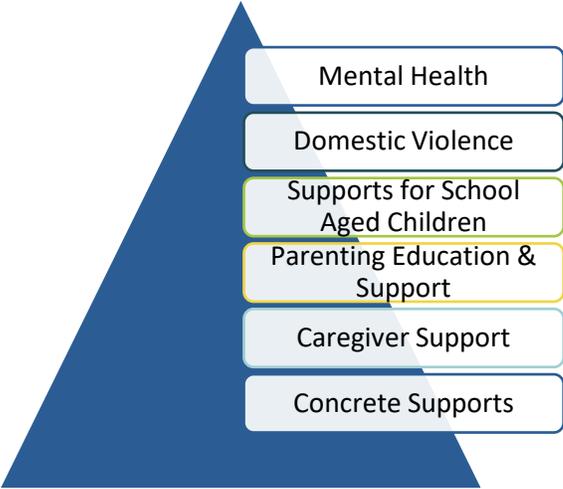
Capturing these identified needs reveals a critical takeaway: competing needs force families to attempt to balance competing priorities.

### Gaps in Services

Primary and secondary data collection also revealed some gaps in the services provided by outside entities in Washington County. Geography plays a large role in these service gaps, as travel from one edge of the county to the other can take over an hour by personal vehicle. This Community Needs Assessment also recognizes that these gaps may extend outside of Washington County, as many services and providers have not returned to full operations since the beginning of the Covid-19 pandemic. Keeping this information in mind, the following services were identified as service gaps through surveys, workshops, and the Community Listening Sessions.

Mental health services came up as a service gap in every area of evaluation. Although there are reliable independent providers and some larger agencies in Washington County, they do not have capacity for the number of residents needing support, or for the complexity of circumstances faced by individuals or families seeking services. Resource guides from January 2024 and November 2023 list only six mental health providers (larger agencies) in the county.

Listening Session participants stated that they faced long wait times to start services, lack of culturally specific services, and limited hours of operation as factors that impacted their access. Listening Session participants reported traveling outside of Washington County for services that they could not access in their own community. These participants stated that the reason for travel was either due to a lack of local openings, local providers had too long of a wait time to begin services, or no services available in their preferred language or culture. Mental health services for youth, children, and families were the largest gaps discussed amongst participants during listening sessions. For a copy of the resource guides, see Appendix S and T.



Domestic Violence, or intimate partner violence, services was another gap identified during this assessment. Of the many entities serving residents in Washington County, very few offer services specific to domestic violence, although many may provide different types of services to individuals or families affected by domestic violence (housing, food security, etc.). The resource guides referenced in the previous paragraph list only one provider.

Primary and secondary data also revealed a gap in services or programs for school aged children in Washington County. Per provider and listening session feedback, extracurricular activities exist within some cities in Washington County, but overall, they are not affordable for families and do not include transportation. Although there are numerous entities offering support for children before they enter kindergarten, there appears to be a lack of programming once a child begins school. This lack of support is reflected in the PIT Count data (pages 18 & 19), as children 11-14 and 6-10 have the highest number of workgroups open in Washington County Children's Division, many of which are a Child Protection intervention.

Parenting education, support, and groups were another identified gap in Washington County. Resource guides do not list any providers offering these services beyond toddlerhood and Listening Session participants echoed this gap. Participants reported that parenting has become increasingly difficult since the beginning of Covid-19, and supports have diminished or were never available. Parenting older children and youth, co-parenting, common interest groups for parents, and support for fathers were the most frequently discussed supports that participants were seeking, information that was also confirmed in the surveys and during the facilitated workshops.

There is also a gap in services or supports for caregivers in Washington County. Many individuals or families choose to or find themselves caring for a loved one who is not their child, such as an aging parent, relative or kin child in foster care, or another adult. Although some services and supports do exist, they are not comprehensive enough to meet the needs of caregivers, who may not qualify for some services that a "traditional" parent may, such as financial supports. Listening Session participants reported increased financial and emotional burden when caregiving, needs that have not been met by the county or community agencies.

The last identified gap is concrete supports, or basic needs (physical items, financial support). There are some agencies in Washington County that offer free or reduced cost items, but barriers such as transportation, hours of operation, and the distance to providers make these supports difficult to access. Listening Session participants specifically brought up needing items such as formula, diapers, car seats, school supplies, culturally specific food, and clothing as the primary items they have had difficulty accessing.

## Opportunities for Additional Assessment

Despite efforts to connect with all the identified communities in Washington County through Community Listening Sessions, there were some communities that would benefit from additional engagement. These communities include individuals who identify as part of the LGBTQIA+ community, or who are parenting a child who identifies as a part of the LGBTQIA+ community, individuals with a disability, or who are caregiving for a child or adult living with a disability, and individuals who have lived experience from within the child protection system. Additional community engagement may also reveal other specific demographic populations that were missed during initial data collection, offering an opportunity for more collaboration moving forward.

Other opportunities for additional assessment include data collection specific to the city or cities where a Family Resource Center may be developed. Data collected during this Community Needs Assessment was broad and encompassed the entire county, and although an FRC would serve residents of all of Washington County, more

data about each location would be beneficial when connecting with partners, engaging the local community, and determining services or supports to provide.

## Next Steps

Based on the information gathered through this Community Needs Assessment, there is a clear and defined community desire and need to develop one or multiple Family Resource Centers in Washington County. The project team will begin coordinating and applying for additional funding to begin the development of an FRC in Washington County.

After securing funding, the project team will make it a priority to develop a Family Advisory Board (FAB) to oversee the development, ensure meaningful community engagement, and support the center's success. The project team will seek to set up a FAB that is comprised of community members throughout the county, with varying life experiences and diverse backgrounds.

Once a FAB is in place, development of programs, determination of services and supports, and key decisions around location, hours, and accessibility can begin to take shape, incorporating the information gathered during the Community Needs Assessment, with the FAB's direction.

One important change will be made moving forward; to best represent the intent and to incorporate feedback from community partners and the public, Washington County will utilize a new title during the development phase: Community Family Resource Center (CFRC) of Washington County. Although a family can be a single adult, a household with children, or many other compositions, including the word "community" is more inclusive and making this change could make a CFRC a more welcoming space for every resident of Washington County.

The valuable data collected during this Community Needs Assessment will not just inform the development of a CFRC in Washington County, but will be made available with the intent of informing current county programs and community agencies, elevating the voices of residents captured in this summary. This assessment would not have been possible without the generous support of the Sauer Family Foundation, dedicated county staff, critical partnerships with entities throughout Washington County, or without the committed community members who provided their valuable time and experience to this project.

## Sources

National Support Family Network. Retrieved from:

<https://www.nationalfamilysupportnetwork.org/family-support-programs>

Sauer Family Foundation. Retrieved from:

<https://www.sauerff.org/>

Minnesota State Demographic Center. Retrieved from:

<https://mn.gov/admin/demography/data-by-topic/population-data/>

U.S. Census Bureau. Retrieved from:

<https://www.census.gov/quickfacts/fact/table/washingtoncountyminnesota/FIPS>

American Community Survey, U.S. Census Bureau. Retrieved from:

<https://www.census.gov/programs-surveys/acs/data.html>

Federal Reserve Unemployment Data. Retrieved From:

<https://fred.stlouisfed.org/series/MNWASH5URN>

Casey Family Programs Community Opportunity Map. Retrieved from:

<https://community-opportunity-map.casey.org/cailive/>

## Glossary of Acronyms

AA&D – Access, Aging, and Disability

CFRC – Community Family Resource Center

CNA – Community Needs Assessment

ECBA – Early Childhood Behavioral Services

ECFE – Early Childhood Family Education

FAB – Family Advisory Board

FRC – Family Resource Center

FUP – Family Unification Program

ILS – Independent Living Services

NIMBY – “not in my backyard”

NSFN – National Support Family Network

PHE – Public Health & Environment

PSOP – Parent Support Outreach Program

RESJI – Race Equity and Social Justice Initiative

SED – Severe Emotional Disturbance

SPM – Strategy and Planning Management

SWOT – Strengths, Weaknesses, Opportunities, Threats

WCCS – Washington County Community Services

WIC – Women, Infants and Children Program

## Appendix

Appendix A. Race Equity Analysis Tool

Appendix B. Family Resource Questionnaire for Community Entities

Appendix C. Family Resource Center Survey

Appendix D. Community Listening Session Framework

Appendix E. Forest Lake Parent Education Group CLS Summary

Appendix F. Granada Lakes Townhomes – October- CLS Summary

Appendix G. Kinship Providers CLS Summary

Appendix H. Landfall CLS Summary

Appendix I. Families Experiencing Homelessness CLS Summary

Appendix J. Kenyan Families CLS Summary

Appendix K. West African Community CLS Summary

Appendix L. Granada Lakes Townhomes – December – CLS Summary

Appendix M. Caminos CLS Summary

Appendix N. Fathers' Group CLS Summary

Appendix O. East African Parent Empowerment Group CLS Summary

Appendix P. SoWashCo Black Parents CLS Summary

Appendix Q. SoWashCo Hmong Parents CLS Summary

Appendix R. SoWashCo Professionals CLS Summary

Appendix S. Community Resource Guide for Children and Families

Appendix T. Basic Needs, Resources, and Assistance

## RACE EQUITY ANALYSIS TOOL

**Purpose:** Use this tool to identify the goals of the project, facilitate a conscious consideration of equity, and examine the impacts on communities of color, and low-income populations in the proposed actions of this project. Share this document with the project team to guide the strategy, and to mitigate unintended consequences.

<b>Name of Project</b>	Family Resource Center – Explore & Assess
<b>Project Team</b>	Core: Below + Nissa Knutson, Nikki Dahlstrom, Michelle McIntosh, Kelly Brunclik, Kelsey Whitcomb (left), Gina Solomon, Carrie Genereux-Kornatz, Kay Peterson, Ryan Selock  WC Internal Partners: Murugi Mutiga, Dana McNeal, Tina Kaple, Maria Bonilla  Community Listening Sessions Subgroup: SeSe Chapman, Alex Calero, Muna Abdi, Katie Trepanier, Kasia Heurh, Melissa Kyle, Katie Olson, Tou Yang
<b>Sponsor</b>	Sarah Amundson
<b>Project Manager</b>	Lizzy Grover
<b>Business Lead</b>	Megan Roy
<b>Interns</b>	Tiffany White, Emily Angstman

<b>1. What</b>	
<b>A. What is the project being analyzed and what is the goal?</b>	Family Resource Center Project seeks to explore and assess the feasibility of developing a family/community resource center or centers in Washington County. <i>FRCs are community-based hubs of support that empower families through increasing protective factors to reduce child abuse and child protection intervention.</i> The goal is determining if communities in WC have needs that are not met by existing agencies, organizations, or services and that those communities want the development of a FRC/CRC to meet those needs.
<b>B. What factors (including existing policies and structures) associated with this issue might be affecting communities of color and/or low-income populations differently?</b>	The child protection system. <i>Economic systems (housing, transportation, child care, financial stability); language barriers; disparities in community supports and responses to communities of color</i>  One of the foundational priorities of a FRC is reduction of child abuse and child protection involvement for families and children. Reduction of referrals to the child protection system will reduce disparities in communities that are “over referred” for intervention, which include communities of color and families experiencing poverty.
<b>C. Where is the data located?</b>	<a href="#">DHS</a> , <a href="#">SSIS</a> , <a href="#">US Census</a>
<b>D. What does available data tell you about this issue?</b>	Historical and current data around Child Protection reveal higher numbers of intakes and workgroups for communities of color than the percent of the population (based on race and ethnicity data collected by the census), and although there is less of a disparity in WC numbers, there is still some. There is some data available that reveals that families who meet the criteria for medical assistance are more likely to have an open workgroup for truancy or educational neglect.  There is not clear data to support that low-income populations have disproportionate numbers of child protection interactions because of how and which data is collected during a child protection/welfare intake and during an open workgroup – but

	<p>anecdotally it is reported that families experiencing poverty are more likely to be reported to child protection.</p>																
<p>E. <b>Is there data that is unavailable or missing?</b></p>	<p>Yes – in that you cannot adequately measure things that are “not happening”. There is not quantifiable data to measure why child abuse incidents reduce or why less reports may be made, only speculation and anecdotal data.</p> <p>Hard data is also not available to identify other vulnerable or minority populations experiencing disproportionate child protection intake or intervention such as families where a household member has an intellectual, developmental, or physical disability, families who household members may identify as a part of the LGBTQIA+ community, and families experiencing poverty. Better collaboration between state and county utilized software could help identify or reveal some of this information (SSIS, HRIS, MMIS, MAXIS, etc.).</p>																
<p>F. <b>Which focus area(s) will the policy, plan, or project primarily impact?</b></p>	<table border="0"> <tr> <td><input type="checkbox"/> County Wide</td> <td><input type="checkbox"/> Criminal Justice</td> </tr> <tr> <td><input type="checkbox"/> Economic Supports</td> <td><input type="checkbox"/> Government Practices</td> </tr> <tr> <td><input type="checkbox"/> Workforce Development</td> <td><input type="checkbox"/> Health</td> </tr> <tr> <td><input type="checkbox"/> Veterans Services</td> <td><input type="checkbox"/> Housing</td> </tr> <tr> <td><input type="checkbox"/> Adult Services</td> <td><input type="checkbox"/> Planning &amp; Development</td> </tr> <tr> <td><input checked="" type="checkbox"/> Children’s Services</td> <td><input type="checkbox"/> Service Equity</td> </tr> <tr> <td><input type="checkbox"/> Access Aging &amp; Disability</td> <td><input type="checkbox"/> Transportation</td> </tr> <tr> <td><input type="checkbox"/> Administrative Services</td> <td><input type="checkbox"/> Community Engagement</td> </tr> </table> <p><i>Please add any comments regarding the specific impacts on each area</i></p> <p><input checked="" type="checkbox"/> Other (please describe)</p> <p><b>Comments:</b> Other areas may be impacted (such as community engagement, public health, transportation, government practices, service equity, economic supports) but this will be determined during the development stage of the project with the support and under the direction of a Parent Advisory Council and other stakeholders.</p> <p>Children’s Services could be directly impacted by the implementation of a FRC/CFRC by a reduction of child abuse incidents or reports.</p>	<input type="checkbox"/> County Wide	<input type="checkbox"/> Criminal Justice	<input type="checkbox"/> Economic Supports	<input type="checkbox"/> Government Practices	<input type="checkbox"/> Workforce Development	<input type="checkbox"/> Health	<input type="checkbox"/> Veterans Services	<input type="checkbox"/> Housing	<input type="checkbox"/> Adult Services	<input type="checkbox"/> Planning & Development	<input checked="" type="checkbox"/> Children’s Services	<input type="checkbox"/> Service Equity	<input type="checkbox"/> Access Aging & Disability	<input type="checkbox"/> Transportation	<input type="checkbox"/> Administrative Services	<input type="checkbox"/> Community Engagement
<input type="checkbox"/> County Wide	<input type="checkbox"/> Criminal Justice																
<input type="checkbox"/> Economic Supports	<input type="checkbox"/> Government Practices																
<input type="checkbox"/> Workforce Development	<input type="checkbox"/> Health																
<input type="checkbox"/> Veterans Services	<input type="checkbox"/> Housing																
<input type="checkbox"/> Adult Services	<input type="checkbox"/> Planning & Development																
<input checked="" type="checkbox"/> Children’s Services	<input type="checkbox"/> Service Equity																
<input type="checkbox"/> Access Aging & Disability	<input type="checkbox"/> Transportation																
<input type="checkbox"/> Administrative Services	<input type="checkbox"/> Community Engagement																

<p><b>2. Who</b></p>	
<p>A. <b>Who (individuals or groups) could be impacted by the issues related to this policy, project, or proposal?</b></p>	<p>Residents of WC or individuals/families who visit WC could be impacted by the development of a FRC/CRC. Community partners, local non- or for-profit groups could be impacted by this project. Creation or breakdown of partnerships could be created or be a result.</p>

<p>Are there people who are negatively impacted by the problem? Do we have them identified in the data or only anecdotally?</p>	<p>There is no current identified potential negative impact by the project, rather the project was initiated in order to reduce negative impacts by empowering families through strengthening their protective factors, connecting to resources, and ultimately reducing child abuse and interactions with the child welfare system.</p> <p>Potential impacts will be reassessed throughout the next phase of the project as throughout development.</p>
<p><b>B. Who would benefit from this proposed change?</b></p>	<p>Individuals or families seeking services or support in WC. Families utilizing caregiver/parent support, education, or leadership development could benefit from reduction of child abuse incidents or reports.</p> <p>Local and government agencies would benefit from partnerships and reduce duplicated services.</p>
<p><b>C. Who would be burdened by this proposed change or project?</b></p>	<p>Unknown. No identified burden at this stage in the project. Will be reassessed throughout the development phase.</p> <p>This project and development phase of the project directly focus on eliminating barriers to populations who could be burdened by the introduction of a FRC in WC.</p>
<p><b>D. Are there potential disproportionate impacts on communities of color and/or low-income communities?</b></p>	<p>There could be – depending on location and accessibility, which the project team is actively working to address. Unfortunately, WC is an extremely lengthy county and there will inevitably be some disproportionate impact on individuals living further from the potential future location(s). The project team is actively working to engage the community about transportation that they would utilize to eliminate this potential barrier.</p>
<p><b>E. Have stakeholders from different racial/ethnic and socioeconomic groups especially those most affected been informed, involved, and represented in the development of this proposal or plan?</b></p> <p><i>(See Appendix for guidance on community engagement.)</i></p>	<p><b><i>Please indicate the level of stakeholder/ community involvement for this project using the checkboxes below. Please see the Community Engagement Continuum for additional details and characteristics.</i></b></p> <p><input checked="" type="checkbox"/> Have stakeholders/community been <b>informed</b>? <i>Community outreach events, translated information, newsletter</i></p> <p><input checked="" type="checkbox"/> Have stakeholders/community been <b>consulted</b>? <i>SWOT analysis, surveys, listening sessions, partner meetings</i></p> <p><input checked="" type="checkbox"/> Have stakeholders/community been <b>engaged in dialogue</b>? <i>state-level advocacy, planning for workshops and training</i></p> <p><input checked="" type="checkbox"/> Are Stakeholders/community <b>working together</b>? <i>Beginning stages of identifying potential advisory members</i></p> <p><input type="checkbox"/> Are Stakeholders/community <b>directing action</b>?</p> <p>Beginning stages of “working together” as the project team starts to recruit and develop the Parent Advisory Council, which will eventually “direct action”.</p>
<p><b>F. Are there stakeholders that are missing or not represented?</b></p> <p><b>How can they be engaged?</b></p>	<p>Unsure – have been relying on community engagement team input and agencies/organizations working in the community to guide our team in engaging with various stakeholders throughout the county.</p> <p>LGBTQIA+ and families with individuals who have an intellectual, physical, or developmental disability may not be fully represented. These populations do not have as many established support or community groups throughout the county through</p>

RACE EQUITY ANALYSIS TOOL

	<p>which we could connect. The team has attempted engagement by reaching out directly to organizations and groups serving these populations and have not been able to engage with these populations as hoped.</p> <p>Families who have experienced child protection intervention—considering ways to engage</p>
<p><b>G. What input have you received from those who would be impacted and how did you gather this information? Specify sources of comments and other input.</b></p>	<p>Input has been received through surveys and conversations with agencies and organizations already providing services in WC, through surveys of the general population, and through targeted Community Listening Sessions with populations who have been disproportionately affected by the child protection system or whose voices are underrepresented.</p>

<p><b>3. Why</b></p>	
<p><b>A. What are the root causes or factors creating any racial or social inequities associated with this issue?</b></p>	<p>There is a long history of how the child protection system has contributed to racial and social inequity, due in part to increased reports on individuals affected by poverty or those who are not a part of the majority race or ethnic culture.</p> <p>Although WC is actively working to address these inequities, disparities still exist and that is part of why this project exists – to remove barriers, increase access, and connect families with support in ways that feel safe and empower them to be successful in the ways that are important to them.</p>
<p><b>B. What are the potential unintended consequences?</b></p>	<p>Development of a space or services that do not benefit the community and may benefit some communities but marginalize others. System barriers or stigma will create an unsafe resource for families</p>
<p><b>C. What benefits or burdens may result?</b></p>	<p>There are lots of potential benefits (connection to resources, parenting education and empowerment, removal of barriers to receive services) but they are largely unknown as a FRC/CRC does not exist yet. The potential burdens are also unknown at this time. Benefits may include empowering communities to establish service provisions not otherwise awarded.</p> <p>Burden may be finding enough providers that mirror the community intended to serve, therefore CFRC may overpromise what is actually able to provide.</p> <p>This will be revisited throughout the Development phase of the project.</p>
<p><b>D. What identified community needs are being met or ignored in this issue or decision?</b></p>	<p>At this time, all community needs and suggestions are being documented and brought to the Project Team, and will be brought to the Parent Advisory Council and stakeholders for ultimate decision making as to which needs a FRC/CRC could attempt to meet. It is not possible for a FRC/CRC to meet all community needs that are discussed and some identified needs will not be addressed during the development and will not move forward into implementation.</p>
<p><b>4. Where</b></p>	
<p><b>A. Are there impacts on geographic areas?</b> <i>Select all that apply</i></p>	<p><input type="checkbox"/> All Districts</p>

	<p><input type="checkbox"/> <b>District 1:</b> Forest Lake, Scandia, Hugo, May Township, Marine on St. Croix, Dellwood, Grant, Mahtomedi (P1)</p> <p><input type="checkbox"/> <b>District 2:</b> Birchwood Village, Landfall, Oakdale, Pine Springs, White Bear Lake, Mahtomedi (P2), Willernie, Woodbury (P1, 2, 7, 8)</p> <p><input type="checkbox"/> <b>District 3:</b> Afton, Bayport, Baytown Township, Lake Elmo, Lake St. Croix Beach, Lakeland, Lakeland Shores, Oak Park Heights, St. Mary's Point, Stillwater, Stillwater Township, West Lakeland Township.</p> <p>Comments: Project Team has not decided on upon geographic area(s) as we are still receiving feedback from the community and will want additional input from the Parent Advisory Council and other stakeholders. FRC/CFRC Development will impact one or some of the districts more than others depending on location.</p>	<p><input type="checkbox"/> <b>District 4:</b> Cottage Grove, Denmark Township, Grey Cloud Island Township, Newport, St. Paul Park, Hastings, Woodbury (P14)</p> <p><input type="checkbox"/> <b>District 5:</b> Woodbury (P 3,4,5,6,9,10,11,12,15,16)</p> <p><input checked="" type="checkbox"/> <b>Other</b> – Add additional details in the comments section</p>
--	--	--

5. How	
<b>A. Describe recommended strategies to address adverse impacts, prevent unintended negative consequences and advance racial equity</b>	<p>Creation of a Parent Advisory Council to guide MVGs and development, utilizing existing entities as partners, and remaining focused on hearing from existing community groups to be proactive in addressing potential adverse impacts.</p> <p>Appropriately compensate individuals and groups for their time.</p> <p>Not collecting identifying information from those who participate in listening sessions or surveys.</p> <p>Develop a summary of findings for the department on information heard that may not be related to FRC but impacts equity in the community (report back session).</p>
<b>B. Is the proposal or plan:</b>	<p><input checked="" type="checkbox"/> Realistic?</p> <p><input checked="" type="checkbox"/> Adequately funded?</p> <p><input checked="" type="checkbox"/> Adequately resourced with personnel?</p> <p><input checked="" type="checkbox"/> Adequately resourced with mechanisms (policy, systems) to ensure successful implementation and enforcement?</p> <p><input checked="" type="checkbox"/> Adequately resourced with provisions to ensure ongoing data collection, public reporting, stakeholder participation and public accountability?</p> <p><b>If you answered “no” to any of the above, what resources or actions are needed?</b></p> <p>Adequately for this phase of the project but will need to be re-evaluated during the Development Phase.</p>
<b>C. Who is accountable for this decision?</b>	Sponsor, Leadership, or community stakeholders
6. Success Indicators	

RACE EQUITY ANALYSIS TOOL

<p>A. <b>How will impacts be documented and evaluated?</b></p>	<p>Initially through a Community Needs Assessment (CNA), in annual reports, through oversight of an established Parent Advisory Council, and by additional oversight that will be established by stakeholders and the PAC.</p>
<p>B. <b>What are the success indicators and progress benchmarks?</b></p>	<p>Completion of CNA, creation of a metric or measure to determine if there is a reduction of child abuse incidents or reports made to child protection (will also include race and ethnicity data, when available), and recording that data over time to identify if there is progress or if additional changes need to be implemented.</p>
<p>C. <b>How will those impacted by this issue be informed of progress and impacts over time?</b></p>	<p>FRC/CRC intends to create a website during the development phase which will have this information available.  At this current stage – giving back notes from CLS and the CNA to participants</p>

**CITY OF MADISON RACIAL EQUITY AND SOCIAL JUSTICE COMMUNITY ENGAGEMENT CONTINUUM**

*Adapted from Community Engagement Guide: A tool to advance Equity & Social Justice in King County*

The continuum provides details, characteristics, and strategies for five levels of community engagement. The continuum shows a range of actions from county-led information sharing that tends to be shorter-term to longer-term community-led activities. The continuum can be used for both simple and complex efforts. As a project develops, the level of community engagement may need to change to meet changing needs and objectives.

The level of engagement will depend on various factors, including program goals, time constraints, level of program and community readiness, capacity, and resources. There is no one right level of engagement but considering the range of engagement and its implications on your work is a key step in promoting community participation and building community trust. Regardless of the level of engagement, the role of both Washington County and community partners as part of the engagement process should always be clearly defined.

Levels of Engagement				
County Informs	County Consults	County engages in dialogue	County and community work together	Community directs action
Washington County, or its departments initiates an effort, coordinates with other departments, and uses a variety of channels to inform the community to act	Washington County, or its departments gathers information from the community to inform projects	Washington County, or its departments engages community members to shape city priorities and plans	Community and Washington County, or its departments share in decision-making to co-create solutions together	The community initiates and directs strategy and action with participation and technical assistance from Washington County, or its departments
Characteristics of Engagement				
<ul style="list-style-type: none"> <li>Primarily one-way channel of communication</li> <li>One interaction</li> <li>Term-limited to event</li> <li>Addresses the immediate needs of Washington County and the community</li> </ul>	<ul style="list-style-type: none"> <li>Primarily one-way channel of communication</li> <li>One to multiple interactions</li> <li>Short to medium-term</li> <li>Shapes and informs its projects</li> </ul>	<ul style="list-style-type: none"> <li>Two-way channel of communication</li> <li>Multiple interactions</li> <li>Medium to long-term</li> <li>Advancement of solutions to complex problems</li> </ul>	<ul style="list-style-type: none"> <li>Two-way channel of communication</li> <li>Multiple interactions</li> <li>Medium to long-term</li> <li>Advancement of solutions to complex problems</li> </ul>	<ul style="list-style-type: none"> <li>Two-way channel of communication</li> <li>Multiple interactions</li> <li>Medium to long-term</li> <li>Advancement of solutions to complex problems</li> </ul>
Strategies				
Media releases, brochures, pamphlets, outreach to vulnerable populations, ethnic media contacts, translated information, staff outreach to residents, social media	Focus groups, interviews, and community surveys	Forums, advisory boards, stakeholder involvement, coalitions, policy development, and advocacy, including legislative briefings and testimony, workshops, community-wide events	Co-led community meetings, advisory boards, coalitions and partnerships, policy development and advocacy, including legislative briefings and testimony	Community-led planning efforts, community-hosted forums, collaborative partnerships, coalitions, policy development, and advocacy, including legislative briefings and testimony

## Q1 What organization, agency, or group do you represent?

Answered: 45 Skipped: 0

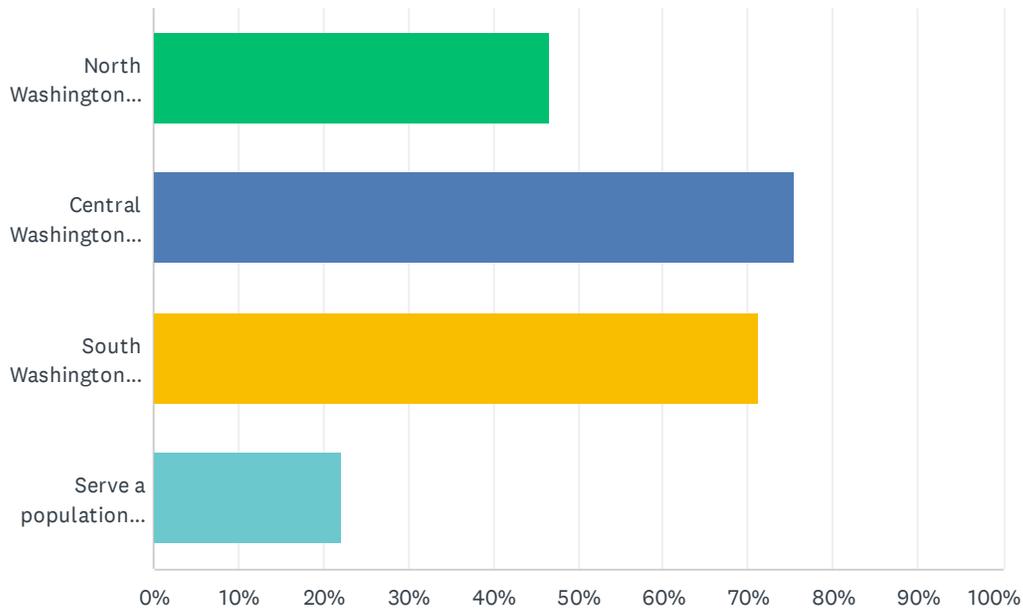
#	RESPONSES	DATE
1	Minnesota Council on Disability	4/5/2023 11:47 AM
2	TLC of Hastings, Inc. Pregnancy & Parenting Resource Center	4/3/2023 1:54 PM
3	Canvas Health	3/31/2023 9:14 AM
4	Radias Health	3/30/2023 4:08 PM
5	Stillwater Area Public Schools, Community Education	3/30/2023 2:43 PM
6	Tubman	3/29/2023 7:30 AM
7	NAMI Washington County	3/28/2023 7:20 PM
8	Youth Advantage	3/28/2023 11:54 AM
9	The Connect Center	3/28/2023 10:56 AM
10	Independent School District 622. North St. Paul-Maplewood-Oakdale Schools. I work with homeschool registrations. I am with the Community Education department. We serve residents ages birth to Senior Citizens.	3/28/2023 10:09 AM
11	ISD 622	3/28/2023 9:56 AM
12	Woodbury Public Safety	3/28/2023 9:43 AM
13	North Lakes Academy	3/27/2023 2:50 PM
14	Friends in Need Food Shelf	3/27/2023 1:46 PM
15	Lakes Life Care Center	3/27/2023 12:46 PM
16	Young Life	3/27/2023 12:24 PM
17	SoWashCo Schools	3/27/2023 11:15 AM
18	Canvas Health	3/27/2023 11:13 AM
19	Canvas Health	3/27/2023 9:04 AM
20	Canvas Health, some adult, mainly adolescent substance use community services.	3/27/2023 9:00 AM
21	Treehouse Psychology	3/27/2023 8:51 AM
22	Canvas Health	3/27/2023 8:48 AM
23	Oakdale PD	3/27/2023 8:45 AM
24	Treehouse Psychology PLLC	3/27/2023 8:16 AM
25	Woodbury Public Safety	3/27/2023 7:43 AM
26	Valhalla Place Woodbury MAT Treatment Center	3/27/2023 6:06 AM
27	Washington County Sheriff's Office	3/24/2023 11:51 AM
28	Haugen Consulting LLC	3/8/2023 6:16 PM
29	Washington County Community Development Agency	2/23/2023 4:48 PM
30	Cottage Grove Police	2/23/2023 12:00 PM
31	Washington County Economic Assistance	2/21/2023 1:59 PM

## Family Resource Center Questionnaire for Community Entities

32	Washington County-CSD-Community Engagement Team	2/21/2023 10:22 AM
33	Family Shelter	2/19/2023 4:59 PM
34	Community Thread	2/16/2023 2:16 PM
35	The Connect Center	2/16/2023 1:26 PM
36	Washington County Community Services - Emergency Programs Team	2/16/2023 11:32 AM
37	The Connect Center	2/15/2023 2:12 PM
38	Valley Outreach	2/15/2023 10:50 AM
39	Washington County CSD	2/15/2023 10:31 AM
40	SoWashCo CARES and SoWashCo Community Education	2/15/2023 10:09 AM
41	SoWashCo CARES	2/14/2023 6:35 PM
42	Second Harvest	2/14/2023 12:59 PM
43	The Connect Center	2/14/2023 12:31 PM
44	ISD 622	2/14/2023 12:12 PM
45	Canvas Health	2/14/2023 12:04 PM

## Q2 What geographic area do you serve? Please select all that apply.

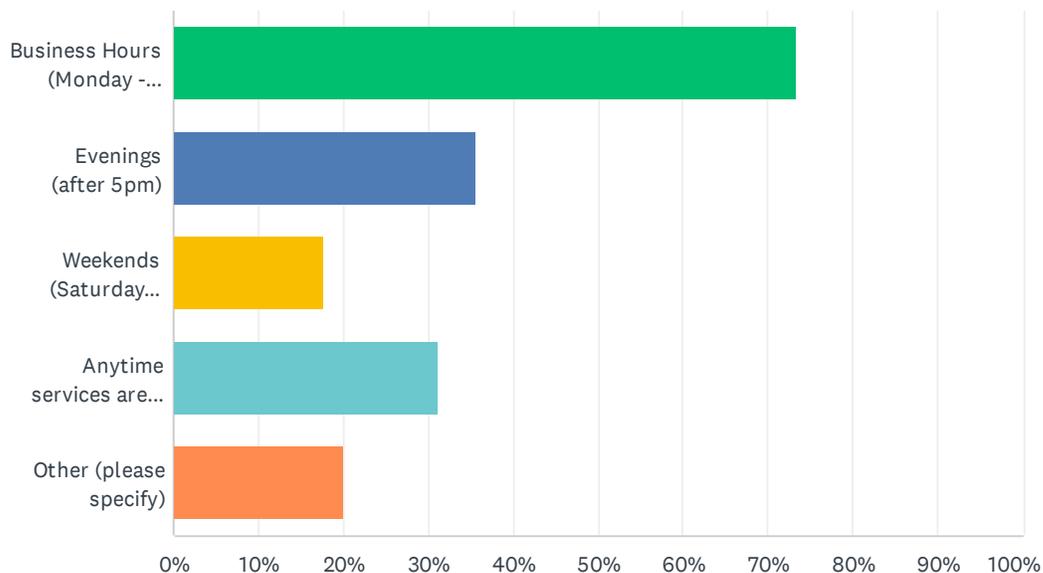
Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES	
North Washington County (Forest Lake, Hugo, Marine on the St. Croix, Scandia, May Township)	46.67%	21
Central Washington County (Lake Elmo, Oakdale, Stillwater, Mahtomedi, Baytown Township, Lakeland, Bayport, Oak Park Heights, Willernie, Grant, Pine Springs)	75.56%	34
South Washington County (Woodbury, Afton, Cottage Grove, Denmark Township, Hastings, Newport, St. Paul Park)	71.11%	32
Serve a population outside of Washington County	22.22%	10
Total Respondents: 45		

### Q3 When does your agency, organization, or group provide services to individuals or households? Select all that apply.

Answered: 45 Skipped: 0

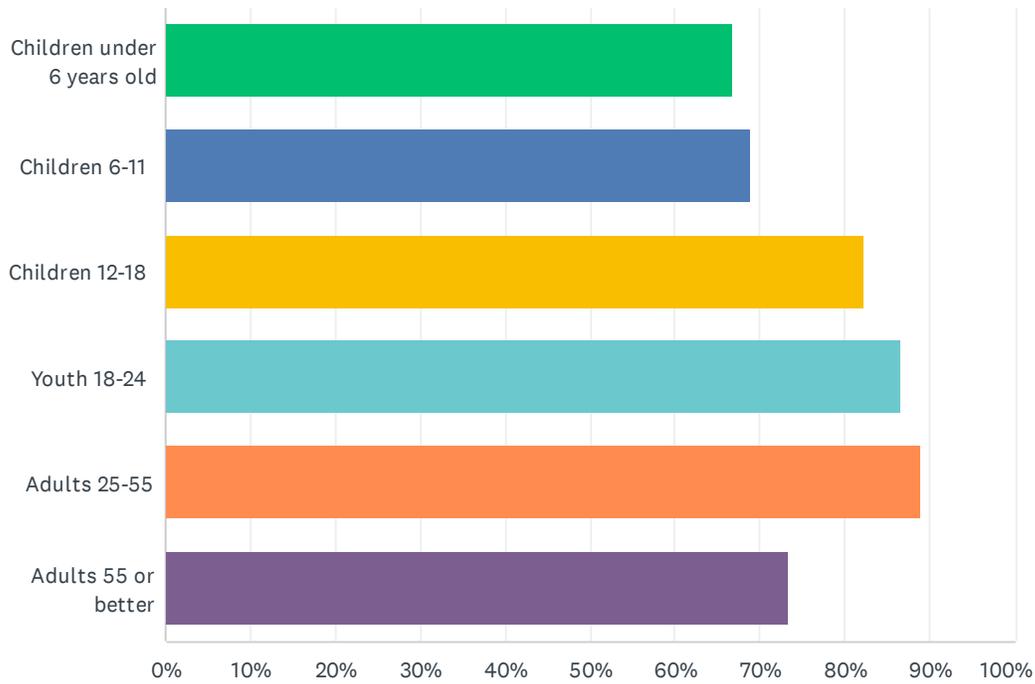


ANSWER CHOICES	RESPONSES
Business Hours (Monday - Friday 8am-5pm)	73.33% 33
Evenings (after 5pm)	35.56% 16
Weekends (Saturday and/or Sunday)	17.78% 8
Anytime services are needed (ex. on call, crisis, available 24/7)	31.11% 14
Other (please specify)	20.00% 9
Total Respondents: 45	

#	OTHER (PLEASE SPECIFY)	DATE
1	Monday - Friday 9am - 5pm, Fridays by appointment	4/3/2023 1:54 PM
2	Unlike K-12, we serve children all year long	3/30/2023 2:43 PM
3	Most services are planned support, advocacy or education events	3/28/2023 7:20 PM
4	Tues & Thurs 9:30A-3:30P	3/28/2023 11:54 AM
5	Tuesdays 8:00-4:00, Wednesdays 5:30-6:30	3/27/2023 1:46 PM
6	Monday-Friday 5:30 to 2:00, Saturday 6:30 -11:30	3/27/2023 6:06 AM
7	overnight shelter	2/19/2023 4:59 PM
8	Weekday service hours: Monday 9:30-11:30am, Tuesday and Thursday 1:30-6:30pm, Friday 9:30am-12:30pm. Phone support is offered during the weekday business hours. We have food delivery each Wednesday.	2/15/2023 10:50 AM
9	services start at 7:30 a.m.	2/15/2023 10:31 AM

## Q4 What age groups do you serve? Select all that apply.

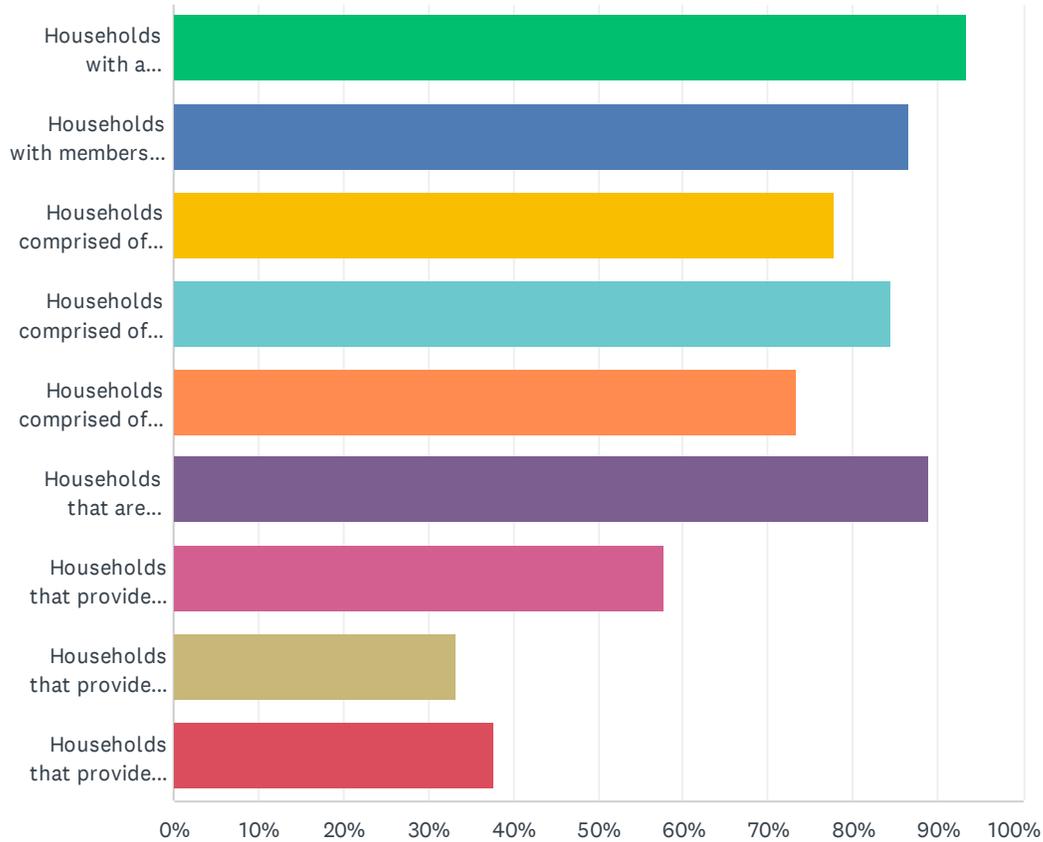
Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES	
Children under 6 years old	66.67%	30
Children 6-11	68.89%	31
Children 12-18	82.22%	37
Youth 18-24	86.67%	39
Adults 25-55	88.89%	40
Adults 55 or better	73.33%	33
Total Respondents: 45		

### Q5 Which of these populations does your organization, agency, or group serve? Select all that apply.

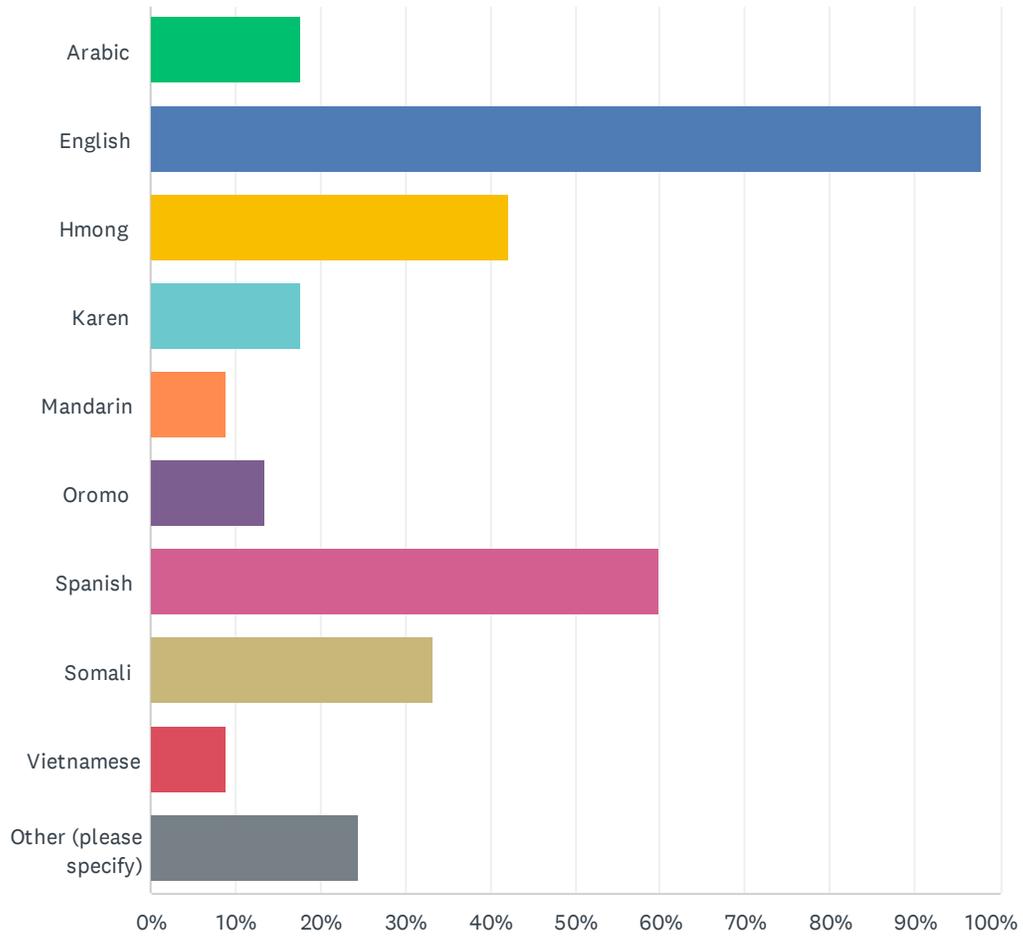
Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES	
Households with a parenting youth (under age 24)	93.33%	42
Households with members who identify as part of the LGBTQIA+ community	86.67%	39
Households comprised of adults	77.78%	35
Households comprised of parenting adults (24+)	84.44%	38
Households comprised of adults 55 or better	73.33%	33
Households that are multi-generational	88.89%	40
Households that provide child foster care	57.78%	26
Households that provide adult foster care	33.33%	15
Households that provide adult day care or child care	37.78%	17
Total Respondents: 45		

### Q6 What are the primary household languages for the population you serve? Select all that apply.

Answered: 45 Skipped: 0



## Family Resource Center Questionnaire for Community Entities

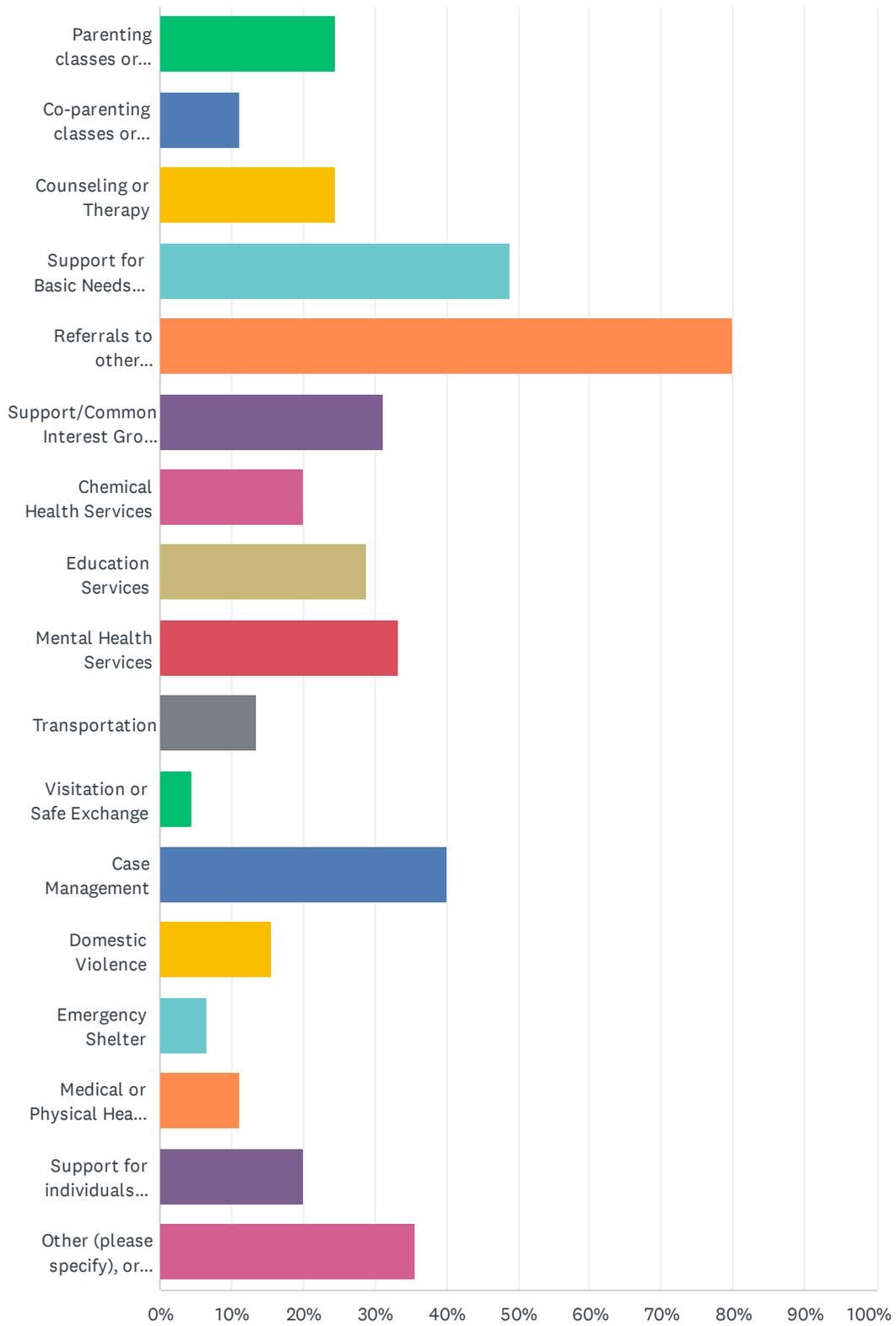
ANSWER CHOICES	RESPONSES	
Arabic	17.78%	8
English	97.78%	44
Hmong	42.22%	19
Karen	17.78%	8
Mandarin	8.89%	4
Oromo	13.33%	6
Spanish	60.00%	27
Somali	33.33%	15
Vietnamese	8.89%	4
Other (please specify)	24.44%	11
Total Respondents: 45		

#	OTHER (PLEASE SPECIFY)	DATE
1	We can offer parenting classes in Spanish but do not employ an interpreter	4/3/2023 1:54 PM
2	several other African Languages	3/30/2023 4:08 PM
3	Armahic	3/30/2023 2:43 PM
4	We do have interpreting services so language is not a barrier	3/29/2023 7:30 AM
5	Open to all, but predominantly English due to our limitations and cultural differences when considering Mental Illness	3/28/2023 7:20 PM
6	Sometimes others but mostly English	3/28/2023 9:43 AM
7	Ukrainian	3/27/2023 1:46 PM
8	All	3/24/2023 11:51 AM
9	Growing Diversity of languages	2/23/2023 12:00 PM
10	Primarily: English, Spanish, Karen	2/15/2023 10:50 AM
11	Our families speak over 70 languages	2/14/2023 12:12 PM

**Q7 What services does your organization, agency, or group provide?  
Select all that apply.**

Answered: 45 Skipped: 0

# Family Resource Center Questionnaire for Community Entities



## Family Resource Center Questionnaire for Community Entities

ANSWER CHOICES	RESPONSES	
Parenting classes or support	24.44%	11
Co-parenting classes or support	11.11%	5
Counseling or Therapy	24.44%	11
Support for Basic Needs (food, housing, energy assistance, clothing, etc.)	48.89%	22
Referrals to other organizations or services	80.00%	36
Support/Common Interest Groups (AA, NA, groups for new parents, etc)	31.11%	14
Chemical Health Services	20.00%	9
Education Services	28.89%	13
Mental Health Services	33.33%	15
Transportation	13.33%	6
Visitation or Safe Exchange	4.44%	2
Case Management	40.00%	18
Domestic Violence	15.56%	7
Emergency Shelter	6.67%	3
Medical or Physical Health focused	11.11%	5
Support for individuals with intellectual and/or developmental disabilities	20.00%	9
Other (please specify), or if you would like to provide additional information about the services:	35.56%	16
Total Respondents: 45		

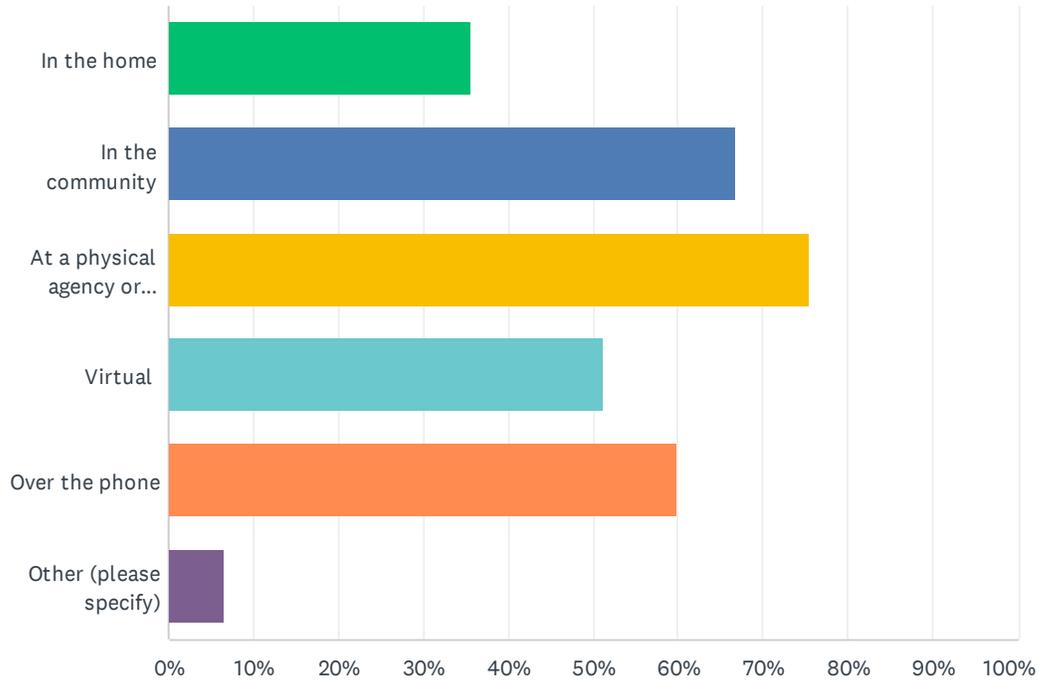
#	OTHER (PLEASE SPECIFY), OR IF YOU WOULD LIKE TO PROVIDE ADDITIONAL INFORMATION ABOUT THE SERVICES:	DATE
1	Public policy advocacy and systems change for and with people with disabilities.	4/5/2023 11:47 AM
2	While we do support our clients in getting safe visitation/exchange in court orders, we do not provide a physical locale for that.	3/29/2023 7:30 AM
3	Not professional nor for profit: simply support for families who experience mental illness	3/28/2023 7:20 PM
4	Access to extracurricular activities, youth mentoring groups, tutoring	3/28/2023 11:54 AM
5	We do a lot of referrals and criminal investigations.	3/28/2023 9:43 AM
6	Faith Development	3/27/2023 12:24 PM
7	AHRMS, school based substance use and mental health, adult and child mental health day treatment	3/27/2023 11:13 AM
8	ARMHS	3/27/2023 9:04 AM
9	Psychiatry (adult only, looking for a child provider)	3/27/2023 8:48 AM
10	Services vary	3/27/2023 8:45 AM
11	Emergency situations	3/27/2023 7:43 AM
12	All	3/24/2023 11:51 AM
13	Housing Rental Assistance	2/23/2023 4:48 PM

## Family Resource Center Questionnaire for Community Entities

14	shelter	2/19/2023 4:59 PM
15	Outreach and food distribution at Cimarron (2X month) Resource partners are on site: SMRLS 2X month and Portico 1x month.	2/15/2023 10:50 AM
16	Employment Services and Assistance with Social Security	2/14/2023 12:04 PM

## Q8 Are the services you provide:

Answered: 45 Skipped: 0

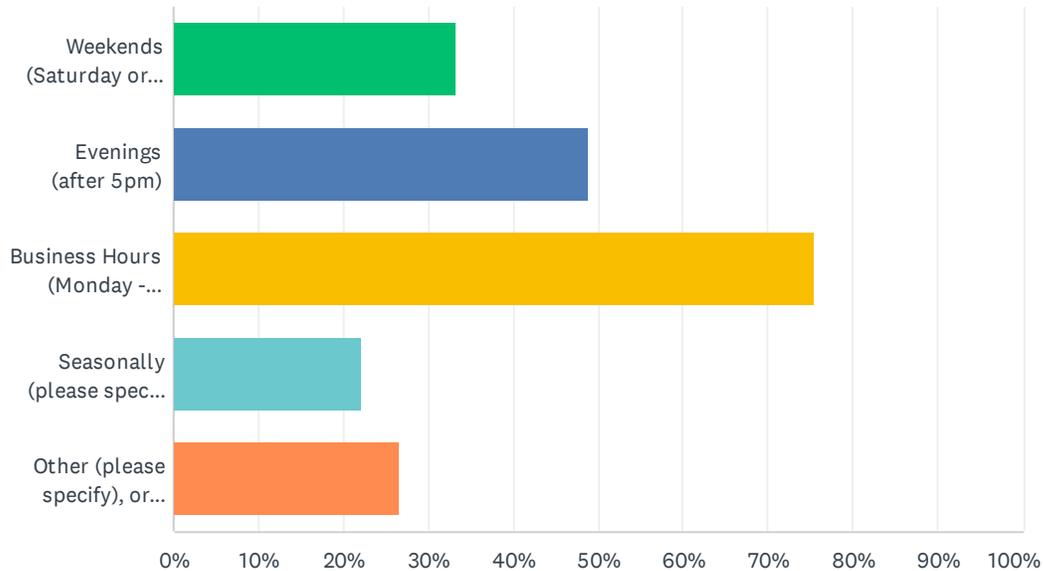


ANSWER CHOICES	RESPONSES	
In the home	35.56%	16
In the community	66.67%	30
At a physical agency or organization building/space	75.56%	34
Virtual	51.11%	23
Over the phone	60.00%	27
Other (please specify)	6.67%	3
Total Respondents: 45		

#	OTHER (PLEASE SPECIFY)	DATE
1	Investigations and interviews as needed	3/28/2023 9:43 AM
2	All	3/24/2023 11:51 AM
3	we primarily work with people virtually, phone or email. they may come into the office if they choose.	2/23/2023 4:48 PM

## Q9 When do you find that households you are serving need the most support? Select all the apply.

Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES
Weekends (Saturday or Sunday)	33.33% 15
Evenings (after 5pm)	48.89% 22
Business Hours (Monday - Friday 8-5pm)	75.56% 34
Seasonally (please specify in the comment box below)	22.22% 10
Other (please specify), or additional information:	26.67% 12
Total Respondents: 45	

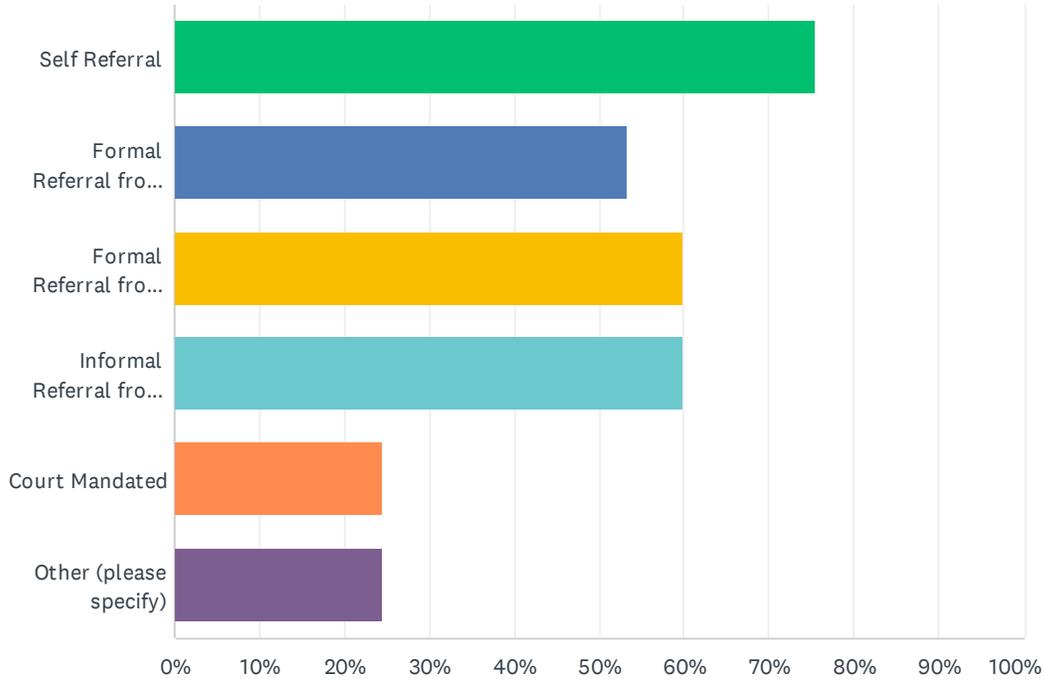
#	OTHER (PLEASE SPECIFY), OR ADDITIONAL INFORMATION:	DATE
1	Some families only need childcare during the summer	3/30/2023 2:43 PM
2	The need is ever-present, however, most of our support, advocacy and advocacy conforms to traditional standards for planned group meetings and events	3/28/2023 7:20 PM
3	It really varies.	3/28/2023 9:43 AM
4	All times	3/24/2023 11:51 AM
5	the first half of the month	2/21/2023 1:59 PM
6	Our older adults turn to us during business hours vs younger families are served by special seasonal events (school supplies, Holiday Hope)	2/16/2023 2:16 PM
7	Cold Weather Months, When rent is due at the start of each month	2/16/2023 11:32 AM
8	Winter	2/15/2023 2:12 PM
9	All of the above- families need extra support with clothing and school supplies as kids begin	2/15/2023 10:50 AM

## Family Resource Center Questionnaire for Community Entities

	school, as seasons change clothing needs change for kids	
10	when school is not in session	2/15/2023 10:09 AM
11	We focus a lot on out-of-school times.	2/14/2023 6:35 PM
12	Summer months	2/14/2023 12:59 PM

## Q10 How are households connected or referred to your agency, organization, or group? Select all that apply.

Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES
Self Referral	75.56% 34
Formal Referral from a government entity	53.33% 24
Formal Referral from another community entity	60.00% 27
Informal Referral from the community	60.00% 27
Court Mandated	24.44% 11
Other (please specify)	24.44% 11
Total Respondents: 45	

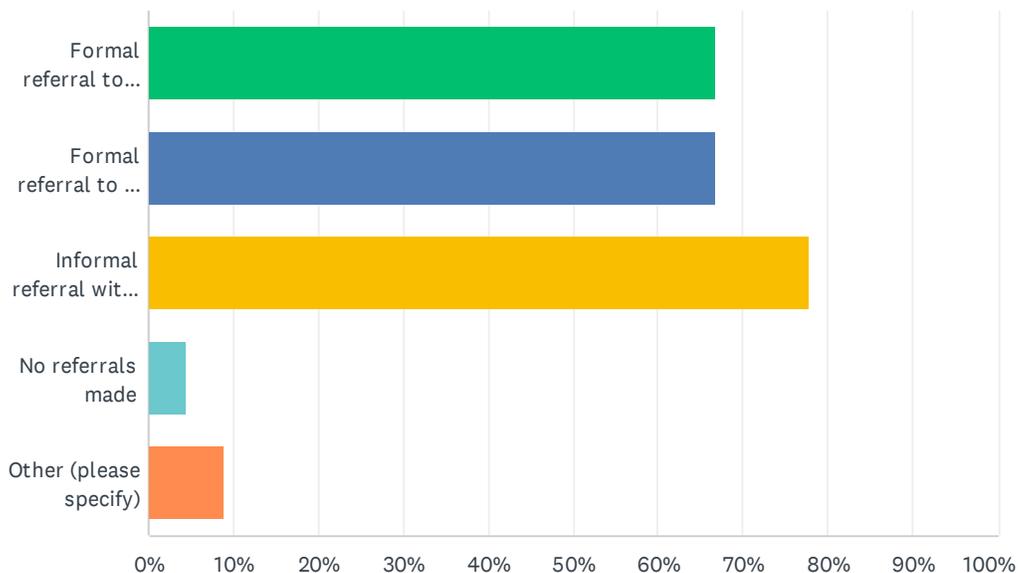
#	OTHER (PLEASE SPECIFY)	DATE
1	We advertise our programming to all of the households in the district	3/30/2023 2:43 PM
2	Response to public outreach. word of mouth	3/28/2023 7:20 PM
3	schools, extracurricular organizations	3/28/2023 11:54 AM
4	School District	3/28/2023 9:56 AM
5	By police report or cross report	3/28/2023 9:43 AM
6	Local churches, the county, friends, schools, etc.	3/27/2023 1:46 PM
7	All	3/24/2023 11:51 AM

## Family Resource Center Questionnaire for Community Entities

8	Depends the program, some are self referral to a waitlist, other programs are referrals from county	2/23/2023 4:48 PM
9	Family calls for assistance	2/23/2023 12:00 PM
10	I'm referring to a formal referral as what we call a warm handoff: a case worker calling, sending an email, or bringing a client to Valley Outreach	2/15/2023 10:50 AM
11	We work through our schools. School staff (social workers, counselors, principals, teachers and other staff) to relay the needs of students and families.	2/14/2023 6:35 PM

### Q11 When your agency, organization, or group is unable to meet a specific household need what steps do you take? Select all that apply.

Answered: 45 Skipped: 0

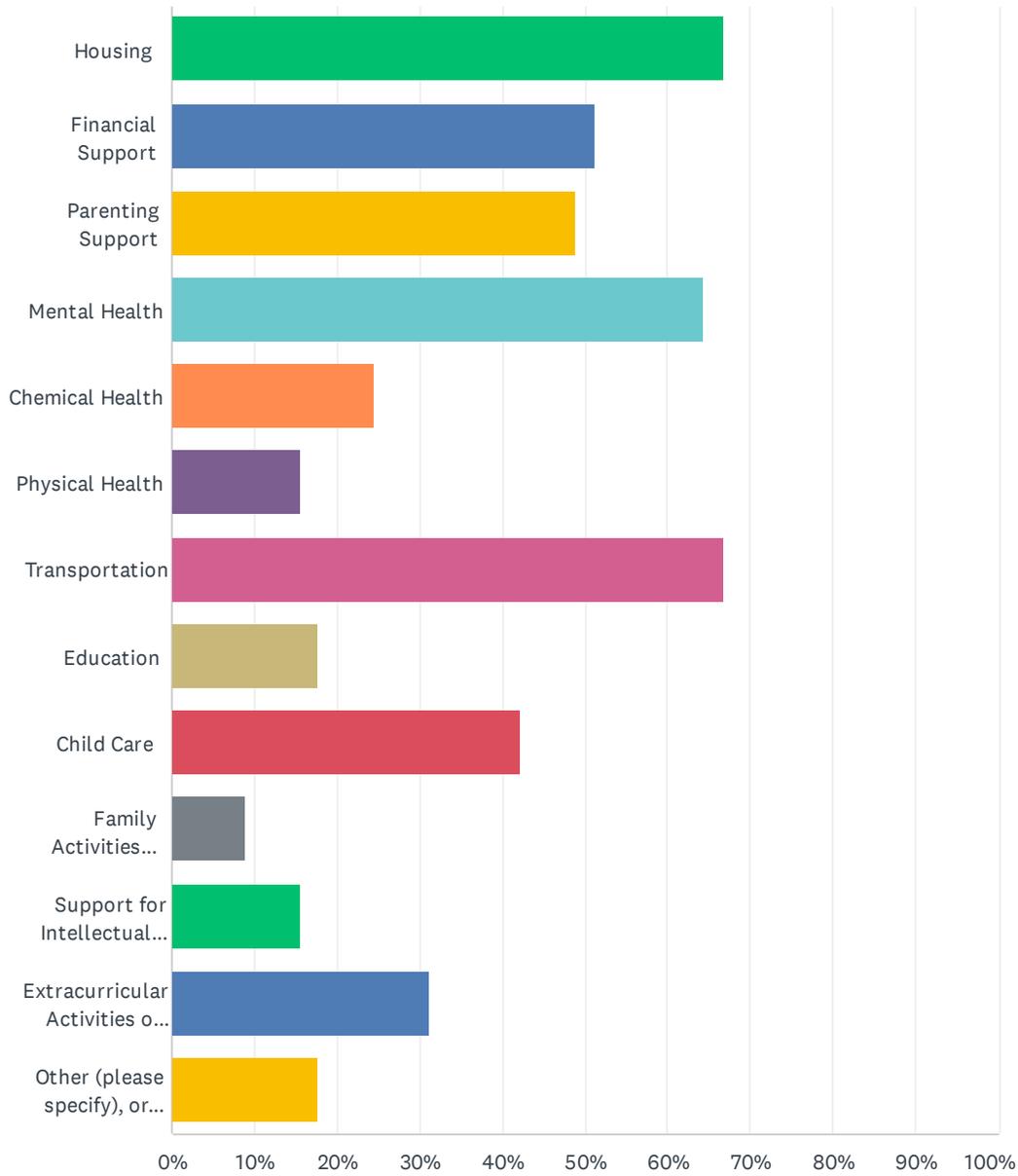


ANSWER CHOICES	RESPONSES
Formal referral to another community entity	66.67% 30
Formal referral to a government entity (Community Services, Economic Support, etc.)	66.67% 30
Informal referral within the community	77.78% 35
No referrals made	4.44% 2
Other (please specify)	8.89% 4
Total Respondents: 45	

#	OTHER (PLEASE SPECIFY)	DATE
1	The needs are often self-determined ones for which there is little that can be done, unfortunately.	3/28/2023 7:20 PM
2	Referral to other agencies that specialize in their need	3/27/2023 1:46 PM
3	All	3/24/2023 11:51 AM
4	We value warm handoffs and work hard to create partnerships at the county and community level	2/15/2023 10:50 AM

### Q12 What gaps in services (for families with children under 18) do you see in Washington County? Select all that apply.

Answered: 45 Skipped: 0



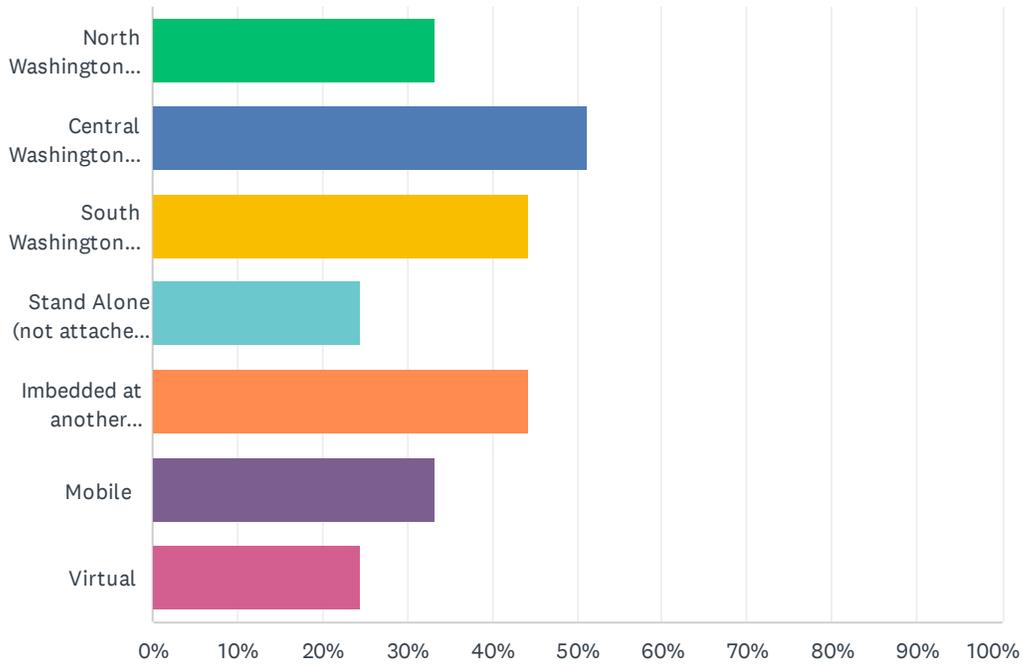
## Family Resource Center Questionnaire for Community Entities

ANSWER CHOICES	RESPONSES	
Housing	66.67%	30
Financial Support	51.11%	23
Parenting Support	48.89%	22
Mental Health	64.44%	29
Chemical Health	24.44%	11
Physical Health	15.56%	7
Transportation	66.67%	30
Education	17.78%	8
Child Care	42.22%	19
Family Activities (play groups, ECFE, common interest groups)	8.89%	4
Support for Intellectual and/or Developmental Disabilities	15.56%	7
Extracurricular Activities or Programming for children or youth	31.11%	14
Other (please specify), or provide additional information about any of the selections you chose.	17.78%	8
Total Respondents: 45		

#	OTHER (PLEASE SPECIFY), OR PROVIDE ADDITIONAL INFORMATION ABOUT ANY OF THE SELECTIONS YOU CHOSE.	DATE
1	Accessible and affordable housing appropriate for people with disabilities.	4/5/2023 11:47 AM
2	There needs to be an incremental approach to families who currently receive services trying to better themselves and get jobs. At this point they can't work a job (except for a few hours a week) or get a pay raise or it jeopardizes their rent, daycare and other assistance they receive from the government. That's a broken system.	4/3/2023 1:54 PM
3	I have selected the areas I have direct experience with and that I am aware that the need is not being met.	3/30/2023 2:43 PM
4	My assessment is limited to my knowledge of persons who live with mental illness and their families; though many services are in evidence, many are insufficient to the needs of families who experience mental illness	3/28/2023 7:20 PM
5	It is different with all of the families, but parent support is one of the bigger ones.	3/28/2023 9:43 AM
6	Transportation is the greatest need in our community. We need a bus that serves Cottage Grove, Newport, and St. Paul Park	3/27/2023 1:46 PM
7	Affordable extracurricular activities for low-income families	2/15/2023 2:12 PM
8	Family Homeless Shelter services, family subsidized housing	2/15/2023 10:31 AM

### Q13 Where would households benefit most from a Family Resource Center in Washington County? Select all that apply

Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES	
North Washington County	33.33%	15
Central Washington County	51.11%	23
South Washington County	44.44%	20
Stand Alone (not attached to another organization/agency)	24.44%	11
Imbedded at another organization/agency (including spaces like libraries, food shelves, schools, etc)	44.44%	20
Mobile	33.33%	15
Virtual	24.44%	11
Total Respondents: 45		

## Q14 What services would the households you work with benefit from at a Family Resource Center?

Answered: 33 Skipped: 12

#	RESPONSES	DATE
1	Job skills, life skills, working for a future for them and their children where they aren't completely reliant on government programs (independency and a self of worth (employment) = dignity and a sense of pride in one's own abilities.	4/3/2023 1:54 PM
2	Education, parenting, support connecting with youth and family resources.	3/31/2023 9:14 AM
3	When I think of a family resource center I think of a place where families can get information and support to connect with the services they need rather than receiving the services at that location. As far as which services they would benefit from connecting with, I would say everything you've mentioned.	3/30/2023 2:43 PM
4	Legal advocacy for domestic violence, shelter, mental health, chemical health, therapy services, supportive services, all ages, genders, relationship types	3/29/2023 7:30 AM
5	Group activities that provide support to multiple generations that promote stability and good parenting practices.	3/28/2023 7:20 PM
6	Ongoing parenting classes (with childcare provided), housing referrals/navigation of the application system.	3/28/2023 11:54 AM
7	Resources, classes, and services for parenting teens who are trying to navigate adulthood with a young child. How can we help a youth family get all their needs met in one place? How can we integrate youth family services into case management?	3/28/2023 10:56 AM
8	I really depends on the situation, but sometimes just support and guidance for parents is helpful.	3/28/2023 9:43 AM
9	Mental Health Parenting Skills	3/27/2023 2:50 PM
10	Transportation!!! Help with filling out paperwork. Use of a computer and help with applying for jobs. (Our workforce center is no longer open, which has really eliminated a great resource, especially when people don't have transportation to Woodbury.) Homeless resources. Emergency Assistance help. Energy assistant help. Affordable housing help. Mental illness help. It would be great to have one local place in Cottage Grove to send everyone in our area.	3/27/2023 1:46 PM
11	Financial assistance, mental health assistance, an easy way to find resources	3/27/2023 12:46 PM
12	Housing and employment support, parenting education, substance use prevention and education.	3/27/2023 11:13 AM
13	Youth activities, parenting/support groups, tutoring, crisis housing, financial.	3/27/2023 9:04 AM
14	Family support with transportation and activates for youth to be involved with.	3/27/2023 9:00 AM
15	Mental health therapy, parenting education	3/27/2023 8:51 AM
16	A one-stop shop for accessing needed resources - transportation, insurance, food support, etc. Housing resources would be helpful as well.	3/27/2023 8:48 AM
17	Mental Health Services/ Parenting Services	3/27/2023 8:45 AM
18	Parenting support for those parents who work and kids are home to raise themselves. Quicker mental health appts after a crisis.	3/27/2023 7:43 AM
19	Chemical health services.	3/27/2023 6:06 AM
20	To provide a place for families or individuals to speak to someone in person for specific resources.	3/24/2023 11:51 AM

## Family Resource Center Questionnaire for Community Entities

21	Referral sources, housing resources and financial	3/8/2023 6:16 PM
22	support with connecting to resources. We only provide housing support but often our families need additional connections. It would be helpful to be able to be able to connect people with more then just a list of phone numbers	2/23/2023 4:48 PM
23	Connection to financial assistance programs.	2/21/2023 1:59 PM
24	Financial assistance (rent, medical bills and utilities), clinics for uninsured, clothing	2/21/2023 10:22 AM
25	Financial stability education (budgeting)	2/16/2023 2:16 PM
26	We could coach people through the housing and emergency assistance options, talk through application questions and target specific programs to specific needs.	2/16/2023 11:32 AM
27	Transportation, financial assistance, housing, affordable child care, affordable children activities	2/15/2023 2:12 PM
28	Navigating resources: advocating, application assistance Housing, financial assistance, basic needs services	2/15/2023 10:50 AM
29	Connection to resources Family drop-in, warming space in colder months; cooling space in hotter months	2/15/2023 10:31 AM
30	food, information, resources	2/15/2023 10:09 AM
31	One-stop shop for resources..basic needs, mental health, education, employment counseling etc. would be amazing. Especially if this was colocated with supportive housing or in areas where community already gathers. Or if all these types of services could be offered in a mobile way..bringing the resources to people..like the County's awesome vaccine trailer.	2/14/2023 6:35 PM
32	Referrals, connections with other families, support, transportation needs	2/14/2023 12:59 PM
33	More accessible, feasible, and stable resources and services. Services can include case management, career coaching, life skills development, mentorship, and more.	2/14/2023 12:31 PM

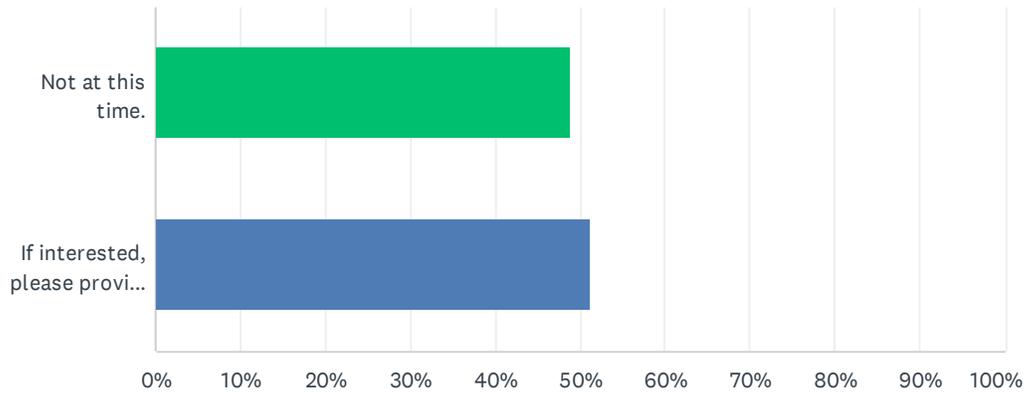
## Q15 What would you like us to know? What are we missing?

Answered: 11 Skipped: 34

#	RESPONSES	DATE
1	Tubman is willing to help anyone.	3/29/2023 7:30 AM
2	My opinions are NOT from the standpoint of a traditional service provider as we are a volunteer organization with limited resources who attempt to positively impact families who experience mental illness.	3/28/2023 7:20 PM
3	This is a wonderful idea and we hope you will find a way to implement it. Since they closed the Workforce Center at the county office in Cottage Grove, there might be an ideal space to house this type of a program.	3/27/2023 1:46 PM
4	I'm not sure.	3/27/2023 9:00 AM
5	We need to teach parents and teens more about responsibility for their actions and holding them accountable than just providing pamphlets and hand outs.	3/27/2023 7:43 AM
6	n/a	3/27/2023 6:06 AM
7	Process should be simple, reliable and accessible to all (languages, people should know about it etc.)	2/21/2023 10:22 AM
8	As part of the Emergency Programs Team, we simply do not have the funding or ability to help all HHs under economic duress. HHs must have enough income to cover their basic needs, and when they have too little income to do, that we cannot help, at all, save for referrals to other agencies.	2/16/2023 11:32 AM
9	The lack of transportation for low income families and the availability for extracurricular programs that are affordable. Even though most community education activities provide financial aid, there is a cap to how much financial aid they can receive. This is difficult for families with multiple children because they will easily hit this cap. This makes it difficult for parents to continuously sign their children up for activities and often prevents children from attending. There needs to be more programs that are affordable to allow children to get out and be active in the community.	2/15/2023 2:12 PM
10	There are community agencies already doing this work: Valley Outreach, The Connect Center, St Andrew's, Basic Needs Services. Having Washington County involvement would increase the scope of this work.	2/15/2023 10:50 AM
11	How can we development or include more youth inclusive language / programming. For example, many youths that I have worked with did not think they could access "family services" themselves. How can we better reach youth in the community.	2/14/2023 12:31 PM

## Q16 Would you, or someone else from your agency, organization, or group, be willing to participate in a 2-3 hour in-person workshop for further in-depth discussion on community strengths, gaps, and/or needs?

Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES
Not at this time.	48.89% 22
If interested, please provide an email for a contact to invite to the workshop:	51.11% 23
Total Respondents: 45	

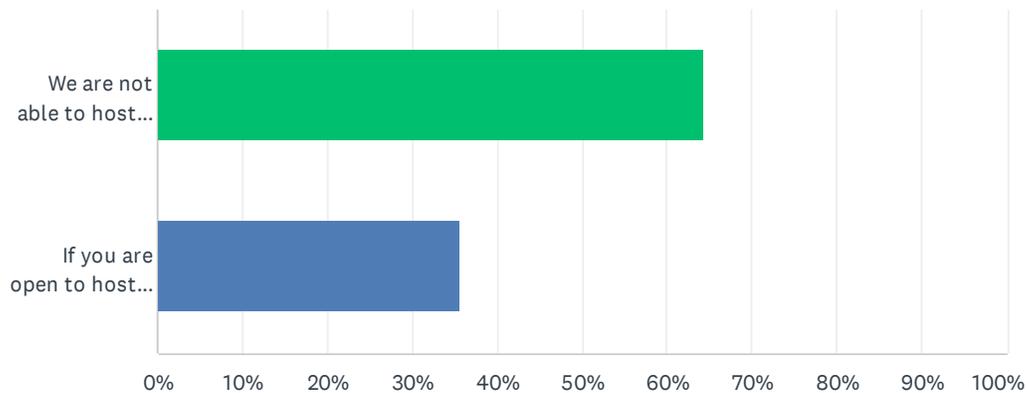
#	IF INTERESTED, PLEASE PROVIDE AN EMAIL FOR A CONTACT TO INVITE TO THE WORKSHOP:	DATE
1	andrea@tlchastings.com	4/3/2023 1:54 PM
2	dajohnson@hotmail.com	3/31/2023 9:14 AM
3	sallmana@stillwaterschools.org	3/30/2023 2:43 PM
4	hranderson@tubman.org	3/29/2023 7:30 AM
5	dparnell@comcast.net	3/28/2023 7:20 PM
6	director@youthadvantage.org	3/28/2023 11:54 AM
7	Jill Hughes Assistant@finfood.org	3/27/2023 1:46 PM
8	jillking.llcc@gmail.com	3/27/2023 12:46 PM
9	ylscvmn@gmail.com	3/27/2023 12:24 PM
10	mheise@canvashealth.org	3/27/2023 11:13 AM
11	mmader@canvashealth.org	3/27/2023 9:00 AM
12	hheaser@canvashealth.org	3/27/2023 8:48 AM
13	annl@washingtoncountycda.org	2/23/2023 4:48 PM
14	dschoen@cottagegrovemn.gov	2/23/2023 12:00 PM
15	kristyn.stephens@co.washington.mn.us	2/21/2023 1:59 PM

## Family Resource Center Questionnaire for Community Entities

16	alex.calero@co.washington.mn.us	2/21/2023 10:22 AM
17	tabithathurman@theconnectcenter.org	2/16/2023 1:26 PM
18	Tim.Koerner@co.washington.mn.us	2/16/2023 11:32 AM
19	biskentcc@gmail.com	2/15/2023 2:12 PM
20	Kris Schwartz- kristinschwartz@valleyoutreachmn.org	2/15/2023 10:50 AM
21	cheryljoggerphd@gmail.com	2/14/2023 6:35 PM
22	alexashelton@theconnectcenter.org	2/14/2023 12:31 PM
23	mmoon@canvashealth.org	2/14/2023 12:04 PM

**Q17 Would your agency, organization, or group be willing to host a community listening session to provide a space for individuals from the community, especially those with lived expertise, to provide their feedback about community strengths, needs, and service gaps? Individuals attending would be compensated for their time.**

Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES
We are not able to host at this time.	64.44% 29
If you are open to hosting community listening sessions or need more information to decide, please leave an email for us to reach out:	35.56% 16
Total Respondents: 45	

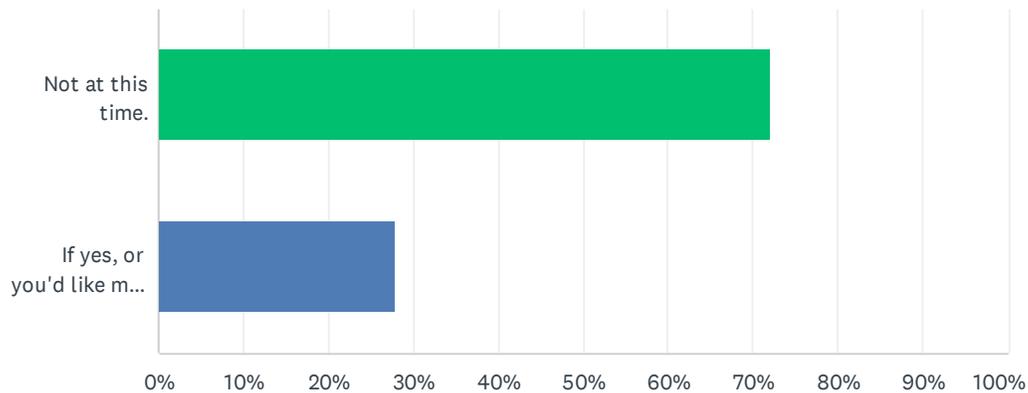
#	IF YOU ARE OPEN TO HOSTING COMMUNITY LISTENING SESSIONS OR NEED MORE INFORMATION TO DECIDE, PLEASE LEAVE AN EMAIL FOR US TO REACH OUT:	DATE
1	more information please andrea@tlchastings.com	4/3/2023 1:54 PM
2	sallmana@stillwaterschools.org	3/30/2023 2:43 PM
3	dparnell@comcast.net	3/28/2023 7:20 PM
4	director@youthadvantage.org	3/28/2023 11:54 AM
5	possibly-contact Commander Altman	3/28/2023 9:43 AM
6	ylscvmn@gmail.com	3/27/2023 12:24 PM
7	jyach@canvashealth.org	3/27/2023 9:04 AM
8	hheaser@canvashealth.org	3/27/2023 8:48 AM
9	Contact Admin	3/27/2023 8:45 AM
10	annl@washingtoncountycda.org	2/23/2023 4:48 PM
11	dschoen@cottagegrovemn.gov	2/23/2023 12:00 PM
12	alex.calero@co.washington.mn.us	2/21/2023 10:22 AM
13	Not sure, but would bring this to our team to consider.	2/15/2023 10:50 AM

## Family Resource Center Questionnaire for Community Entities

14	smckeown@sowashco.org	2/15/2023 10:09 AM
15	Possibly..	2/14/2023 6:35 PM
16	melissa.a.moon@gmail.com	2/14/2023 12:04 PM

## Q18 Would you or someone else from your agency, organization, or group be interested in the recruitment or engagement of individuals with lived expertise to participate in these community listening sessions?

Answered: 43 Skipped: 2

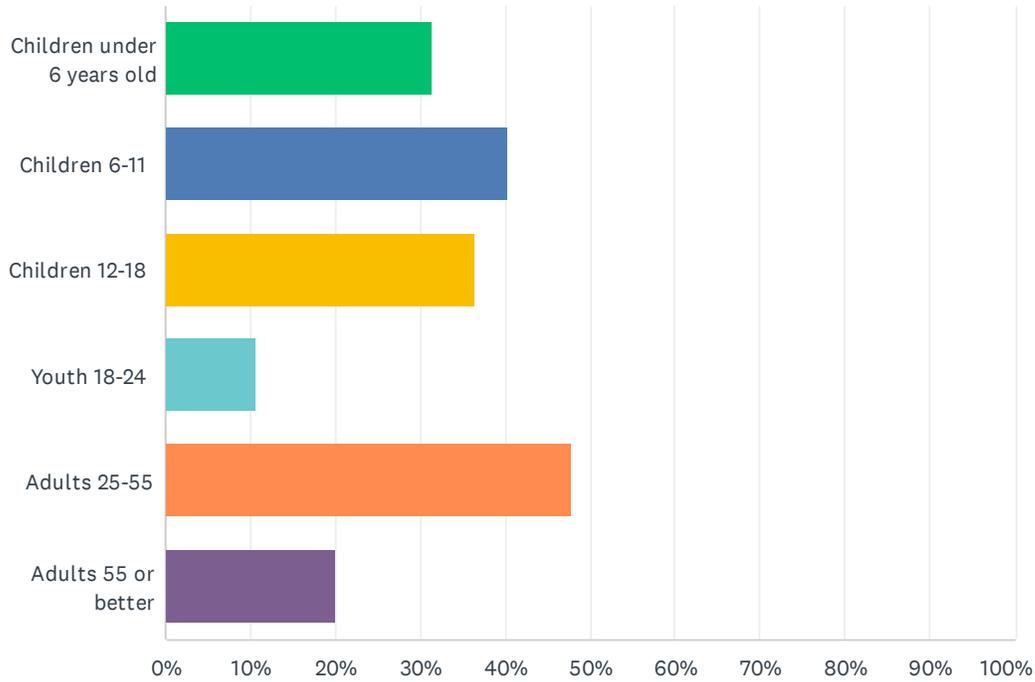


ANSWER CHOICES	RESPONSES	
Not at this time.	72.09%	31
If yes, or you'd like more information, please provide an email for someone that we can contact:	27.91%	12
Total Respondents: 43		

#	IF YES, OR YOU'D LIKE MORE INFORMATION, PLEASE PROVIDE AN EMAIL FOR SOMEONE THAT WE CAN CONTACT:	DATE
1	more informtion please andrea@tlchastings.com	4/3/2023 1:54 PM
2	sallmana@stillwaterschools.org	3/30/2023 2:43 PM
3	dparnell@comcast.net	3/28/2023 7:20 PM
4	director@youthadvantage.org	3/28/2023 11:54 AM
5	Jill Hughes Assistant@finfood.org (We could hand out a small flyer to our clients.)	3/27/2023 1:46 PM
6	hheaser@canvashealth.org	3/27/2023 8:48 AM
7	annl@washingtoncountycda.org	2/23/2023 4:48 PM
8	alex.calero@co.washington.mn.us	2/21/2023 10:22 AM
9	I cannot promise this, as our team was cut in half a month ago and we are struggling to keep up with high demand for emergency assistance for clients. Extra Curricular offerings are difficult to accommodate at this juncture.	2/16/2023 11:32 AM
10	biskentcc@gmail.com	2/15/2023 2:12 PM
11	Kris Schwartz (Client Support Services Team: one aspect of my work is client engagement.	2/15/2023 10:50 AM
12	mmoon@canvashealth.org	2/14/2023 12:04 PM

### Q1 What ages are in your family? (Select all that apply)

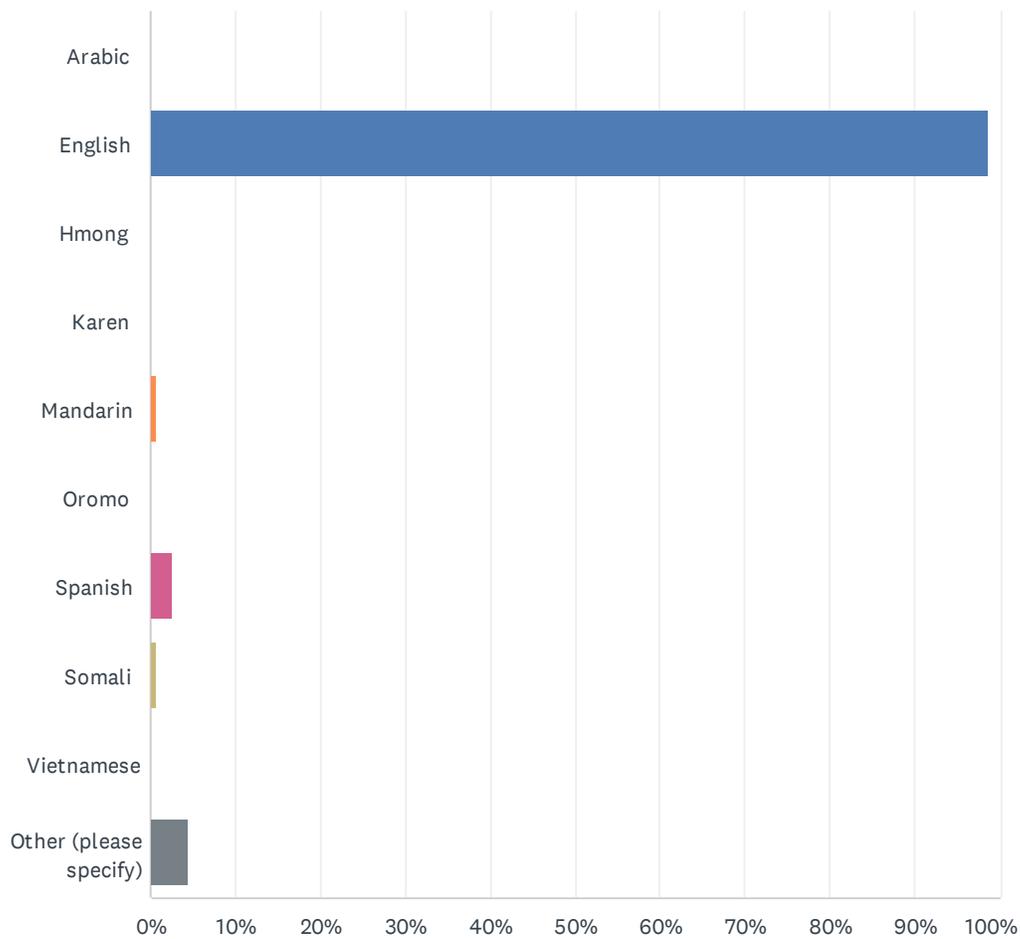
Answered: 159 Skipped: 0



ANSWER CHOICES	RESPONSES	
Children under 6 years old	31.45%	50
Children 6-11	40.25%	64
Children 12-18	36.48%	58
Youth 18-24	10.69%	17
Adults 25-55	47.80%	76
Adults 55 or better	20.13%	32
Total Respondents: 159		

## Q2 What languages does your family speak?

Answered: 159 Skipped: 0



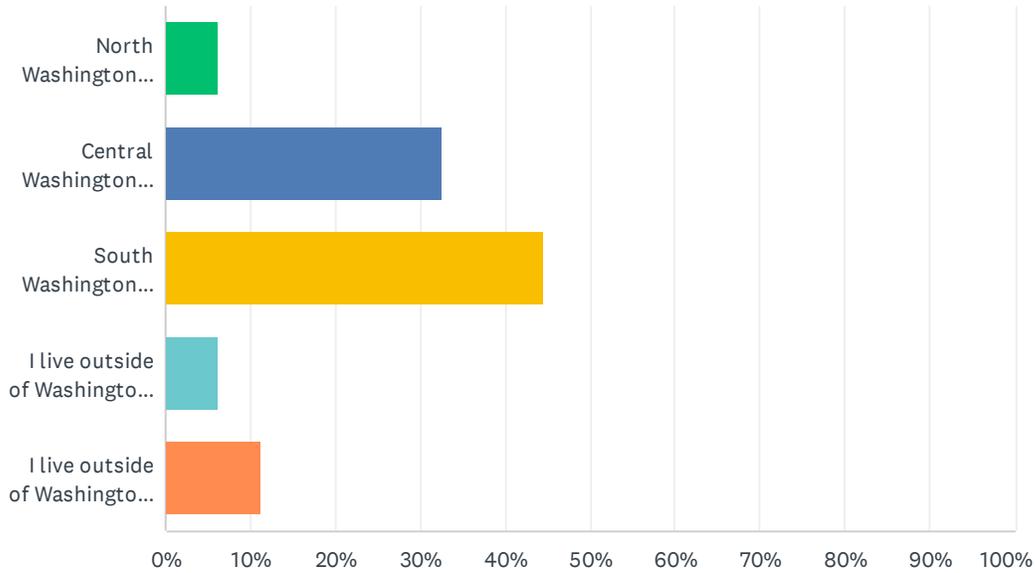
## Family Resource Center Survey

ANSWER CHOICES	RESPONSES	
Arabic	0.00%	0
English	98.74%	157
Hmong	0.00%	0
Karen	0.00%	0
Mandarin	0.63%	1
Oromo	0.00%	0
Spanish	2.52%	4
Somali	0.63%	1
Vietnamese	0.00%	0
Other (please specify)	4.40%	7
Total Respondents: 159		

#	OTHER (PLEASE SPECIFY)	DATE
1	Agum	8/24/2023 6:11 PM
2	Aghem	8/24/2023 6:04 PM
3	Russian	8/6/2023 11:05 AM
4	German	8/5/2023 3:52 PM
5	korean	8/5/2023 3:09 PM
6	German	8/3/2023 4:30 PM
7	Hebrew	8/2/2023 10:28 AM

### Q3 Where in Washington County do you live?

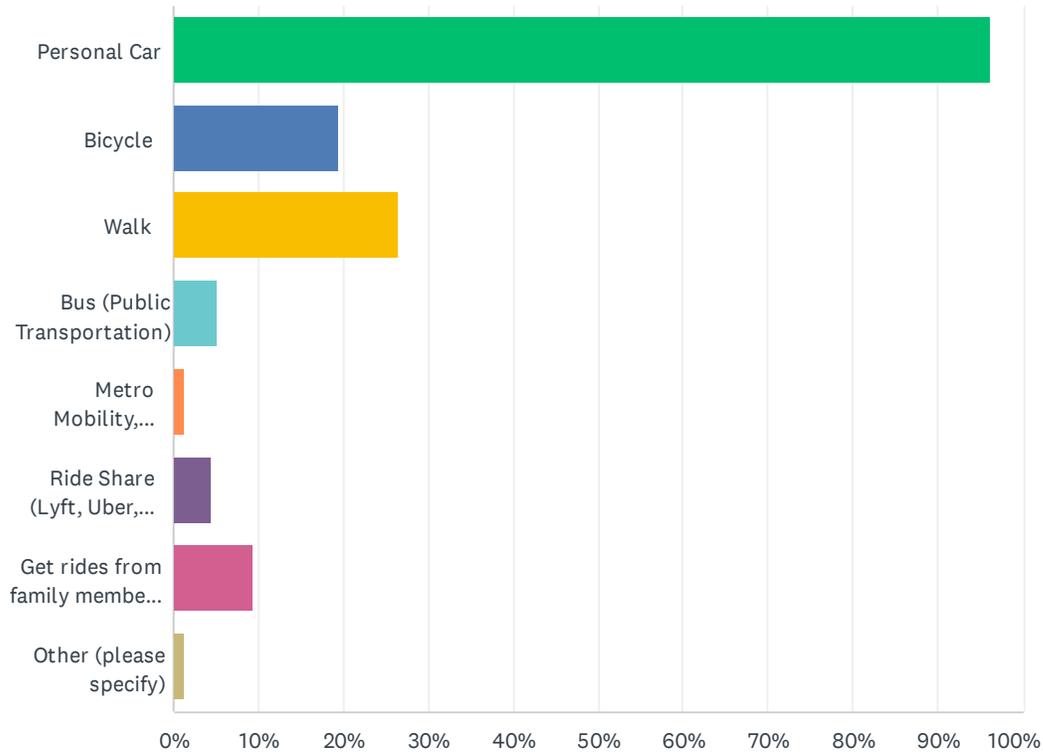
Answered: 159 Skipped: 0



ANSWER CHOICES	RESPONSES	
North Washington County (Forest Lake, Hugo, Marine on the St. Croix, Scandia, May Township)	6.29%	10
Central Washington County (Lake Elmo, Oakdale, Stillwater, Mahtomedi, Baytown Township, Lakeland, Bayport, Oak Park Heights, Willernie, Grant, Pine Springs)	32.70%	52
South Washington County (Woodbury, Afton, Cottage Grove, Denmark Township, Hastings, Newport, St. Paul Park)	44.65%	71
I live outside of Washington County, but used to live there.	6.29%	10
I live outside of Washington County.	11.32%	18
Total Respondents: 159		

### Q4 How does your family get around? Please select any that apply.

Answered: 159 Skipped: 0

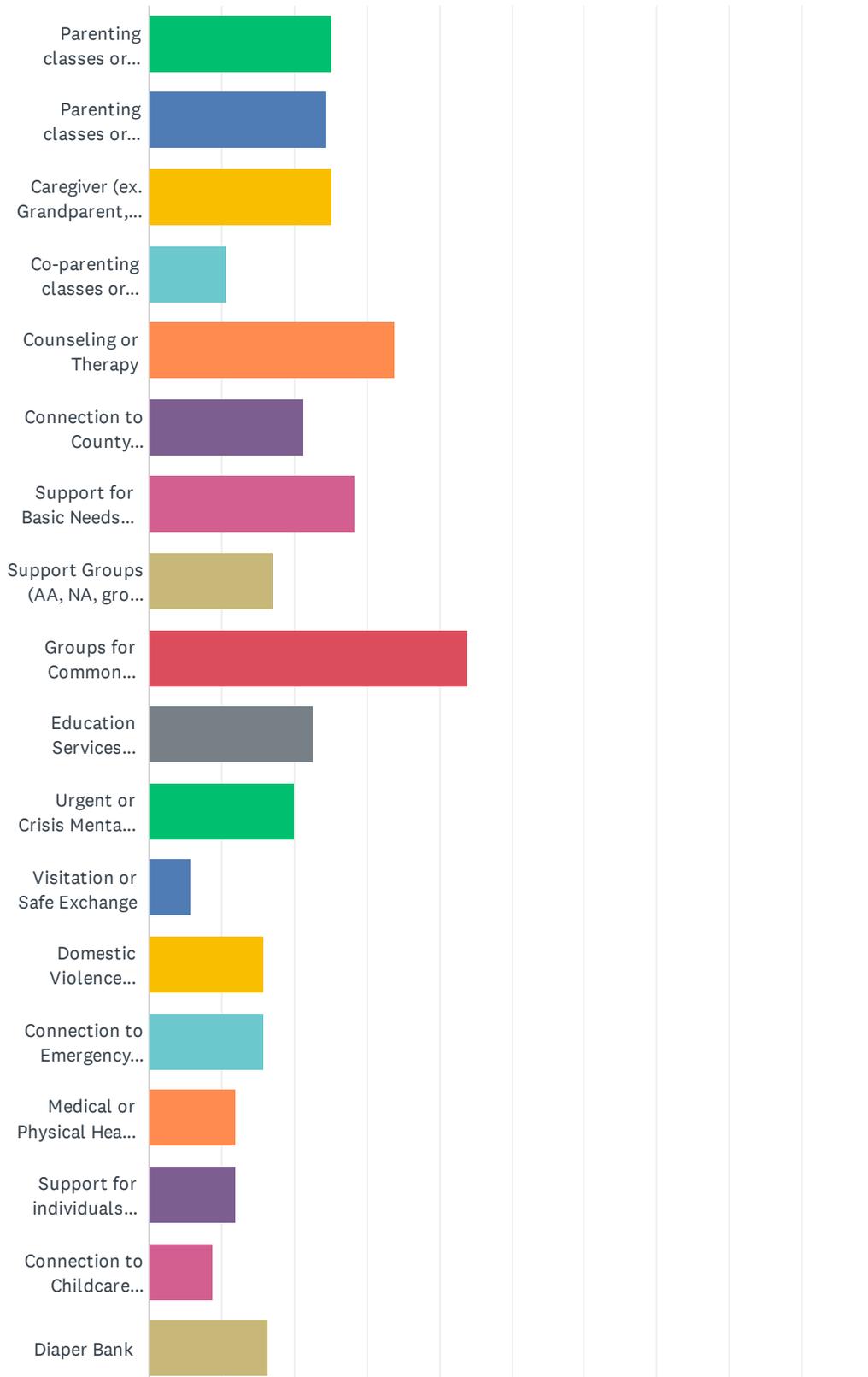


ANSWER CHOICES	RESPONSES
Personal Car	96.23% 153
Bicycle	19.50% 31
Walk	26.42% 42
Bus (Public Transportation)	5.03% 8
Metro Mobility, NewTrax, or other service with scheduled rides	1.26% 2
Ride Share (Lyft, Uber, Taxi)	4.40% 7
Get rides from family member or friend	9.43% 15
Other (please specify)	1.26% 2
Total Respondents: 159	

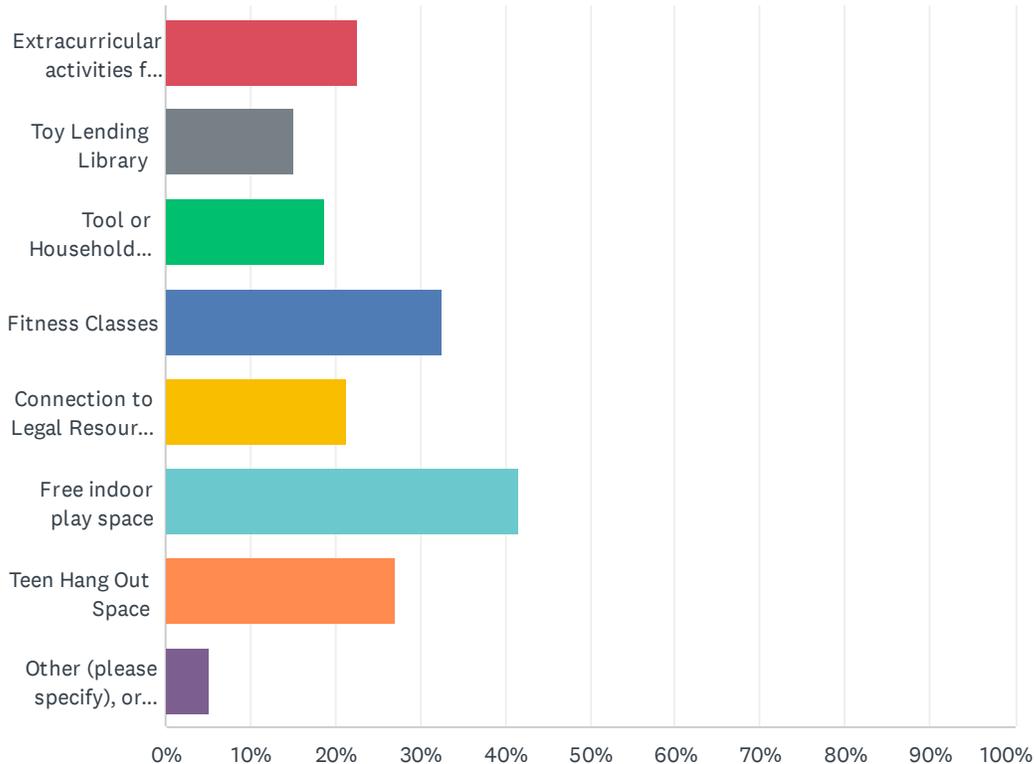
#	OTHER (PLEASE SPECIFY)	DATE
1	Car	8/24/2023 5:44 PM
2	One adult does not drive so walk, bike, bus	8/2/2023 10:28 AM

# Q5 What would be helpful for you at a Family Resource Center? Please select all that interest you.

Answered: 159 Skipped: 0



# Family Resource Center Survey



## Family Resource Center Survey

ANSWER CHOICES	RESPONSES	
Parenting classes or support for children under 6	25.16%	40
Parenting classes or support for children 7-17	24.53%	39
Caregiver (ex. Grandparent, kin, relative) support	25.16%	40
Co-parenting classes or support	10.69%	17
Counseling or Therapy	33.96%	54
Connection to County Resources (sign up for medical or food programs, etc.)	21.38%	34
Support for Basic Needs (food, housing, energy assistance, clothing, etc.)	28.30%	45
Support Groups (AA, NA, groups for new parents, etc.)	16.98%	27
Groups for Common Interests (playgroups, book club, crafting, cribbage hour, etc.)	44.03%	70
Education Services (assistance with local districts, school supplies, etc.)	22.64%	36
Urgent or Crisis Mental Health Support (walk-in psychiatrist hours, etc.)	20.13%	32
Visitation or Safe Exchange	5.66%	9
Domestic Violence Support	15.72%	25
Connection to Emergency Shelter or Housing	15.72%	25
Medical or Physical Health Services (well child exam, immunizations, eye exam, etc.)	11.95%	19
Support for individuals with intellectual and/or developmental disabilities	11.95%	19
Connection to Childcare Providers	8.81%	14
Diaper Bank	16.35%	26
Extracurricular activities for school aged children	22.64%	36
Toy Lending Library	15.09%	24
Tool or Household Object Lending Library	18.87%	30
Fitness Classes	32.70%	52
Connection to Legal Resources (paperwork, assistance with filing, attorney advice, etc.)	21.38%	34
Free indoor play space	41.51%	66
Teen Hang Out Space	27.04%	43
Other (please specify), or if you would like to provide additional information about what you are looking for:	5.03%	8
Total Respondents: 159		

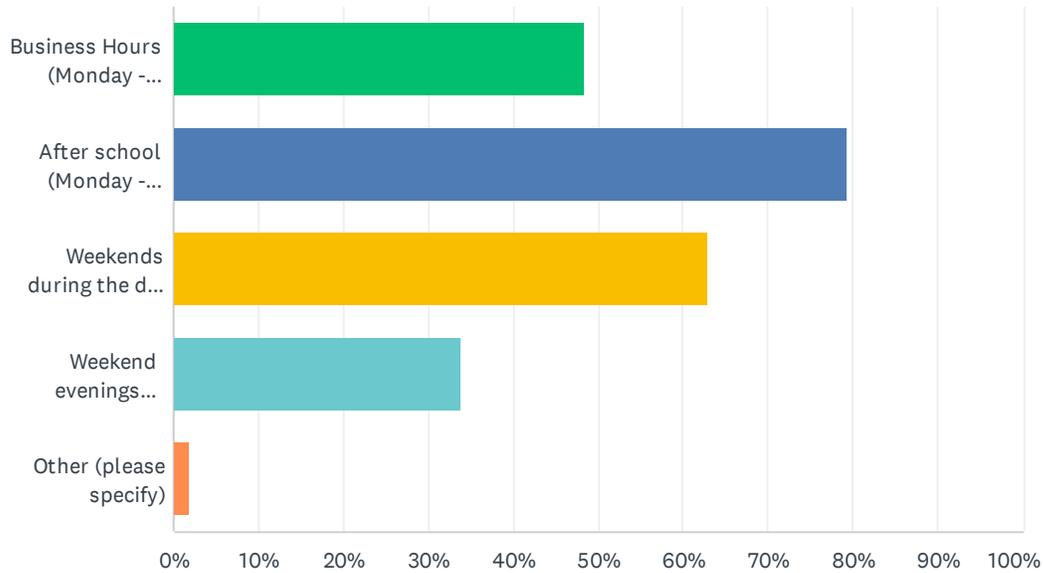
#	OTHER (PLEASE SPECIFY), OR IF YOU WOULD LIKE TO PROVIDE ADDITIONAL INFORMATION ABOUT WHAT YOU ARE LOOKING FOR:	DATE
1	Transportation help	11/29/2023 2:55 PM
2	None	8/5/2023 10:22 PM
3	Nothing	8/4/2023 10:28 PM
4	Groups for new adults to be social	8/4/2023 2:16 PM

## Family Resource Center Survey

5	Pool	8/4/2023 2:14 PM
6	Volunteering	8/3/2023 5:07 PM
7	You should have had an option for none.	8/2/2023 5:14 PM
8	Meeting spaces, swimming pool	8/2/2023 12:16 PM

## Q6 When should a Family Resource Center be open? Select any times you could go.

Answered: 159 Skipped: 0

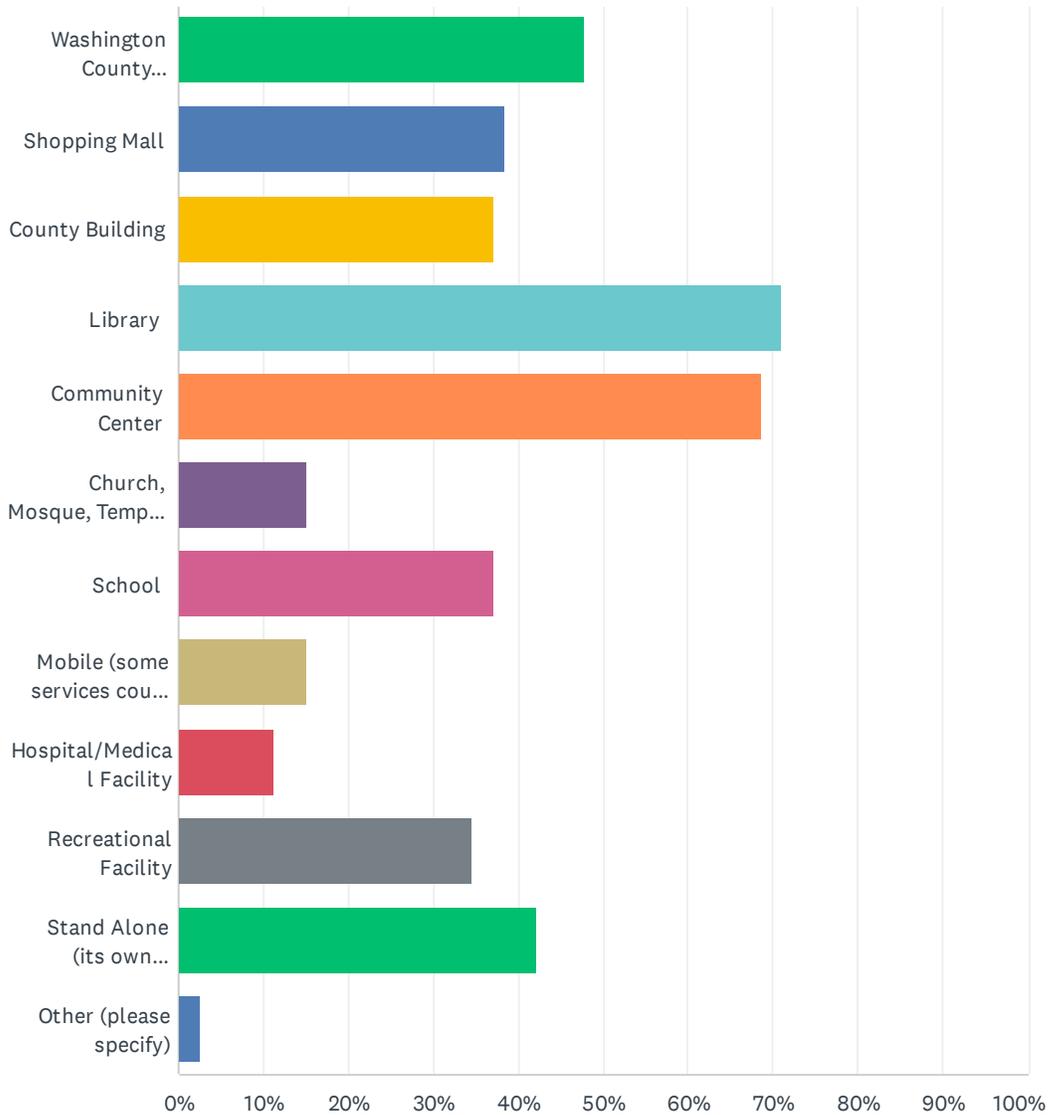


ANSWER CHOICES	RESPONSES
Business Hours (Monday - Friday 8am - 5pm)	48.43% 77
After school (Monday - Friday 3pm - 8pm)	79.25% 126
Weekends during the day (Saturday and/or Sunday 9am - 5pm)	62.89% 100
Weekend evenings (Saturday and/or Sunday 3pm - 8pm)	33.96% 54
Other (please specify)	1.89% 3
Total Respondents: 159	

#	OTHER (PLEASE SPECIFY)	DATE
1	Never	8/4/2023 10:28 PM
2	Every day 6 am to 11 pm	8/4/2023 6:22 PM
3	N/A	8/2/2023 5:14 PM

# Q7 What type of place would you visit if a Family Resource Center was there? Select any you would be open to visiting.

Answered: 159 Skipped: 0



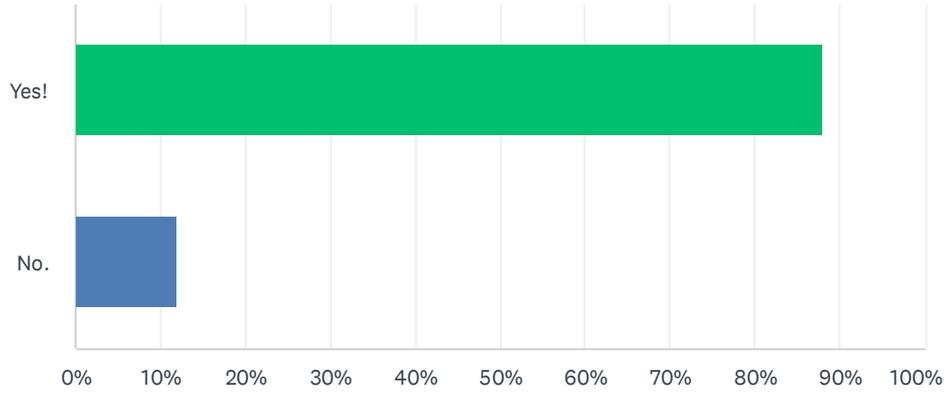
## Family Resource Center Survey

ANSWER CHOICES	RESPONSES	
Washington County Government Center	47.80%	76
Shopping Mall	38.36%	61
County Building	37.11%	59
Library	71.07%	113
Community Center	68.55%	109
Church, Mosque, Temple or other religious institution	15.09%	24
School	37.11%	59
Mobile (some services could come to me)	15.09%	24
Hospital/Medical Facility	11.32%	18
Recreational Facility	34.59%	55
Stand Alone (its own building)	42.14%	67
Other (please specify)	2.52%	4
Total Respondents: 159		

#	OTHER (PLEASE SPECIFY)	DATE
1	None	8/5/2023 10:22 PM
2	No	8/4/2023 10:28 PM
3	Hi	8/4/2023 2:14 PM
4	None	8/2/2023 5:14 PM

## Q8 Would you or someone in your family visit a Family Resource Center? Most or all services would be free.

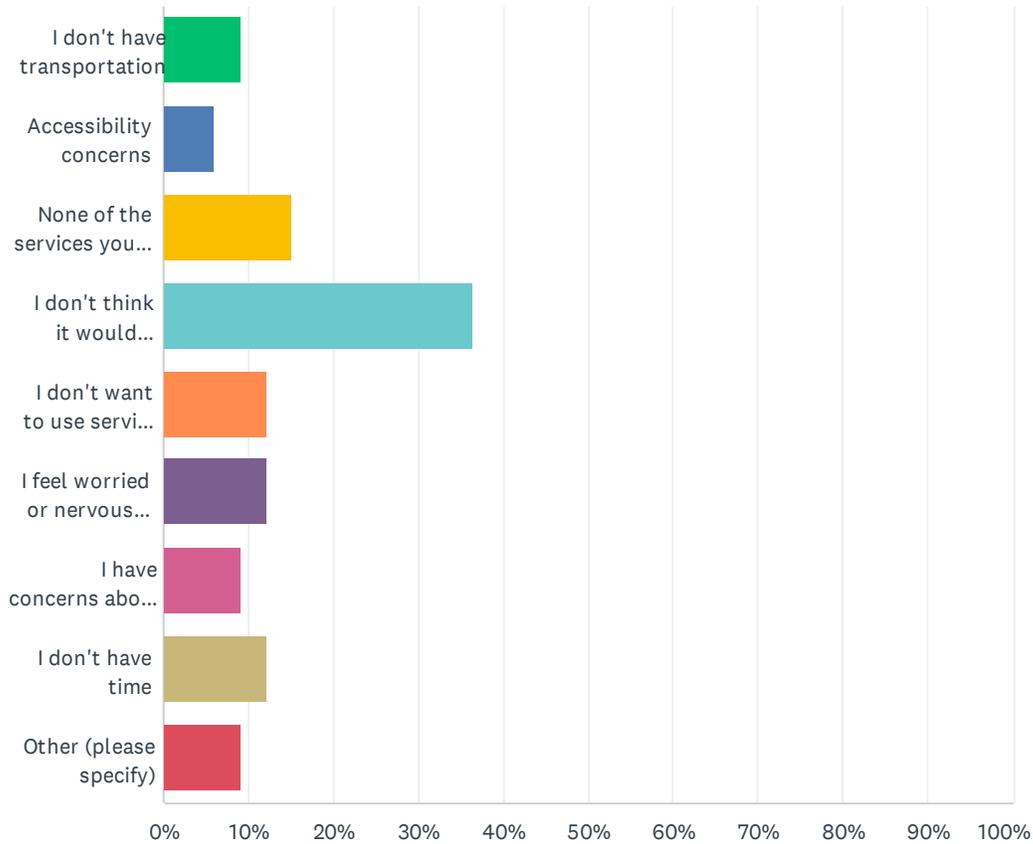
Answered: 159 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes!	88.05%	140
No.	11.95%	19
TOTAL		159

### Q9 If you answered "No" that you would not visit a Family Resource Center, why? Select all that apply.

Answered: 33 Skipped: 126



ANSWER CHOICES	RESPONSES	
I don't have transportation	9.09%	3
Accessibility concerns	6.06%	2
None of the services you listed interest me	15.15%	5
I don't think it would benefit me or my family	36.36%	12
I don't want to use services connected to Washington County	12.12%	4
I feel worried or nervous about what others would think	12.12%	4
I have concerns about going somewhere new	9.09%	3
I don't have time	12.12%	4
Other (please specify)	9.09%	3
Total Respondents: 33		

#	OTHER (PLEASE SPECIFY)	DATE
---	------------------------	------

## Family Resource Center Survey

1	I don't live near there.	8/5/2023 7:34 PM
2	Didn't answer no	8/4/2023 6:05 PM
3	Single adult, no children	8/2/2023 1:12 PM

## Q10 What would you like us to know? What are we missing?

Answered: 25 Skipped: 134

#	RESPONSES	DATE
1	Inclusivity, Youth Development Programs, Community Engagement, Cultural Competent Staffing, Technology Access For Families, Feedback Mechanism For Ongoing Services, Cultural and Recreational Programs, Financial Assistance, and Multilingual Services...To name a few.	12/4/2023 5:41 PM
2	I am look for Homeless Outreach Service	10/13/2023 9:24 PM
3	My family and I are trying to move to Ramsey County, where my children are enrolled in school district 625. I have tried apartment complex and properties, but with no avail., just trying to have a roof over my kids head as the Winter comes. My lease is up on 10/31/2023	10/10/2023 6:14 PM
4	Dealing specifically with children who have parents that are divorced or separated	10/2/2023 2:32 PM
5	My daughter age 12 has Down syndrome so resources and activities for her would be great	9/19/2023 10:25 AM
6	Nothing	8/24/2023 6:11 PM
7	Nil	8/24/2023 5:56 PM
8	Nothing	8/24/2023 5:44 PM
9	How to get a home and a job	8/24/2023 5:38 PM
10	Supports specifically for foster and adoptive families. Trauma focused supports.	8/24/2023 5:32 PM
11	I do not want anything added right now that will raise my property taxes. Everything is getting more expensive; groceries, gas and insurance just to name a few. If you want to do something like this look for corporate donations and fundraising but please stop raising our property taxes and inflating our home values. Taxes in Washing County are high enough.	8/6/2023 10:15 AM
12	Our concern is taxes. We live in an area with high taxes. We are not interested in having anything built or remodeled that would increase our taxes.	8/6/2023 10:06 AM
13	I don't think we need it!	8/5/2023 9:37 PM
14	No	8/5/2023 5:01 PM
15	Nope	8/5/2023 2:24 PM
16	Mental health services are needed by all ses levels.	8/4/2023 9:39 PM
17	Would be nice to have multiple locations if possible for people with limited transportation	8/4/2023 6:52 PM
18	Mental health.	8/4/2023 6:22 PM
19	Nothing	8/3/2023 4:40 PM
20	Nothing	8/3/2023 4:40 PM
21	Nothing	8/3/2023 2:33 PM
22	Nothing!	8/2/2023 1:10 PM
23	If we wouldn't use would we donate to the cause.	8/2/2023 12:54 PM
24	It would be great to have service center! Theres so many people which can use a way to find different kinds of help	8/2/2023 10:28 AM
25	Thanks for being at Washington county fair!	8/2/2023 10:25 AM

## Family Resource Center Project Community Listening Sessions Framework for Guiding Conversation

**Intro blurb:** Washington County is hoping to develop and open a Family Resource Center. Family Resource Centers are community-based hubs of support that can offer a variety of services. Many decisions still need to be made, which is why we are talking with you, to hear your opinion. We are meeting with communities across the county to learn what is important to be included or considered as we move forward. All of the ideas discussed will be documented and considered, but we cannot guarantee that what we talk about today will end up happening, even if it is a fantastic idea.

All ideas are welcome here – please help us dream big about what a Family Resource Center could bring to our county and about how it can help families.

There are Family Resource Centers across the country, and a few have opened in Minnesota already. Each center is unique in where they are located, how they connect with folks, and what services they provide or refer to. Here, Washington County is working to develop and open one or multiple centers, but the long-term goal will be for the center to be run by partner organizations and the community, with the county only being involved as the community wants.

After our meeting, we will be providing back to your group the information you told us by giving it to (facilitator, organization, etc.) and we will be providing our full Community Needs Assessment with this group once it is completed in 2024.

**Nitty Gritty:** Because this is for the county, we are required to go over some information about your participation. Written copies are available if you would like a copy. We are conducting this Listening Session to better understand the needs of people who live in or visit Washington County. The information that we talk about today will inform a Community Needs Assessment that will help us in the development of a Family Resource Center or Centers. Your participation is voluntary, and you can choose to not answer any questions or leave at any time, without penalty. You may benefit from participating by receiving reimbursement for your time. The risk of participating would be any potential data breaches or subpoena of the information, but we are not collecting any of your private information like names or addresses. Please let us know if you have any questions about these privacy practices.

When you leave, please take an envelope with reimbursement for your time. If you would like to receive a check instead, please complete a W-9 and provide it to us. If you want someone from the project team to follow up with you, feel free to give us a phone number or email when you leave.

We will be available to answer any questions privately after the session.

### **Tips for targeted information gathering:**

- Keep primary focus within the scope of a FRC (*ex. If transportation is reported as a concern/need/barrier – “how could the FRC address transportation concerns for your family to be able to visit?” or “I’m hearing you say that transportation is a problem in WC, is transportation being provided important to access a FRC?”*)

# Family Resource Center Project Community Listening Sessions

## Framework for Guiding Conversation

### What could a Family Resource Center look like in Washington County?

Areas we are hoping to receive feedback on & sample questions:

#### **Strengths**

- What services or programs is it easy to find in Washington County?
- Think about your community, what is something that you do well?
- When have you found it easy to get the help you needed?
- What have you found to be the most accessible way to access resources? In person, online, text, etc.?

#### **Experiences Accessing Support**

- Think of a time that you needed help for your family, where did you go for help? Who did you ask for help?
- If you've received support from the county or from a provider (ex. Family Means, Open Cupboard), how did that go for you? Was it a good experience? Bad? What could have been different or better?
- Have there ever been times that you tried to get help and you weren't able to get what you needed? What happened?

#### **Services**

- What supports or services are not easily available that you think should be? (ex. Childcare, transportation, school supports, basic needs – food, clothing, household items, mental health services, job training, help with housing, etc.)
- What agencies/services/partners do you know about that you think should be a part of a Family Resource Center? What organizations are trusted in your community?
- Are there places you know of in Washington County that are already working as a Family Resource Center, but not using that title? What do you think about that space/services etc.?
- What physical items would be helpful to access at a Family Resource Center? (Ex. Diapers, food, clothing, school supplies, tool library, etc.)

#### **Barriers**

- What barriers exist that make it hard to get support?
- What will stop people from going to a Family Resource Center?
  - o How do you think people will feel about going or about other people going?
    - What could make a Family Resource Center safe and welcoming?
    - How can a Family Resource Center be more accessible?

# Family Resource Center Project Community Listening Sessions

## Framework for Guiding Conversation

### Location

- **Geography:** where would you want to see a Family Resource Center? What areas in Washington County need more services or supports?
- **Space:** what kind of places would you go to visit a Family Resource Center?

### Supporting Caregivers

- What has helped you as a parent or as someone caring for children?
- What do you wish was available to you as a parent?
- Can you think of programs or services that could be provided to help make parenting easier? Or to help support caregivers? What could help adults who are taking care of children or other adults?

### Focus

- Who do you think the Family Resource Center should focus on providing support or services to?
- Are there any groups of people who need more support that are not able to access it right now?
- Do you think it is better to focus on supporting caregivers or to focus on children? Both? Tell us why.

## Washington County Community Services Family Resource Center Project: Community Listening Sessions

Session Name: Forest Lake Parent Education Group

Session Date & Time: Tuesday, October 24, 2023 12:30-2pm

Number of Attendees: 7

Facilitator: Project Team

The following is a summary of the information gathered during a Community Listening Session.

Strengths	Barriers
ECFE program – especially for connection	Transportation
Help me grow program	Language
Parent education class – food for community for both parent & child	Time available/open
Rangers helping rangers – food program – pamphlet	Contact (like worker or paperwork issues)
STEP Community closet – managed by students, limited hours, appointment required, small space, easy to get appointments	Distance between locations
Community education catalog	Need for appointments/scheduling in advance
	Can only get enough resources for a specific, short period (like per day but need month)
	Having to provide personal information – afraid of deportation
	No one person to contact with information such as how to apply for insurance or explaining the differences/structure of American healthcare
	To gain access there are a lot of steps – appointments, calls, etc...
	Benefits cliff
	Costs
	Lack of childcare – affordable, long wait lists
	Lack of afterschool options for teens

Washington County Community Services Family Resource Center Project: Community Listening Sessions

Location/Hours	Environment	CFRC Related Services or Supports	Beyond the Reach of CFRC (at this time)
Memorial Park – pretty central and many students visit there frequently	Anonymous ways to access services	Partnership with a school with auto mechanic class/program – do basic maintenance on vehicles @ affordable costs	Full scholarship programs for participation in youth activities
ECFE/Education center	Drop-in service options	Navigators – info & person who knows process to connect families to needs such as economic resources & groceries	
Library	Multi-lingual (communications, resources, & staff) <ul style="list-style-type: none"> <li>• Spanish</li> <li>• Russian</li> <li>• Ukrainian</li> </ul>	Health services – sports physicals, dental, immunizations	
No real central location in FL	Emphasis on welcoming	More than resource connection but also fun <ul style="list-style-type: none"> <li>• community events</li> <li>• family events</li> <li>• indoor kid-based activities</li> <li>• afterschool activities for teens</li> </ul>	
If in FL could it go on the circuit – so near the shopping/Target center so people can use circuit AND also access when already shopping/errands	Focus on community & connection	Legal help – documents, lawyers, etc... Questions about immigration, need for bilingual lawyers, legal advice (SMRLS, Courts self-help, Volunteers Lawyers Network); connection with fee waivers	
Mobile?	Information hub	Support for families new to MN – winter gear	
Weekends – at least one day	Place to be, connect, find resources and people to help	Resources to address food insecurity	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

4-6 pm or 4-7 pm		Childcare <ul style="list-style-type: none"> <li>• Drop-in</li> <li>• Long-term solution for while families working</li> </ul>	
		Car seat checks	
		Concrete supports <ul style="list-style-type: none"> <li>• Formula</li> <li>• Diapers</li> <li>• Car seats</li> </ul>	
		Mental health services – all ages	
		Crisis support (pair w/drop-in childcare)	
		Resources for supporting neurodivergent students – including respite for families	
		In person translator services	

## Washington County Community Services Family Resource Center Project: Community Listening Sessions

Session Name: Granada Lakes Townhomes

Session Date & Time: Wednesday, October 25<sup>th</sup> 6-8pm

Number of Attendees: 14

Facilitator: Community Engagement Team (Public Health taking notes)

The following is a summary of the information gathered during a Community Listening Session.

Strengths	Barriers
	SNAP monetary amounts (income guidelines reinforce discriminatory cycles of poverty)
	Inequitable distribution of benefits across racial groups
	Extensive wait list for childcare funding – problem if case closes over summer if unneeded
	Benefit cliff
	Transportation
	Concerns about CP reports when accessing supports
	Services received don't "fit them" as person/community
	Feel judged for having lack of support and feels like needing to lie to navigate the system

Location/Hours	Environment	CFRC Related Services or Supports	Beyond the Reach of CFRC (at this time)
Multiple locations/pop-ups	Diverse staff	Financial supports <ul style="list-style-type: none"> <li>• Gas cards</li> <li>• Gift cards</li> <li>• Childcare support</li> <li>• Car notes/loan payments</li> <li>• Transportation repair costs</li> </ul>	Public transit
	Appreciation for community members	Resources for recent high school grads, like college tours	Easier connection to county staff – call backs from supervisors upon request
	More interpersonal interactions	Food shelves <ul style="list-style-type: none"> <li>• Diverse options</li> <li>• Fresh food</li> </ul>	More flexible childcare <ul style="list-style-type: none"> <li>• part time options</li> <li>• morning &amp; afternoon options (not all day)</li> </ul>
	On-site daycare	Mental health services	Extracurricular funding

Washington County Community Services Family Resource Center Project: Community Listening Sessions

		<ul style="list-style-type: none"> <li>• Respite care</li> <li>• Support for caregivers</li> <li>• Postpartum supports</li> </ul>	
	Rec center space	Medical supports <ul style="list-style-type: none"> <li>• Medical navigator</li> <li>• PH nurses w/same cultural background</li> <li>• Cost effective prescriptions</li> </ul>	
	Live resource in staff – access to people	Effective emergency assistance – better responsiveness & timeliness to requests	
	Community ownership over space	Kid activities	
		Life skills	
		Summer job program <ul style="list-style-type: none"> <li>• Volunteer stipends</li> </ul>	
		Postpartum supports <ul style="list-style-type: none"> <li>• C-section aftercare</li> <li>• Breastfeeding classes &amp; support</li> <li>• Early postpartum resources</li> </ul>	
		Navigators	

External Department Feedback/Concerns
WC fraud unit regularly watching neighborhood for extra adults in the unit (feels excessive or targeted)
Section 8 is critical of life changes/is not inclusive of family
CPS over involvement
Uncomfortable participating in programs that provide directly to kids, out of fear that CPS will be contacted.

## Washington County Community Services Family Resource Center Project: Community Listening Sessions

Session Name: Kinship Providers

Session Date &amp; Time: Thursday, October 26, 2023, 5:00 – 7:00 pm

Number of Attendees: 7

Facilitator: Project Team

The following is a summary of the information gathered during a Community Listening Session.

Strengths	Barriers
YMCA	Lack of compassionate, caring, and invested providers
Toys for Tots	Problems that need to be fixed from the bottom up – developmental issues, youth with basic needs not being met who are being bullied
St. Croix County food shelf	Educator shortage
Boys and Girls Club (St. Paul)	Kinship care can be isolating
Basic Needs (thrift shop, food market, gifts)	Workers with large caseloads
Coco's Closet Swap	Program sustainability concerns - programs need to be fully funded with commitments to long-term funding.
WC is the best for providers between different counties and states, but can be better.	Lack of mental health resources for youth
Woodbury PD	Crisis line is not helpful – response time is too long
WC Sheriff's office	Everything is online and difficult to navigate/access
Community connections	Feelings of being taken advantage of/less supported than non-kin care providers
	Lack of information about supports/resources since COVID

Location/Hours	Environment	CFRC Related Services or Supports	Beyond the Reach of CFRC (at this time)
Not in a church	Focus should be on foster community	Space/opportunities for older youth after school	911/crisis line specific to foster parents
YMCA	Primary focus should be on the children	Tutors	
Stillwater basement room	Private room with closed door	Business owners providing mentorship for trades/different niches – for teens	
Place in Cottage Grove	Staff should be a paid position (for kinship group facilitation) – prefer someone with	Concrete supports <ul style="list-style-type: none"> <li>• Car seats</li> <li>• Clothing</li> </ul>	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

	kin provider experience	<ul style="list-style-type: none"> <li>• Basic needs such as hygiene products</li> <li>• Diapers</li> <li>• Formula</li> <li>• Pack &amp; play</li> <li>• Crib</li> <li>• Financial supports                             <ul style="list-style-type: none"> <li>○ Daycare costs</li> <li>○ Transportation</li> </ul> </li> </ul>	
Schools		Materials library – like a toy library, items rented/borrowed for free	
Fire dept.		Listing of resources & what they actually offer <ul style="list-style-type: none"> <li>• Phone tree</li> </ul>	
24/7 access – crisis can happen at any time		Once a month kinship support group <ul style="list-style-type: none"> <li>• in free space</li> <li>• facilitator: paid w/kin experience</li> <li>• Child support/care</li> <li>• Meal</li> <li>• Compensation</li> <li>• Different time options</li> <li>• Privacy</li> </ul>	
Outside of school hours – to limit child missing school		Child development classes – taught by licensed professional parent educators – needs to be beyond early childhood	
		Kinship provider to walk through the process	
		Mental health support <ul style="list-style-type: none"> <li>• For children &amp; kinship provider</li> <li>• Respite care</li> <li>• Local resources</li> </ul>	
		Guardian ad litem connection	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

External Department Feedback
Licensing worker has come in and enforced rules but doesn't explain why – kin doesn't always understand reason so explanations on why it is the way it is would be helpful
When people age out of the system they were promised access to supports that actually weren't there
Schedules for meetings are made when best for caseworkers/other parents and do not prioritize child priorities such as child wants to do well in school but has to be taken out of school for appointments or meetings. Also, does not consider kinship provider's work schedule so work time is lost and visits are inconvenient because provider has to go to them – wishes for happy medium.
It was brought up by a kinship provider that the system is broken. They question the requirements of workers within the county. They are unsure that workers don't have to have licenses at the county.

## Washington County Community Services Family Resource Center Project: Community Listening Sessions

Session Name: Landfall Community

Session Date & Time: Monday, November 13<sup>th</sup> 5:30-7:30pm

Number of Attendees: 15

Facilitator: Community Engagement Team

The following is a summary of the information gathered during a Community Listening Session.

Strengths	Barriers
Neighborhouse	
Mhealth Fairview Sports Center	
Family Means	

Location/Hours	Environment	CFRC Related Services or Supports	Beyond the Reach of CFRC (at this time)
Oakdale	Kitchen	Tutoring	Gym
	Afterschool space	Parent education/training <ul style="list-style-type: none"> <li>• Preventing trauma</li> <li>• Bad habits</li> </ul>	Indoor/Outdoor sports – Football, Volleyball, Basketball
	Some kind of vigilance – cameras or security guard	Classes for youth – outside of academics <ul style="list-style-type: none"> <li>• Art</li> <li>• Music</li> <li>• Theatre</li> <li>• Agriculture</li> </ul>	
	Bilingual staff	Computer/tech support	
	Small water park where children can play with fountains	Library/space with books to read & study – English & Spanish	
	A place of refuge for folks to sleep or stay temporarily if needed (homeless or youth)	Homework space	
	Daycare	Computers	
		Trade workshops/education	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

		Education/educators – home and car repair/maintenance	
		Cooking classes	
		Activities/assistance for 18+ (disability or not in school)	
		Opportunities for community to give back (like community-led programs/activities)	
		Medical care – nurse/clinic	
		Learning opportunities for both youth and adults	

External Department Feedback

## Washington County Community Services Family Resource Center Project: Community Listening Sessions

Session Name: Families Experiencing Homelessness

Session Date & Time: Monday, November 13<sup>th</sup> 12-2pm

Number of Attendees: 7

Facilitator: Project Team

The following is a summary of the information gathered during a Community Listening Session.

Strengths	Barriers
St. Andrews	Fear of children being taken b/c asked for help
	Application/process barriers <ul style="list-style-type: none"> <li>• Short deadlines</li> <li>• A lot of information/proofs needed with not enough time to get it together</li> <li>• Number of forms</li> <li>• Long wait times from submission to decision</li> <li>• Citizenship qualifications</li> <li>• Everything is separate</li> </ul>
	Rent & credit history requirements – especially for immigrant families, DV, single-parent
	Language
	Fees – application fees/lawyer fees
	Lack of actual affordable housing
	Transportation

Location/Hours	Environment	CFRC Related Services or Supports	Beyond the Reach of CFRC (at this time)
OA	Lawyers available a couple days a week	Actual people who know the information. <ul style="list-style-type: none"> <li>• Someone with knowledge</li> <li>• Direct support</li> <li>• Navigate</li> <li>• Caseworkers</li> </ul>	Communal apartments just for single-parents
Not ST	Park/play spaces	Housing	
Hugo/FL/Scandia	Café space	Parenting resources <ul style="list-style-type: none"> <li>• Parenting groups</li> <li>• Parenting classes</li> <li>• Activities to “re-energize” parents</li> </ul>	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

Where people have the most need for services	Space for children to run	Childcare <ul style="list-style-type: none"> <li>• Subsidized</li> <li>• Drop-in</li> <li>• Afterschool care until 6:00/8:00 PM</li> </ul>	
Space that is safe/loved by children	Staff who understand that children will be children	Classes on navigating county resources	
Not in a prison	Feels like home	Classes on how systems work/linked – like US healthcare	
Avoid authoritative places – Police, Fire, Schools, Gov't	Open/Welcoming/Supportive/Comfortable	Pro-bono lawyers	
Yes to YMCA, libraries, churches, community centers	Staff/decision makers <ul style="list-style-type: none"> <li>• Variety of experiences – can learn from each other &amp; support</li> <li>• Someone from St. Andrews group</li> <li>• <u>Not</u> figures of authority</li> <li>• Immigrants and citizens</li> <li>• Variety of cultures</li> <li>• Different orientations</li> <li>• Folx who have experience mobility (I've been in that role)</li> <li>• [Training?] Recognizing biases and how to call out</li> </ul>	Fee assistance/waivers	
	Focus – “Supporting caregivers, supports children”	Concrete supports <ul style="list-style-type: none"> <li>• Food</li> <li>• Clothing</li> <li>• Furniture</li> </ul>	
		Medical assistance for children	
		Affordable access to medical services	
		Career support <ul style="list-style-type: none"> <li>• Create jobs</li> </ul>	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

		<ul style="list-style-type: none"> <li>• Job/education programs that are family centered – assistance with education fees/loans while also giving back to community</li> <li>• Career counselors/coaches/advisors</li> <li>• Resources for adults 25+</li> <li>• Technical skill training</li> <li>• Connecting with work permits</li> </ul>	
		<p>Continuing education</p> <ul style="list-style-type: none"> <li>• How to get financial aid</li> <li>• Mentorships</li> <li>• Internships</li> </ul>	
		<p>Counseling</p> <ul style="list-style-type: none"> <li>• Career</li> <li>• Emotional – goal setting, parent supports, mental health</li> </ul>	
		Mental Health	
		Yoga in the park for parents w/staff to watch children	

External Department Feedback

## Washington County Community Services Family Resource Center Project: Community Listening Sessions

Session Name: Kenyan Families

Session Date &amp; Time: Saturday, November 18, 2023 12-2pm

Number of Attendees: 22

Facilitator: Community Engagement Team (notes by Public Health)

The following is a summary of the information gathered during a Community Listening Session.

Strengths	Barriers
Hardworking and loyal	Fear of child protection system – need more explanations
Smart – Education is #1/#2 in Africa	Translators messing up interpreting
Passion for community/engagement	Accessing/reading work forms
Determination to succeed.	Consenting to forms w/out understanding – especially medical forms
English speaking	Judgmental staff
Spiritual togetherness through good and bad– harambee	Accents affect applying for jobs – dual identity “work voice and home voice”
Bring in culture.	Individualistic – culture is collectivist
Generosity	Multiple generations/entities with different experiences within same household – ex: parents, children born in US, and children who came to US when they were young
Coming together through adversity	Culture shocks – weather, food, jobs, fast paced life, driving
Kids are strength, Kids=home	Childcare – cost, hard to find, child must go everywhere with you – home countries it was the community
	Conflict between children and parents – children born American
	British grammar in US school systems – hard to translate
	Homework help is challenge due to differences in education (math, grammar)
	Missing sense of community

Location/Hours	Environment	CFRC Related Services or Supports	Beyond the Reach of CFRC (at this time)
Partner with/use churches	Acknowledges the strengths of the parents – different ways generations are brought up	Parenting classes <ul style="list-style-type: none"> <li>Culturally appropriate assistance navigating pre-teen &amp; teen years too</li> </ul>	Cultural foods for elders in elder/senior homes
MH person there on specific days	Trauma-informed staff	Education for new immigrants	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

	Staff who “looks like us”	One stop for daycare, mental health, food, insurance, etc..	
	Child-friendly	<p>Career assistance</p> <ul style="list-style-type: none"> <li>• Assistance with forms</li> <li>• Resources to integrate into working community</li> <li>• Meshing skills</li> <li>• Job experience building</li> <li>• Simplify forms</li> <li>• Assist youth in choosing own paths</li> </ul>	
	Inviting	Assistance navigating school system	
	Resources/supports are family focused – bring all children, not just the child currently having trouble – so all can learn & support, do not single out	Navigator for health care system	
	Space for young adults to hang out where they feel safe and not judged	Resources for elderly	
		Interpreter services	
		New mom classes – choking hazards, helmets	
		<p>Mental health</p> <ul style="list-style-type: none"> <li>• Group therapy</li> <li>• MH learning sessions</li> <li>• Parent education on mental &amp; emotional health of youth</li> <li>• Providers of similar cultural background</li> <li>• Address stigma</li> <li>• Behavioral – defiant behavior</li> <li>• List/resource of black providers</li> </ul>	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

		<ul style="list-style-type: none"> <li>• Navigating adult crisis</li> <li>• Crisis services</li> </ul>	
		Activities for youth	
		Father groups	
		Youth/teen focused topics/concerns: <ul style="list-style-type: none"> <li>• Social media</li> <li>• Parent lack of emotional support as youth reflecting onto children</li> <li>• Chemical use</li> </ul>	
		Navigators for county resources	
		Health resources <ul style="list-style-type: none"> <li>• Dietary health</li> <li>• Substance/chemical use</li> <li>• Narcan</li> </ul>	
		Swahili-focused <ul style="list-style-type: none"> <li>• Classes</li> <li>• opportunities for people to gather to speak Swahili</li> <li>• Summer camps for youth w/someone of color “who looks like them”</li> </ul>	
		Legal resources – immigration	
		Cultural and language resources – pan African	
		Resource list geared towards community – therapists, health care, social workers, etc...from community	

External Department Feedback

## Washington County Community Services Family Resource Center Project: Community Listening Sessions

Session Name: West African Community

Session Date & Time: Saturday, December 2<sup>nd</sup> 12-2pm

Number of Attendees: 22

Facilitator: Community Leader (notes by Public Health)

The following is a summary of the information gathered during a Community Listening Session.

Strengths	Barriers
Paying taxes	Long wait times
Smart & great kids – they are the future of the county	While county is good at getting info out to individuals not good in disseminating information to groups
Mentorship – diverse professionals in community	
Diversity in culture & cultural engagement	
Law-abiding/good citizens	
Recreation – cultural games and sports – talented community members in sports	
Share community and economic power	
A lot of small businesses and ideas	
Religion – helping youth to know God, passing faith on to kids	
Organic foods – this is a priority in most places in Africa	
Stable families	
Self-reliant – noted they're not sure if this is a community power or not – also interdependent (they support each other)	
Collectivism – they take care of each other	
Teach children to understand culture – but also embrace & be proud of it (noted as a strength and a need)	
Noted the St. Paul Help Center – job/workforce training, medical assistance, serve-safe training	
Some participants mentioned the county reaching out and following up to see if resources are needed – they liked that	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

Location/Hours	Environment	CFRC Related Services or Supports	Beyond the Reach of CFRC (at this time)
Woodbury	Parks	Teach children to understand culture – but also embrace & be proud of it (noted as a strength and a need)	Transportation – especially for seniors
Not Oakdale	Gathering spaces <ul style="list-style-type: none"> <li>• For up to 500 people</li> <li>• Halls that can be partitioned</li> <li>• Space to hold death or marriage celebrations</li> </ul>	Most county services are “need based” – most of community does not qualify for these services - County cannot continue to operate with this standard (!!note: important emphasis from community)	Water park
Between Cottage Grove & Woodbury	Multiple small spaces	More information on non-economic based services	Sport facility training spaces – in-door, year round spaces, allow for cultural sports <ul style="list-style-type: none"> <li>• Tennis</li> <li>• Soccer</li> <li>• Basketball</li> <li>• Dodging (Dodgeball)</li> <li>• Swimming</li> </ul>
Evenings!!	Open late, less time restrictions – within culture events start and end late (like 11 pm – 4 am)	Events for kids – movies & music in parks etc...	Incentivize people to have more diverse food and beauty options in sores (and in community options like food shelves)
Weekends	Welcoming	County help with set up small businesses – how to access loans, building websites, taxes, etc...	
	Accessible for youth and elders	Better information dissemination – who to call, like a county info center – you call them for assistance & they direct/connect you with who can help you get the information you need <ul style="list-style-type: none"> <li>• Multiple formats – online, phone, in person</li> </ul>	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

		<ul style="list-style-type: none"> <li>• Ties to importance of self-reliance</li> </ul>	
	Kitchen	Insurance help	
	Accessible by bus	Scholarships, grants, financial aid for college-age	
	*Most important* staff who looks like us	WIC programs	
	Community center	Waiver services <ul style="list-style-type: none"> <li>• Transportation</li> <li>• Health care</li> <li>• Housing assistance</li> </ul>	
		Community gardens	
		Library	
		Foster care	
		Summer programs – youth tennis	
		Vehicle passes for county parks – free passes	
		Reduced costs to sports/activities	
		Food vouchers – like farmers market	
		Workforce centers & driving centers – especially for new migrants	
		Community education	
		Education for foster care families on cultural information such as how to care for hair.	
		Home ownership information	
		Fee waivers for communities to gather at churches or parks for community-building events (not like a birthday party but maybe more tribes gathering for outdoor meetings)	
		Cultural days/events/parades to celebrate African culture	
		Mental Health is growing concern – especially in youth <ul style="list-style-type: none"> <li>• community connections to help mitigate &amp; buffer</li> <li>• need for more education – especially</li> </ul>	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

		<p>for older adults on why mental health can be so impactful</p> <ul style="list-style-type: none"> <li>• mental health is derogatory/bad/stigma in Africa</li> <li>• Autism is becoming more prevalent within the community</li> <li>• Opioids &amp; drugs not big but alcoholism is (drinking is part of the culture but drugs are shameful for the family)</li> </ul>	
		<p>Career counseling, workforce center partnerships – with <b>real</b> career paths for immigrants – story shared about having masters in biochemistry and being told their option was to be a nurse</p>	
		<p>Indoor activity spaces – indoor sports center, indoor walking track – mentioned Shakopee as example</p>	
		<p>In-person translator services – multiple languages available</p> <ul style="list-style-type: none"> <li>• Pidgin English</li> <li>• French</li> <li>• Swahili</li> </ul>	
		<p>Adult daycare program</p>	
		<p>Childcare</p>	
		<p>Immigration services – regularly &amp; free</p>	
		<p>Elderly-focused services for social connection – cards, bingo</p>	
		<p>Faxing</p>	
		<p>Computers &amp; printing</p>	
		<p>Cooking classes – focused on cultural meals</p>	

External Department Feedback
Most county services are “need based” – most of community does not qualify for these services - County cannot continue to operate with this standard (!!note: important emphasis from community)
YMCA is <b>so</b> expensive so reduced costs needed : basketball & swimming lessons noted
School bussing – adjust the zoning, especially for winters
Recreational opportunities – especially around tennis (important in this community) – need for more courts with lights – all over the county but need for more courts that are not just the ones at the schools in Woodbury – noted Pickleball is a no and courts could have lines for pickleball (you can play pickleball on a tennis court but cannot play tennis on a pickleball court)
Washington County is doing better than surrounding counties, could be better but is doing best so far
<b>Community Concerns</b> <ul style="list-style-type: none"><li>• Long-term plan for center, funding, etc...<ul style="list-style-type: none"><li>○ How will the county identify the community partner(s) to take ownership?</li><li>○ How will the county make sure it stays community priority guided – how to know partner assuming control won’t change mission/focus</li></ul></li><li>• Will positions at FRC be paid?</li><li>• What kind of staffing will be at FRC? How will the county determine hiring?</li></ul>

## Washington County Community Services Family Resource Center Project: Community Listening Sessions

Session Name: Granada Lakes December

Session Date & Time: Friday, December 8<sup>th</sup> 5:30-7:30pm

Number of Attendees: 21

Facilitator: Community Engagement Team

The following is a summary of the information gathered during a Community Listening Session.

Strengths	Barriers
We have lived the same experiences, we can communicate in the same language	Online interactions/services are difficult for elders
Liaisons	Childcare
	Transportation
	Don't like being talked "less than" for using services
	Long wait times with little to no updates
	County building setup/layouts – glass between employees & community members gives impression of jail/prisoners
	System is complex
	Previous negative experiences with county services
	Very difficult to keep reapplying for services or to fill out multiple applications, very time consuming
	Need more employees and/or better retention – too many changes in workers
	Lack of trust in government
	Poor knowledge of resources
	Hours – only open during workday
	Language/interpretation
	Hearing impaired – no ASL available
	Accessibility
	System is set up to fail/not support fathers

Location/Hours	Environment	CFRC Related Services or Supports	Beyond the Reach of CFRC (at this time)
Multiple county sites	Rec center	Group activities <ul style="list-style-type: none"> <li>• Mom's group</li> <li>• knitting</li> </ul>	Pool
Near Oakdale	Accessible for disabilities	Community meetings	Affordable driving classes
	On-site interpreters	Volunteer opportunities/connections	Resource to drop off large materials

Washington County Community Services Family Resource Center Project: Community Listening Sessions

			(mattress, couch, etc) for free
	Family & kid friendly – personal, colorful	Resume help	Pick up/drop off services (transportation or donations)
	Spaces for community to meet	Services for hearing impaired	
	Community driven	Individualized/personalized support	
	1:1 interaction @ center	Support for parents experiencing transitioning <ul style="list-style-type: none"> <li>• Baby to toddler</li> <li>• Toddler to school</li> <li>• Youth to teen</li> </ul>	
	Staff w/cultural humility	Financial literacy supports <ul style="list-style-type: none"> <li>• Household</li> <li>• Scholarship connections</li> </ul>	
		Lifestyle coaching <ul style="list-style-type: none"> <li>• Signing in cursive</li> <li>• Check writing</li> <li>• Budgeting</li> </ul>	
		Sexual health clinic – advice, free condoms	
		Diversion program	
		Tutoring	
		Legal advice	
		Tenet’s rights advisor	
		Mental health resources – wants in person support through referral process	
		Childcare available & resources	
		Toddler playdates	
		Substance abuse prevention supports. <ul style="list-style-type: none"> <li>• Clean needle exchange</li> <li>• Groups</li> <li>• Narcan available</li> </ul>	
		Resource guide with contributions by community members	
		Food	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

		<ul style="list-style-type: none"> <li>• Culturally appropriate food available</li> <li>• Not just expired food</li> </ul>	
		Clothing drive – jackets & warm clothes	
		Paid short term opportunities for community members	
		Recycling bins (medicines, harder to recycle items like plastic bags) - could have designated days for bigger or different items like electronics or furniture	
		Computer access	
		Printer access – free for necessary things (applications)	
		Accessible – transportation to get to center	
		Information on hand & accessible	
		Better support in completing forms – what documents work for verifications & how to get them	
		Child support assistance – what to expect from child support (for fathers)	
		Mental health services for fathers	
		Jobs/job training	
		Parenting skills classes for fathers	
		Hair braiding classes for fathers	
		Resources about DV/SV that address those issues but are not presented that way	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

External Department Feedback
Want accountability for staff actions like not returning phone calls
Wants alerts with registered sex offender list
Wants to be able to communicate with staff without having to explain to every person they are transferred to – only explain one time
Experience with Public Health <ul style="list-style-type: none"><li>• They have not worked with “people like me”</li><li>• Target tactic, makes them feel like they are “the bad ones”</li><li>• Poor customer services</li><li>• Wants them to be able to do their job</li></ul>

## Washington County Community Services Family Resource Center Project: Community Listening Sessions

Session Name: Caminos

Session Date & Time: Wednesday, December 6<sup>th</sup> 6:30-8:30pm

Number of Attendees: 40 – split into 5 groups, **bold** items important to at least 2 groups, **bold underlined** by at least 3 groups

Facilitator: Stillwater Schools Liaisons & staff

The following is a summary of the information gathered during a Community Listening Session.

Strengths	Barriers
CLUES	Too many emails
Valley Outreach	

Location/Hours	Environment	CFRC Related Services or Supports	Beyond the Reach of CFRC (at this time)
Close to LE/WB	<b>Kitchen</b>	<b><u>Services in Spanish – treat w/respect by English speaking providers when working with translators too</u></b>	Swim lessons
Access to public transit	Free parking, bike spots, ride share options	Confident translators	Waterpark
Closer to airport		Privacy is important	Transportation
Middle of county		Access to resources via online, phone, text	Pet vaccinations
		<b><u>Open gym space</u></b>	
		Classes <ul style="list-style-type: none"> <li>• Art</li> <li>• English</li> <li>• Music</li> </ul>	
		<b><u>Activities for kids (clubs)</u></b>	
		<b><u>Mental health</u></b> <ul style="list-style-type: none"> <li>• Lots of availability</li> <li>• For young people</li> </ul>	
		<b><u>Nutrition support</u></b>	
		<b><u>Kid's kitchen/cooking time</u></b>	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

		<b>Dance</b>	
		<b>Yoga</b>	
		<b>Walking track</b>	
		<b>Tutoring</b>	
		<b><u>Family activities</u></b>	
		Recording equipment/space	
		<b>Tools for home projects to borrow</b>	
		<b>Concrete supports</b> <ul style="list-style-type: none"> <li>• School supplies</li> <li>• Food</li> <li>• <b><u>Baby items:</u></b> <b><u>diapers, formula,</u></b> <b><u>car seats</u></b></li> </ul>	
		<b>Financial planning/budgeting /literacy</b>	
		<b><u>Clinic services</u></b> <ul style="list-style-type: none"> <li>• Dental</li> <li>• Immunizations</li> <li>• Vision</li> <li>• Minute clinic</li> </ul>	
		<b><u>Financial assistance</u></b> – even if undocumented, emergency funds	
		<b>Resources for property owners to understand changes in rent/laws/increase to rent and whose responsibility is what</b>	
		<b>Childcare support</b>	
		<b>Legal resources</b> <ul style="list-style-type: none"> <li>• Immigration</li> <li>• Family law</li> <li>• Criminal</li> </ul>	
		<b><u>Navigating systems (benefits, rental rights, school enrollment)</u></b>	
		Language supports <ul style="list-style-type: none"> <li>• Notary in SP</li> <li>• Translation help for documents</li> </ul>	
		<b>Employment support</b>	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

		Resources for learning to provide home care for family members	
		Early learning childhood center	
		<b>Help connecting families to services who don't qualify for benefits (medical, monetary, food)</b>	

External Department Feedback

## Washington County Community Services Family Resource Center Project: Community Listening Sessions

Session Name: Fathers' Group

Session Date &amp; Time: December 7, 2023, 6:00 – 8:00 PM

Number of Attendees: 7

Facilitator: Community Services Staff (PSOP &amp; SPM)

The following is a summary of the information gathered during a Community Listening Session.

Strengths	Barriers
Consistency in leadership showing up fellowship	Hard to find resources (gift cards, gas cards, legal advice)
Help building relationships through spiritual, financial, relationship, emotional	
What fatherhood means to each father looks different	
Accountability, responsibility	
Solid foundations	
Positive talk	
Creating a place of openness	

Location/Hours	Environment	CFRC Related Services or Supports	Beyond the Reach of CFRC (at this time)
Oakdale	Felon friendly connections	Workforce center on site <ul style="list-style-type: none"> <li>• Job connections</li> <li>• Career counseling</li> </ul>	
Vandais Heights	Well trained, knowledgeable staff	Engage with fathers	
	Appointments <ul style="list-style-type: none"> <li>• Short notice</li> </ul>	Housing assistance – specific to felonies	
	Support methods <ul style="list-style-type: none"> <li>• Virtual</li> <li>• In person</li> </ul>	Financial literacy	
	Diverse decision makers (Less white people)	Adult education	
		Homeless resources <ul style="list-style-type: none"> <li>• Blankets</li> <li>• Pillows</li> </ul>	
		Culturally specific counseling services	
		Mental health services	
		Groups	
		Parenting support & resources	
		Drop-in childcare	
		Meeting space	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

		DV classes or supports	
		Play space	

## Washington County Community Services Family Resource Center Project: Community Listening Sessions

Session Name: East African Parent Empowerment Group

Session Date & Time: Friday, December 8<sup>th</sup> 6-8pm

Number of Attendees: 41

Facilitator: Community Engagement Team

The following is a summary of the information gathered during a Community Listening Session.

Strengths	Barriers
Unity	Lack of culturally appropriate books & activities
Connected	Lack of culturally appropriate foods
Somali community has malls/grocery stores	Language
Hard workers	System is difficult to navigate – too many documents & websites
Friendly	Inaccessible services due to background
Vibrant culture	YMCA gives share/fear of working out
	Distance – services too far away
	No Somali serving orgs in WC – only Ramsey or Hennepin

Location/Hours	Environment	CFRC Related Services or Supports	Beyond the Reach of CFRC (at this time)
Woodbury	Staff who look like us	Culturally appropriate foods	Opportunities for drivers license
Oakdale	Kids activity spaces – basketball/open gym	Afterschool tutoring	Place to get massages (private)
	On site translation available	College scholarship information	
	Kid/teen hang out space	Tobacco & alcohol ed for youth	
	Coffee shop/food on site	Childcare resources	
	Culturally sensitive staff	Legal services - Safe space from evictions/relationships	
		Health insurance application help	
		Navigation for county programs	
		Career, job support	
		Adult classes <ul style="list-style-type: none"> <li>• Swahili</li> <li>• Yoga</li> <li>• English</li> </ul>	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

		Citizen preparation classes/immigration classes about US/MN culture	
		Resources for paying medical bills	
		Nutrition classes/cooking/dietician support	
		Diabetes education	
		Voting education	
		Homebuyers education	
		Intercultural education presentations	
		Mental health services	
External Department Feedback			
Library: books not available on site and have to be ordered. Have to sign up for activities ahead of time and bad experience with kids activities			
DMV no interpreters			

## Washington County Community Services Family Resource Center Project: Community Listening Sessions

Session Name: SoWashCo - Black Parent Affinity Group

Session Date & Time: Tuesday, December 12<sup>th</sup> 6-8pm

Number of Attendees: 15

Facilitator: Project Team &amp; SoWashCo Staff

The following is a summary of the information gathered during a Community Listening Session.

Strengths	Barriers
YMCA	Safety – dumping ground for kids
Community Ed	How do people show up/get invested
Food bank	Income limitations
Library	
Income-friendly housing	

Location/Hours	Environment	CFRC Related Services or Supports	Beyond the Reach of CFRC (at this time)
Not school	Like YMCA	Tool to bridge programs/resources that already exist	Global market
Not religious venue	Every culture represented	Town hall meetings	
Pilot program in buildings that already exist for targeted services	Affinity spaces	Host cultural celebrations	
Needs a building to call “Home”	Screening process/membership	Volunteer program for all ages	
	No white people trying to “fix” – no savior-like approach	Coding classes	
	Open to all groups/incomes	Structured activities	
	No income guidelines	Cooking classes	
		Culturally centered books	
		Interculture peer reading groups	
		Navigators	
		Jobs for minors	
		4H clubs/models	
		Family parenting tools & resources	
		Promote youth leadership	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

		Partner with Youth Service Bureau	
		Connect w/local non-profits	
		Work w/municipalities	
		CareerForce – bring in career mentors	
		Tutoring	
		Cooking	
		Music	
		Primary focus should not be service/resources /meeting needs	
		Events for people new to area	
		Plays	
		Toastmasters	
		Language classes	
		College prep	

External Department Feedback

## Washington County Community Services Family Resource Center Project: Community Listening Sessions

Session Name: SoWashCo Hmong Parent Advisory Group

Session Date & Time: Tuesday, December 12<sup>th</sup> 6-8pm

Number of Attendees: 15

Facilitator: Project Team & SoWashCo staff

The following is a summary of the information gathered during a Community Listening Session.

Strengths	Barriers
HPAC started in 2019	Cultural stigmas
Family nights	Transportation
Open gym/game nights	Privacy
Cultural events: Hmong New Year, Hmong American Day	Language
	Documentation papers

Location/Hours	Environment	CFRC Related Services or Supports	Beyond the Reach of CFRC (at this time)
Centralized	Cultural representation	Support circles (vent session)	Transportation
Woodbury/Oakdale	Use videos not text to relay messages (English to Hmong translation to much more literal)	Address caretaker burnout	Office/cubicle spaces
	One stop shop to help families	Website – video of someone speaking the language	
	Welcoming environment	Hmong language classes	
		Support for parents & students	
		Concrete resources	
		Language interpreters available	
		Therapy <ul style="list-style-type: none"> <li>• Family</li> <li>• Group</li> <li>• Individual</li> </ul>	
		Mental Health	
		Men/Boys groups	
		Mentorship/Life coaching	
		Volunteering/Internship opportunities	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

		Work space for family/families	
		Legal/citizenship support	
		Healthy relationship classes	
		DV groups/supports	

External Department Feedback

## Washington County Community Services Family Resource Center Project: Community Listening Sessions

Session Name: SoWashCo District Staff & Steering Committee

Session Date & Time: Tuesday, December 12<sup>th</sup> 6-8pm

Number of Attendees: 15

Facilitator: Project Team and SoWashCo Staff

The following is a summary of the information gathered during a Community Listening Session.

Strengths	Barriers
	Long wait lists <ul style="list-style-type: none"> <li>• Mental health</li> <li>• Chemical health</li> </ul>
	Transportation
	Documentation requirements
	Language – translations & explanations
	Financial – sign up/registration fees & costs of equipment/tools
	Senior citizens is highest need group (based on SoWashCo Cares events)

Location/Hours	Environment	CFRC Related Services or Supports	Beyond the Reach of CFRC (at this time)
Not ST or FL	Kitchen	Basic and clothing needs “staple items”	Local DV shelter
Southern area of county	Like “Maplewood Community Center”	Immigrant supports <ul style="list-style-type: none"> <li>• Educational support</li> <li>• Tutoring</li> <li>• Concrete support – cold weather gear</li> </ul>	Pool
Must engage Newport & St. Paul Park (most vulnerable socio-economic residents)	Drop-in childcare	Tutoring	Activities for youth outside of school WITH transportation
2:00 – 8:00 for services for families	Multiple community gardens	Career coaching	
9:00 – 9:00 if offering services (like fitness) for senior citizens	Sustainable building practices (solar, geothermal, etc...)	FAFSA	
Weekends iffy – not priority	Skylights & solar panels	Workforce Development <ul style="list-style-type: none"> <li>• Career coaching</li> <li>• Interview prep</li> <li>• Resumes</li> <li>• Clothing for interviews</li> </ul>	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

		<ul style="list-style-type: none"> <li>• Internship connections</li> </ul>	
Coordinate with upcoming elementary school additions	Liquor license – to host weddings and some cultural celebrations involve small amounts of alcohol	Bring supports/resources together in one location	
Partner with existing spaces like libraries/Look Out Ridge (for childcare drop-in spaces)	Natural light is <b>very</b> important	<p>Mental Health</p> <ul style="list-style-type: none"> <li>• All ages</li> <li>• Needs focus on young adults &amp; parents (HS students have access through CANVAS Health)</li> <li>• Low/no wait</li> <li>• Low/no cost</li> </ul>	
Partner with spaces that already have green spaces (ex: if alternative high school/district service center/Next Steps gets updated)	LOTS of windows	<p>Support for chemical health</p> <ul style="list-style-type: none"> <li>• All forms of use</li> <li>• Wide range of drugs (opioids &amp; vaping) and alcohol</li> </ul>	
	Theater/Performing arts spaces	Art exposure for youth – music & art	
	Creative elements for all ages	Support & safe way to get documentation	
	Multi-use spaces	Connection to winter activities	
	Healing spaces	<p>Supports for senior citizens</p> <ul style="list-style-type: none"> <li>• Pickleball, walking track, water exercise</li> <li>• Space for connection – like café</li> <li>• Activities to keep them busy – coffee groups, card clubs, crochet clubs, weekly schedules of activities (like senior living center activity director job but don't have to live there)</li> <li>• Tap into those who are still mobile to help others get around</li> </ul>	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

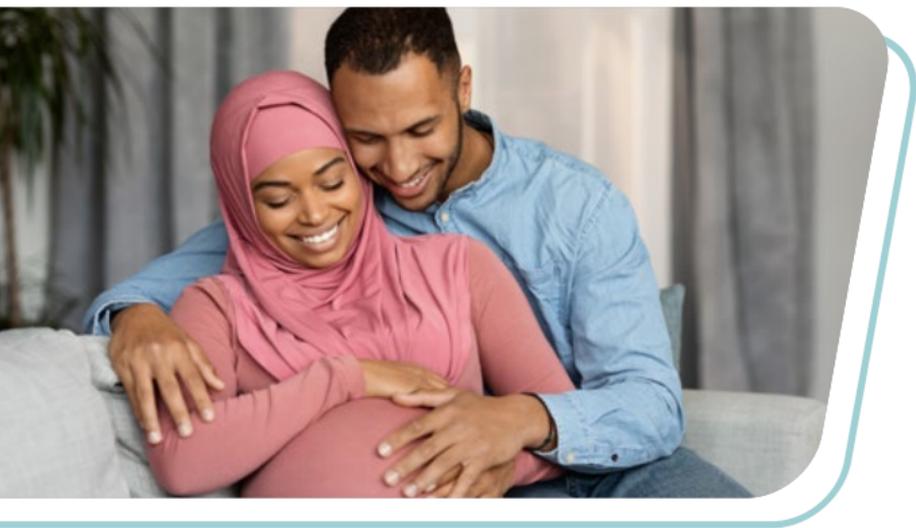
	<p>Large gathering space for 100-200</p> <ul style="list-style-type: none"> <li>• Professional Dev.</li> <li>• Passive income use as wedding space</li> </ul>	<p>Housing</p> <ul style="list-style-type: none"> <li>• Transitional housing</li> <li>• Housing insecurity</li> </ul>	
	<p>Small breakout style rooms</p>	<p>Navigators</p> <ul style="list-style-type: none"> <li>• Healthcare</li> <li>• Legal</li> <li>• School</li> </ul>	
	<p>Green spaces</p> <ul style="list-style-type: none"> <li>• Indoor</li> <li>• Outdoor</li> </ul>	<p>DV supports</p>	
	<p>Less brick &amp; mortar/institutional</p>	<p>MNSure navigators</p>	
	<p>Colorful</p> <ul style="list-style-type: none"> <li>• Murals painted by local, diverse artists</li> <li>• Community art projects to increase ownership</li> </ul>	<p>Legal services</p>	
	<p>Central Park type space</p>	<p>Drop-in childcare</p>	
	<p>Office spaces for professionals to “rent” and provide services on particular days</p>	<p>Community connections – discounted &amp; year round activities</p>	
	<p>Environmental learning spaces</p>	<p>Adult classes</p> <ul style="list-style-type: none"> <li>• ESL</li> <li>• Conversation partners</li> <li>• Small business                             <ul style="list-style-type: none"> <li>○ Business plans</li> <li>○ Marketing</li> <li>○ Social Media</li> <li>○ How to</li> </ul> </li> </ul>	
	<p>Prioritize diversity</p>	<p>Cultural events/shows</p>	
	<p>Connected to bike paths</p>	<p>Environmental learning spaces &amp; exposure</p> <ul style="list-style-type: none"> <li>• Community gardens</li> <li>• Full wellness education programs</li> <li>• New grants for these kinds of spaces</li> </ul>	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

		<ul style="list-style-type: none"> <li>• Fishing programs for youth/families</li> <li>• Kayaking</li> </ul>	
		<p>Bikes</p> <ul style="list-style-type: none"> <li>• Bike classes</li> <li>• Bike rental</li> <li>• Connection to bike paths</li> </ul>	
		<p>Concrete supports</p> <ul style="list-style-type: none"> <li>• School supplies</li> <li>• Clothing</li> <li>• Food</li> </ul>	
		<p>Physical activity</p> <ul style="list-style-type: none"> <li>• Basketball courts</li> <li>• Pool</li> <li>• Pickleball</li> <li>• Indoor walking track</li> <li>• Climbing wall</li> <li>• Ropes course</li> </ul>	
		<p>Parenting classes – group emphasized “mommy &amp; me” or “daddy &amp; me” groups because of creating the communities of parental support still being gendered – moms are more comfortable connecting with other moms and fathers often don’t feel welcome in mommy groups</p>	
		<p>Food</p> <ul style="list-style-type: none"> <li>• Cooking classes <ul style="list-style-type: none"> <li>○ Cultural meals</li> <li>○ Everyday nutrition classes</li> <li>○ Celebration</li> </ul> </li> <li>• Community meals during holiday seasons</li> </ul>	
		<p>Priorities</p> <ul style="list-style-type: none"> <li>• Mental health – especially bringing in therapy animals</li> <li>• Support for employment/career hub</li> </ul>	

Washington County Community Services Family Resource Center Project: Community Listening Sessions

External Department Feedback



# Community Resource Guide

For Children and Families in  
Washington County



## Public Health and Environment

**General Information: 651-430-6655**

**Email:** PHE@co.washington.mn.us

**Child and Teen Checkups: 651-430-6750** Support for children and teens under age 21 enrolled in Medical Assistance. Call for help finding a doctor, dentist, transportation, or other resources.

**Email:** AskCTC@co.washington.mn.us

**Family Home Visiting: 651-430-6655** Public Health Nurses provide free, voluntary support services to pregnant and parenting families.

**Follow Along Program: 651-430-6655** Program to help you track your child's development and let you know if your child is behaving like other children the same age. For children through age birth to age 3.

**Immunization Clinics: 651-430-4036** Low-Cost Immunization Clinics are offered at County Service Centers by appointment. Vaccines available for uninsured or underinsured children and adults.

**Women, Infants and Children (WIC): 651-430-6658**  
A nutrition and breastfeeding support program for Women, Infants and Children. Food benefits for pregnant women and children up to age 5.



## Community Services

**General Information: 651-430-6455**

**Email:** askcommunityservices@co.washington.mn.us

**Washington County Child Support: 651-430-6615**

**Washington County Economic Support: 651-430-6459**

Programs supporting low-income residents of Washington County, including:

- Cash Assistance programs
- Child Care Assistance
- Emergency Financial Assistance
- Energy Assistance
- Food Support/SNAP applications
- Medical Assistance

Visit Washington County website for more information or use the Bridge to Benefits screening tool ([mn.bridgetobenefits.org](http://mn.bridgetobenefits.org)) to check your eligibility.

**Washington County Veterans Services: 651-430-6895**

**Washington County Workforce Development: 651-275-8650**



## Crisis Services

**Washington County Crisis Response Unit (CRU): 651-275-7400** CRU provides 24/7/365 mobile crisis mental health services for adults and children experiencing a crisis. Mobile crisis interventions are face-to-face, short-term, intensive mental health services.

**Crisis Text Line Text: MN to 741741** The 24/7 emergency service if you or someone you know is having a psychiatric or mental health crisis.

**988 Suicide and Crisis Lifeline: call or text 988**

**Veterans Crisis Text Line: text to 838255 or call 988 then press 1**

**Esperanza United: 651-772-1611** Domestic violence support/shelter for Latina and Latin@ community.

**Tubman: 612-825-0000** 24/7 support for people of all ages, genders, and cultural backgrounds who experience violence, abuse, addiction, exploitation, or other forms of trauma.

**Minnesota Day One Crisis Line: 866-223-1111** Support for anyone experiencing domestic violence, sexual assault, human trafficking in Minnesota.

**Women's Advocates: 651-227-8284** Shelter/hotline for domestic violence.

**National Maternal Mental Health Hotline: 833-943-5746** Free, confidential hotline for pregnant and new moms, English and Spanish counselors. Interpreter available for other languages.

**Canvas Health Abuse Response: 651-777-1117** 24/7 support for sexual assault, dating violence, or relationship abuse in Washington County.

### **StrongHearts Native Helpline: 1-844-7NATIVE (762-8483)**

24/7 confidential and anonymous support and advocacy to Native American and Alaska Natives impacted by domestic and sexual violence.

**OutFront Minnesota: 800-800-0350** LGBTQ+ Anti-violence crisis line. Support, legal referrals, free and confidential counseling, and advocacy services.

## Help Lines

**United Way 2-1-1: Dial 211 from your phone** 211 is a free service that connects people across Central Minnesota to the local resources they need 24 hours a day, seven days a week.

**Help Me Connect: [helpmeconnectmn.org](http://helpmeconnectmn.org)** A navigator connecting expectant families, families with young children (birth – 8 years old) to services in their local communities that support healthy child development and family well-being.

## MN Benefits

MNbenefits is a mobile-friendly benefits site where Minnesotans can apply for several safety net benefits with one application. It is available for all counties and Tribal Nations across the state, in English or Spanish.

Questions about your application, contact:

**Washington County Economic Support: 651-430-6459**

**Get started at [mnbenefits.mn.gov](http://mnbenefits.mn.gov)**



Apply for benefits in less than 20 minutes

- Food assistance (SNAP) and housing support
- Cash programs and emergency assistance
- Childcare assistance

## Clothing

**Valley Outreach StyleXchange, Stillwater: 651-430-2739**

Free clothing for the whole family. Appointment required.

**Basic Needs Thrift Store, Cottage Grove: 651-458-9786**

**Family Pathways Thrift Store, Forest Lake: 651-464-4713**

**St. Andrew's Clothesline, Mahtomedi: 651-762-9124**

**Joseph's Coat, St. Paul: 651-291-2472**

**Community Helping Hand: 651-464-0061** Serving Families in Forest Lake area with food, clothing, furniture, and financial assistance.

## Food

**Minnesota Food Help Line: 1-888-711-1151** Helps provide solutions to your food needs.

**Hunger Solutions: 651-468-9860**

**Supplemental Nutrition Assistance Program (SNAP)**

Apply online: [mnbenefits.mn.gov](http://mnbenefits.mn.gov) or get connected to a SNAP specialist at [mnfoodhelper.org](http://mnfoodhelper.org)

**Fare For All: 763-450-3880** Monthly pop-up grocery store selling food boxes at discount. Fresh fruits, vegetables, and frozen meat up to 40% off grocery store prices. No qualifications to participate.

**Women, Infants and Children (WIC): 651-430-6658**

A nutrition and breastfeeding support program for Women, Infants and Children. Free food benefits for pregnant women and children up to age 5.

**Valley Outreach Food Shelf, Stillwater: 651-430-2739**

Service available: in-person, drive up, or delivery

**Open Cupboard, Oakdale: 651-233-1296** (formerly Christian Cupboard CCEFS)

**Scandia Marine Food Shelf, Elim Lutheran Church, Scandia: 651-433-2723**

**Today's Harvest, Oakdale: 651-409-1005** A free grocery market with fresh produce, meat, dairy, and bakery items

rescued each day from local grocery stores, farms, and other partners.

**Hugo Good Neighbors Food Shelf: 651-528-6224**

**Community Helping Hand: 651-464-0061** Serving Families in Forest Lake area with food, clothing, furniture, and financial assistance.

**Family Pathways, Forest Lake: 651-464-2098**

**Friends In Need, St. Paul Park: 651-458-0730**

**St. Andrew's Community Resource Center, Mahtomedi: 651-762-9124**

**St Jude's Community Food Shelf, Mahtomedi: 651-426-3245**

**White Bear Food Shelf, White Bear Lake: 651-407-5310**



## Furniture

**Bridging:** Provides donated furniture and household goods to families and individuals transitioning out of homelessness into housing. Contact your social worker/case manager for a Bridging referral.

**Community Helping Hand: 651-464-0061** Serving Families in Forest Lake area with food, clothing, furniture, and financial assistance.

**Basic Needs thrift Shop, Cottage Grove: 651-207-8659**



## Financial Assistance

**Washington County Emergency Assistance: 651-430-6459**

A one-time cash grant available to people who have a threat to their health or safety within the next 30 days, loss of shelter or utilities.

**Washington County Economic Support: 651-430-6459**

Programs that support to low-income residents of Washington County: cash support, medical programs, food support, and childcare assistance.

**Bridge to Benefits: [bridgetobenefits.org](https://bridgetobenefits.org)** Online tool to assess eligibility for public programs and directory of community resources.

**Energy Assistance: 651-645-6445** Community Action Partnership of Ramsey and Washington Counties (CAPRW) provides energy assistance (energy/water bills), furnace repair, car repair, car ownership. [caprw.org](https://caprw.org)

**Valley Outreach Emergency Fund: 651-430-2739**

The Emergency Fund provides financial assistance to individuals and families who are in crisis or transition. The Emergency Fund considers requests for help with rent/mortgage, utilities, transportation, medical and dental emergencies, and other basic needs crises.

**Community Helping Hand: 651-464-0061** Serving Families in Forest Lake area with food, clothing, furniture, and financial assistance.



## Housing

**Youth Service Network, [ysnmn.org](https://ysnmn.org)** Website to connect homeless youth to housing and other services including drop-in centers, food, healthcare, mental health.

**St. Andrews Resource Center, Mahtomedi: 651-762-9124** Emergency Family Shelter, Emergency Rental Assistance

**Washington County Homeless Resources and Housing Information: 651-430-6488**

The Homeless Outreach Services Team (HOST). Find information on shelters, affordable housing, evictions coordinated entry, and financial assistance for housing.

**Emergency (Rental) Assistance: 651-430-6570** Emergency Assistance for past due rent, to stop evictions or foreclosure. Utilities assistance when threat of disconnection. Apply online at [MNbenefits](https://mnbenefits.org) or with a paper application at a Washington County office.

**Housing Benefits 101: 866-333-2466** Programs and services to support housing in Minnesota. [mn.hb101.org](https://mn.hb101.org)



## Legal Help

**Washington County Legal Advice Clinics: 651-430-6330**

Free Family, Civil, and Criminal advice, 30-minute consultations. Appointment required.

**Volunteer Lawyers Network: 612-752-6677** Free legal assistance to low-income people.

**Immigrant Law Center of MN: 1-800-223-1368**

**Law Help MN: [www.lawhelpmn.org](http://www.lawhelpmn.org)**

**Tubman, Legal Services: 651-789-6730** Representation for victims of domestic violence, orders for protection, restraining orders, family law.

**HOME Line** Free legal support and advocacy services for Minnesota tenants and renters. [homelinemn.org](http://homelinemn.org)

**612-728-5767 (English)**

**612-255-8870 (Español)**

**612-255-8860 (Soomaali)**

**612-255-7104 (Hmoob)**

## Job Skills and Employment

**Washington County Workforce Center: 651-275-8650**

Find information on job searching, job postings, free training, and help writing your resume. Career Labs in Cottage Grove, Forest Lake, and Woodbury.

**Job Corps - Hubert H. Humphrey Job Corps Center:**

**800-934-JOBS / 651-642-1133** Career support for youth ages 16-24.

## Transportation

**GoWashington: 651-430-6651** Provides residents of Washington County with transportation options that get them where they want to go safely and affordably. For more information, visit [gowashingtonmn.com](http://gowashingtonmn.com).

**Transit Link: 651-602-LINK (5465)** Shared-ride public transportation for the Twin Cities metro area where regular route transit service is infrequent or unavailable. It's for trips that can't be accomplished on regular transit routes alone.

**Metro Mobility: 651-602-1111, (TTY) 651-221-9886** A shared-ride public transportation service for certified riders who are unable to use regular, fixed-route buses due to a disability or health condition.

## Cultural Service

**Ain Dah Yung Center: 651-495-1075** Support for Indigenous youth and families.

**American Indian Family Center: 651-793-3803** Programs and services enriched by traditional American Indian values and culture.

**Center for Asians and Pacific Islanders: 612-721-0122**

**Chicanos Latinos Unidos en Servicio (CLUES):**

**651-379-4200** Education and training, employment advocacy, women's programs, chemical and mental health assistance, legal rights clinic.

**Confederation of Somali Community in MN:**

**612-605-3222** Promoting and building self-sufficiency and equity.

**Eastern Twin Cities Islamic Center: 651.200.3956**

**Hmong American Partnership: 651-495-1699** Offers support and resources with economic and community development, workforce development, children and family services, and health and wellness.

**Hmong Culture Center: 651-917-9937**

**Jewish Community Center: 651-698-0751**

**Jewish Family Social Services: 651-698-0767**

**Karen Organization of Minnesota: 651-788-7593**

Employment training and job search assistance, referrals to social service, health care and housing, youth programming.

**Lao Family Community of MN: 612-978-7107** Education, employment, health, business services.

**Neighborhood House, St. Paul: 651-789-2500** Support services for refugees, immigrants and others in transition or crisis. Food, housing, education, parenting, youth and adult education, citizenship.

**United Cambodian Associates of MN: 651-222-3299**

**Vietnamese Social Services of MN: 651-632-8927**

**Consulado de Mexico en Saint Paul: 651-771-5494**



## Health Insurance

**MNSure: 651-539-2099** Online application for health insurance enrollment. [www.mnsure.org](http://www.mnsure.org).

**Washington County Community Services: 651-430-6459** Support for Medical Assistance application and services.

**Portico Healthnet: 651-489-2273** Health insurance enrollment services, MNSure, Medical Assistance application. Multiple language services.



## Chemical Dependency

**Washington County Substance Use Disorder Services: 651-430-6561** Apply for financial assistance for substance use disorder treatment and services.

**Nystrom & Associates: 651-529-8479** Substance Use Disorder Treatment for adults and adolescents.

**Al-Anon: 651-771-2208** Provides support for people whose lives are affected by someone's drinking.

**Haven Chemical Health Systems, L.L.C., Woodbury: 651-734-9633**



## Low-cost Dental Services

**Portico Healthnet Dental Assistance: 651-603-5109** Help finding a dental clinic and understanding MA dental benefits.

**Children's Dental Services: 612-746-1530** Affordable dental care for ages birth through 26 years and pregnant women of any age. Accepts MA, private insurance, sliding fee scale. Available at Washington County Service Centers in Stillwater, Cottage Grove, and Forest Lake.

**Community Dental Care: [www.cdentc.org](http://www.cdentc.org)  
651-925-8400 - Maplewood location  
651-774-2959 - St. Paul location**

**Century Community and Technical College – Dental Clinic, White Bear Lake: 651-779-5787** X-rays, deep cleanings, fluoride treatments. Set fee; cash or check only.

**Hope Dental Clinic, St. Paul: 651-789-7605** Free dental care and education.



## Low-Cost Health Care

**St. Mary's Clinic: 651-287-7777** Free non-emergency care for uninsured, appointment required.

**Minnesota Community Care, St. Paul: 651-602-7500** Formerly West Side (La Clinica). Full-service healthcare for all, regardless of income or insurance status.

**Open Cities Health Center, St. Paul: 651-290-9200** Affordable medical, dental, mental health, eye, and chiropractic care. Nubian Moms program to support African American mothers with high-risk pregnancies, postpartum depression, and premature births. MA, uninsured, sliding fee scale.



## Mental Health Providers and Resources

**Canvas Health: 651- 777-5222** Mental healthcare all ages, for illness, substance use, trauma, abuse.

**Ellie Mental Health: 651-313-8080** Mental health services for adults, children, and families. Medication management, in-home therapy.

**Family Means: 651-439-4840** Helps families with counseling and therapy, caregiver support, debt and financial management, youth programs, and grief support.

**Minnesota Warmline: 651-288-0400 or text "Support" to 85511** Peer support for those living with a mental health condition.

**Youth Service Bureau** Youth and family services, including emotional and mental health, chemical health, counseling, family education, and diversion programs.

**Cottage Grove: 651-458-5224  
Stillwater: 651-439-8800  
Woodbury: 651-735-9534**

**Vanguard Mental Health and Wellness Clinic:**  
**651-283-3794** Comprehensive mental health services for all ages, in both English and Hmong.

## Sexual & Reproductive Health

**Clinic 555, St. Paul: 651-266-1255** Sexual and reproductive health services for adults and teens. Services range from low cost to free.

**Planned Parenthood, St. Paul: 651-698-2406** Sexual and reproductive health services. With or without health insurance, sliding fee scale.

**Sexually Transmitted Disease (STD) Testing, Washington County Public Health** Free and confidential testing for chlamydia and gonorrhea, all ages, no insurance required. Scan here for information and appointment.



## Car Seats for Children

Washington County families with limited income or whose children participate in a Medical Assistance program may be eligible for a free car seat. Scan QR code for car seat request form.



## Children with Special Needs

**Washington County Intellectual and Developmental Disabilities (IDD) Services: 651-430-6422**

**The Arc Minnesota: 833-450-1494** Promotes and protects the human rights of people with intellectual and developmental disabilities.

**Disability Hub MN: 1-866-333-2466** A free statewide network that helps people with disabilities connect to resources.

**PACER Center: 952-838-9000** Resources for children with disabilities.

## Childhood Education

**Head Start - Early Head Start: 763-783-4314** Anoka/Washington County's Head Start-Early Head Start program provides education, nutrition, school readiness, child care assistance, and parent engagement services to children and families from income eligible households.

**Help Me Grow: 1-866-693-4769** Connects families to resources that help young children develop, learn, and grow.

**Follow Along Program: 651-430-6655** The Follow Along Program is a fun, easy way to learn if your child is talking, moving, playing, and acting like other children at the same age. Families in Washington County with children age birth to age 3 are eligible.

**Washington County School Districts** Early Childhood Family Education, Early Childhood Screening, Adult Education, Community Education.

**ISD 622 North St. Paul-Maplewood-Oakdale: 651-748-7622**

**ISD 624 White Bear Lake 651-407-7500**

**ISD 831 Forest Lake: 651-982-8100**

**ISD 832 Mahtomedi: 651-407-2000**

**IDS 833 South Washington County: 651-425-6300**

**ISD 834 Stillwater: 651-351-8340**

## Adult Education

**Minnesota Literacy Council: 651-645-2277** Adult Basic Education, Literacy, GED, citizenship classes, and programs for English language learners. Online and in-person classes.

**Great Rivers Adult Education, South Washington County: 651-425-6634** Free basic education and professional development, GED, diploma completion, English language classes. US citizen Test preparation. Non-English speakers can text or email in their first language for information about programs: 651-270-3266 or [greatrivers@sowashco.org](mailto:greatrivers@sowashco.org)

**Literacy Minnesota: 651-645-2277** Free adult classes in literacy, English, GED, college prep, computers and more.



## Parenting and Breastfeeding Support

**Family Home Visiting: 651-430-6655** Public Health Nurses assist parents as they create a healthy, nurturing environment for their young children. Visits are voluntary, free, and tailored to families' interests and needs. Nurses may meet with parents of any age during pregnancy and/or after the baby is born.

**Women, Infants and Children (WIC): 651-430-6658**

A nutrition program for pregnant and postpartum women, infants, and children up to age 5. Provides food benefits, information on healthy eating, and breastfeeding support.

**Baby Café, Lakeview Hospital, Stillwater: 651-430-5270**

Free, drop-in, informal breastfeeding support groups offering ongoing professional lactation care and intervention.

**La Leche League of South Washington County:**

**651-351-5392 or [www.lllii.org](http://www.lllii.org)** Breastfeeding support, information, and encouragement.

**Pregnancy & Postpartum Support Minnesota: Call or**

**Text 612-787-7776 (PPSM)** Emotional and Mental Health support during pregnancy and postpartum. One-on-one phone support, virtual support groups. [ppsupportmn.org](http://ppsupportmn.org)



## Support for Fathers

**Brotherhood of Fathers: 651-703-7020** Support group helping fathers be physically, emotionally, financially, and spiritually involved in ways that uplifts our children and their mothers.

**Dadsfirst: 612-327-5859** Resources and support to help fathers connect with their children.

**FATHER Project: 612-724-3539** The FATHER Project assists fathers in overcoming the barriers that prevent them from supporting their children economically and emotionally.



## Public Libraries

**Bayport Public Library: 651-275-4416**

582 4th Street North, Bayport, MN 55003

**Hardwood Creek, Forest Lake: 651-275-7300**

19955 Forest Road North, Forest Lake, MN 55025

**Lake Elmo Public Library: 651-275-8515**

3537 Lake Elmo Avenue North, Lake Elmo, MN 55042

**Newport Public Library: 651-459-9631**

250 Red Rock Crossing, Newport, MN 55055

**Oakdale Public Library: 651-730-0504**

1010 Heron Avenue North, Oakdale, MN 55128

**Park Grove, Cottage Grove: 651-459-2040**

7900 Hemingway Avenue S, Cottage Grove, MN 55016

**R. H. Stafford, Woodbury: 651-731-1320**

8595 Central Park Place, Woodbury, MN 55125

**Stillwater Public Library: 651-275-4338**

224 3rd Street North, Stillwater, MN 55082

**Valley Library, Lakeland: 651-436-5882**

384 St Croix Trail South, Lakeland, MN 55043

**Washington County Law Library: 651-430-6330**

14949 62nd Street North, Stillwater,

**Wildwood, Mahtomedi: 651-426-2042**

763 Stillwater Road, Mahtomedi, MN 55115



## Washington County Service Centers

**General line: 651-275-7000**

**Washington County Government Center**

14949 62nd Street North, Stillwater, MN 55082-6132

**Forest Lake License and Service Center**

19955 Forest Road North, Forest Lake, MN 55025

**Stillwater License and Service Center**

1520 West Frontage Road, Stillwater, MN 55082

**Woodbury License and Service Center**

2150 Radio Drive, Woodbury, MN 55125

**Cottage Grove Service Center**

13000 Ravine Parkway, Cottage Grove, MN 55016

**Washington County Environmental Center**

**Recycling and hazardous waste drop-off: 651-275-7475**

4039 Cottage Grove Drive, Woodbury, MN 55129

# Child and Teen Checkups



Child & Teen Checkups (C&TC) is a health program to support children and teens from newborn through age 20 who are enrolled in Medical Assistance.

Schedule C&TC checkups with primary doctor at:

- |           |                         |
|-----------|-------------------------|
| 2 weeks   | 15 months               |
| 2 months  | 18 months               |
| 4 months  | 24 months               |
| 6 months  | 30 months               |
| 9 months  | Every year, age 3-20yrs |
| 12 months |                         |

Dental checkups: Every 6 months after first tooth.

For information on how to schedule a C&TC checkup, find a medical or dental provider, get transportation or an interpreter for a medical appointment, call the customer service number on the back of your insurance ID card or call Child & Teen Checkups at Washington County Public Health: 651- 430-6750 or email: [AskCTC@co.washington.mn.us](mailto:AskCTC@co.washington.mn.us)

## Notes:

---

---

---

---

---

---

---

---

---

---

*This is a publication of Washington County Public Health & Environment.  
For questions or updates, please call 651-430-6655.*

# Basic Needs, Resources, and Assistance

Updated November 29, 2023



## Contents

Abuse/Violence .....	5
<b>Tubman Family Alliance</b> .....	5
Chemical Dependency/Substance Use Disorder.....	5
<b>Canvas Health</b> .....	5
<b>Substance Use Disorder Services through Washington County</b> .....	5
Child Care .....	6
<b>Child Care Assistance Program (CCAP) (Washington County)</b> .....	6
<b>Child Care Info Line through Parent Aware</b> .....	6
<b>Early Learning Scholarships through Anoka County Community Action Program (ACCAP)</b> .....	6
Clothing .....	6
<b>Basic Needs Thrift Shop</b> .....	6
<b>Community Helping Hand</b> .....	6
<b>Family Pathways Thrift Store</b> .....	6
<b>Goodwill Stores</b> .....	7
<b>Saint Andrew’s Community Resource Center</b> .....	7
<b>Valley Outreach</b> .....	7
Counseling.....	7
<b>Canvas Health</b> .....	7
<b>Lakes Center for Youth &amp; Families</b> .....	7
<b>Tubman (Also known as Tubman Chrysalis Center)</b> .....	7
<b>Youth Service Bureau</b> .....	8
Disability Services.....	8
<b>The ARC Minnesota</b> .....	8
<b>Deaf and Hard of Hearing Services</b> .....	8
<b>Disability Hub MN (fka Disability Linkage Line)</b> .....	8
<b>Disability Specialists</b> .....	8
<b>Metropolitan Center for Independent Living (MCIL)</b> .....	8
Emergency Services .....	9
<b>Basic Needs</b> .....	9
<b>Child Protection (Washington County)</b> .....	9
<b>Economic Support (Washington County)</b> .....	9
<b>Red Cross (Twin Cities)</b> .....	9

<b>The Salvation Army’s Social Services Office</b> .....	9
<b>United Way 211</b> .....	9
Employment – Career Decisions/Placement/Training.....	10
<b>Hubert H. Humphrey Job Corps Center</b> .....	10
<b>Rise</b> .....	10
<b>Vocational Rehabilitative Services – MN Employment and Economic Development</b> .....	10
<b>Workforce Development (Washington County)</b> .....	10
Energy Assistance.....	10
<b>Community Action Partnership of Ramsey &amp; Washington Counties</b> .....	10
<b>HeatShare through Salvation Army</b> .....	11
<b>Minnesota Energy Resources</b> .....	11
Family Planning/Pregnancy.....	11
<b>988 Suicide and Crisis Lifeline</b> (formerly known as Crisis Connection).....	11
<b>Options for Women – St. Croix Valley</b> (formerly known as Project Life) .....	11
<b>Planned Parenthood</b> .....	11
<b>Public Health &amp; Environment</b> (Washington County) .....	11
GED (General Education Development)/ .....	12
ABE (Adult Basic Education)/ESL (English as Second Language).....	12
<b>Forest Lake Area Schools’ Community Education</b> .....	12
<b>SoWashCo Community Education</b> .....	12
<b>Stillwater Community Education</b> .....	12
Health Care .....	12
<b>Century College Dental Clinic</b> .....	12
<b>Deaf and Hard of Hearing Services</b> .....	12
<b>Healthcare for the Homeless</b> .....	13
<b>Adult Shelters</b> .....	13
<b>Drop-in Center for Youth</b> .....	13
<b>Endeavors Respite Program</b> .....	13
<b>Family Shelters</b> .....	13
<b>Medical Assistance (MA)</b> .....	13
<b>Minnesota Care</b> .....	13
<b>Minnesota Drug Card</b> .....	14
<b>Open Cities Health Center</b> .....	14

<b>Social Security Administration</b> .....	14
<b>St. Paul Opportunity Center</b> .....	14
<b>Veterans Service Office</b> .....	14
<b>Vision Loss Resources</b> .....	14
<b>Other Programs Available</b> .....	14
<b>Patient Access Network through PAN Foundation</b> .....	14
<b>Senior Linkage Line</b> .....	14
Housing.....	15
<b>Housing (Washington County)</b> .....	15
<b>Homeless Outreach Services Team (HOST)</b> .....	15
<b>Rental Assistance Programs through Washington County CDA</b> .....	15
<b>Housing Resources (In and Out of Washington County)</b> .....	15
<b>Aeon</b> .....	15
<b>Affordable Housing Online</b> .....	15
<b>The Connect Center’s Supportive Housing Program</b> .....	15
<b>Housing Link</b> .....	15
<b>Life Style</b> .....	16
Legal.....	16
<b>Disability Outreach</b> .....	16
<b>HOMELine</b> .....	16
<b>Minnesota Fathers &amp; Families Network (MFFN)</b> .....	16
<b>Southern Minnesota Regional Legal Services (SMRLS)</b> .....	16
<b>Tubman</b> .....	17
Miscellaneous.....	17
<b>Annual Credit Check</b> .....	17
<b>Child Support (Washington County)</b> .....	17
<b>Community Thread</b> .....	17
<b>First Call for Help (Formerly known as United Way 2-1-1)</b> .....	17
<b>Prepare &amp; Prosper</b> .....	17
<b>Red Cross (Twin Cities)</b> .....	18
<b>Reemployment Compensation/Unemployment Insurance</b> .....	18
<b>Social Services Info. &amp; Referral</b> .....	18
Preschool/Parenting.....	18

<b>Early Childhood Family Education (ECFE)</b> .....	18
<b>Head Start</b> .....	18
Transportation .....	18
<b>Community Thread’s Connector Loop</b> .....	18
<b>GoWashington</b> .....	19
<b>Help At Your Door</b> (Formerly known as Store to Door) .....	19
<b>Metro Transit</b> .....	19
Transit Link .....	19
<b>VA (Veterans Affairs) Appointment Ride Service</b> .....	19

## Abuse/Violence

### Tubman Family Alliance

Provides comprehensive services to serve families and individuals across the Twin Cities. Tubman can help with crisis situations and shelter services. They also support clients through their long-term healing processes and help them overcome barriers through core services areas: shelter/housing, mental/chemical health, legal services, youth programs, and workshops/support groups.

24-hour Resource Line: 651-825-0000 | Washington County line: 651-768-0216

[www.tubman.org](http://www.tubman.org)

## Chemical Dependency/Substance Use Disorder

### Canvas Health

Canvas Health’s counselors and treatment professionals are trained to provide intervention, support, and treatment to those struggling with alcohol or drug dependence. Contact Canvas Health for an appointment or referral.

651-777-5222 | Email: [intake@canvashealth.org](mailto:intake@canvashealth.org) | [www.canvashealth.org](http://www.canvashealth.org)

### Substance Use Disorder Services through Washington County

Contact Washington County about substance use disorder services and applying for services.

651-430-6561 | Email: [chemicalhealthservices@co.washington.mn.us](mailto:chemicalhealthservices@co.washington.mn.us) |

[www.co.washington.mn.us/substance-use-disorder-services](http://www.co.washington.mn.us/substance-use-disorder-services)

## Child Care

### Child Care Assistance Program (CCAP) (Washington County)

CCAP assists families in paying for child care for children ages 12 and younger and children ages 13 and 14 who have special needs so that parents can work, attend school, or search for a job. A family's gross income helps determine eligibility. There may be a waiting list for basic sliding fee child care assistance.

Apply for CCAP: 651-430-6459 | [www.co.washington.mn.us/child-care-assistance](http://www.co.washington.mn.us/child-care-assistance)

### Child Care Info Line through Parent Aware

Offering free tools and resources to help families find the quality child care and early education programs their children need to succeed in school and life. Child care providers can use the Program Update Tool to share their program information with families.

1-888-291-9811 | [www.parentaware.org](http://www.parentaware.org)

### Early Learning Scholarships through Anoka County Community Action Program (ACCAP)

An early learning scholarship can help you pay for high-quality child care and early education to help your child get ready for school. Scholarships are based on several factors and families must meet eligibility requirements.

763-783-4747 | Email: [accap@accap.org](mailto:accap@accap.org)

<https://accap.org/early-learning-scholarships>

## Clothing

### Basic Needs Thrift Shop

Basic Needs Thrift Shop is a non-profit that provides multiple programs (clothing, food pantries and community garden, housing, and coordinated services) and public shopping to the community.

6990 80th St., Suite #200, Cottage Grove

651-207-8659 | Email: [info@basicneedsmn.org](mailto:info@basicneedsmn.org) | <https://basicneedsmn.org>

### Community Helping Hand

Since 1979, helping the residents of the Forest Lake School district who are falling on hard times through a thrift store, financial assistance, and emergency food shelf.

Forest Lake: 651-464-0061 | <https://communityhelpinghand.org>

### Family Pathways Thrift Store

Transforming donated goods into opportunity, investment, and good environmental stewardship.

Forest Lake: 651-464-4713 | [www.familypathways.org/thrift-stores/find-store](http://www.familypathways.org/thrift-stores/find-store)

## Goodwill Stores

Goodwill-Easter Seals Minnesota is a non-profit with stores in Cottage Grove, Forest Lake, Stillwater, and Woodbury. Find more information online.

[www.goodwilleasterseals.org](http://www.goodwilleasterseals.org)

## Saint Andrew's Community Resource Center

Offering hope and support while providing basic needs (food, clothing, supplies) and supportive case management to assist families in crisis. Also have a family sheltering program, emergency rental assistance, employment resources, and recovery/support groups.

651-762-9124 | Email: [office@saintandrews.org](mailto:office@saintandrews.org) |

[www.saintandrews.org/community-resource-center](http://www.saintandrews.org/community-resource-center)

## Valley Outreach

Welcoming anyone who needs food, clothing, and support navigating resources. Food shelf offers shopping inside, drive-up and order curbside, or delivery. *By appointment only.*

Stillwater: 1901 Curve Crest Blvd. W.

651-430-2739 | Email: [info@valleyoutreachmn.org](mailto:info@valleyoutreachmn.org) | <https://valleyoutreachmn.org>

[Schedule an appointment \(food/clothing\) online](#)

## Counseling

### Canvas Health

Helps children, adolescents, adults, and families find ways to heal as they cope with mental illness, substance use, unstable housing, trauma, and abuse.

651-777-5222 | Email: [intake@canvashealth.org](mailto:intake@canvashealth.org) | [www.canvashealth.org](http://www.canvashealth.org)

### Lakes Center for Youth & Families

Uses evidence-based approaches and therapy to treat a variety of conditions such as anxiety, depression, ADHD, and trauma-related disorders for children, adults, and family systems throughout Forest Lake and the surrounding communities.

651-464-3685 | [www.lc4yf.org](http://www.lc4yf.org)

### Tubman (Also known as Tubman Chrysalis Center)

Tubman helps people of all ages, genders, and cultural backgrounds who have experienced relationship violence, sexual exploitation, homelessness, mental and chemical health challenges, and other trauma.

Intake: 612-870-2426 | 24-hour crisis and resource line: 612-825-0000 | [www.tubman.org](http://www.tubman.org)

## Youth Service Bureau

Helps youth and families learn the skills they need to be more successful at home, in school, and throughout their community. For youth 5-18 years.

Cottage Grove: 651-458-5224 | Stillwater: 651-439-8800 | Woodbury: 651-735-9534

<https://ysb.net>

## Disability Services

### The ARC Minnesota

Promotes and protects the human rights of people with intellectual and developmental disabilities using information, assistance, education, and public policy leadership.

952-920-0855 | Toll-free: 833-450-1494 | <https://arcminnesota.org>

### Deaf and Hard of Hearing Services

Learn about hearing loss, get resources to fit your needs, get assistive technology and tools, and connect to mental health services.

Voice/your preferred relay service: 651-431-5945 or 800-657-3663 | Videophone: 651-964-1514

<https://mn.gov/deaf-hard-of-hearing>

### Disability Hub MN (fka Disability Linkage Line)

A free, statewide resource network that helps you solve problems, navigate the system, and plan for your future.

1-866-333-2466 | <https://disabilityhubmn.org>

### Disability Specialists

Strives to make the Social Security Disability application as simple and straightforward as possible. Call to request an intake interview or complete the online questionnaire.

1-800-642-6393 | Email: [info@disabilityspecialists.net](mailto:info@disabilityspecialists.net) | [www.disabilityspecialists.net](http://www.disabilityspecialists.net)

### Metropolitan Center for Independent Living (MCIL)

Empowering Members of the disability community on a pathway to overcome barriers and discover access, choices, and the possibilities to realize their goals and aspirations.

651-646-8342 | Email: [info@mcil-mn.org](mailto:info@mcil-mn.org) | <https://mcil-mn.org>

# Emergency Services

## Basic Needs

Basic Needs is a non-profit that provides multiple programs (clothing, food pantries and community garden, housing, and coordinated services) and public shopping to the community.

6990 80th St., Suite #200, Cottage Grove

651-207-8659 | Email: [info@basicneedsmn.org](mailto:info@basicneedsmn.org) | <https://basicneedsmn.org>

## Child Protection (Washington County)

Child protection intake screeners review and accept reports of alleged child maltreatment.

Intake: 651-430-6457 | [www.co.washington.mn.us/ChildProtection](http://www.co.washington.mn.us/ChildProtection)

## Economic Support (Washington County)

For information on applying for cash assistance, child care assistance, emergency assistance, energy assistance, food support (SNAP), and medical assistance in Washington County.

651-430-6459 | Toll-free: 1-844-711-1907 | Email: [ComSvsEconSupp@co.washington.mn.us](mailto:ComSvsEconSupp@co.washington.mn.us)

[www.co.washington.mn.us/Economic\\_Support](http://www.co.washington.mn.us/Economic_Support)

## Red Cross (Twin Cities)

Emergency help after fires and disasters; military contacts.

612-871-7676 | [www.redcross.org/local/mn-nd-sd/about-us/locations/twin-cities.html](http://www.redcross.org/local/mn-nd-sd/about-us/locations/twin-cities.html)

[Schedule an appointment \(food/clothing\) online](#)

## The Salvation Army's Social Services Office

The Salvation Army can quickly intervene with rent assistance, help pay utility bills, and provide groceries.

Woodbury: 651-739-6288

<https://centralusa.salvationarmy.org/northern/social-services-office-washington>

## United Way 211

Call 2-1-1 to obtain free and confidential information on eviction resources, alcohol and drug abuse services, childcare, food resources, government-provided insurance programs, health care, housing/shelter, mental health services, public assistance programs, transportation, utilities, etc.

Call 2-1-1 or locally: 651-291-0211 | [www.211unitedway.org](http://www.211unitedway.org)

# Employment – Career Decisions/Placement/Training

## Hubert H. Humphrey Job Corps Center

Teaching eligible young people the skills they need to become employable and independent as well as placing them in meaningful jobs or further education.

800-733-5627 | 877-889-5627 TTY | <https://huberthumphrey.jobcorps.gov>

## Rise

Offers access to the resources, opportunities, and support people need to thrive. Serving people with intellectual and developmental disabilities, mental illness, brain injuries, criminal backgrounds, barriers to employment, as well as those who are deaf/DeafBlind/Hard of hearing and experiencing homelessness.

Stillwater: 651-351-0190 | Email: [info@rise.org](mailto:info@rise.org) | <https://rise.org>

## Vocational Rehabilitative Services – MN Employment and Economic Development

Helping people with disabilities prepare for, find and keep a job, and live as independently as possible.

St. Paul: 651-259-7366 | <https://mn.gov/deed/job-seekers/disabilities>

## Workforce Development (Washington County)

Offering information on career fairs, career labs which include resume writing, hot jobs, job search resources, free trainings, and eligibility-based services. Includes a resource section for businesses.

651-275-8650 | [www.co.washington.mn.us/Workforce-Development](http://www.co.washington.mn.us/Workforce-Development)

# Energy Assistance

## Community Action Partnership of Ramsey & Washington Counties (CAP-RW)

Helps pay your heat and water bills, keep your home safe and warm, access Supplemental Nutrition Assistance Program (SNAP) benefits, get your home weatherized, apply for a car loan, and assist with filing your taxes.

651-645-6470 | Email: [eap@caprw.org](mailto:eap@caprw.org) | <https://caprw.org/get-assistance.html>

## HeatShare through Salvation Army

Provides emergency utility assistance for people with no place left to turn.

651-739-6288 | Heat Share Hotline: 1-800-842-7279

<https://centralusa.salvationarmy.org/northern/heatshare-program>

## Minnesota Energy Resources

Makes energy efficiency improvements affordable for qualified customers who fall short of qualifying for the Energy Assistance or Weatherization programs.

866-872-0052, option 1 | Email: [merc@appliedenergygroup.com](mailto:merc@appliedenergygroup.com)

[www.minnesotaenergyresources.com/payment-bill/4u2](http://www.minnesotaenergyresources.com/payment-bill/4u2)

## Family Planning/Pregnancy

### 988 Suicide and Crisis Lifeline (formerly known as Crisis Connection)

Confidential, 24/7 Lifeline with call and chat options to assist with maternal mental health concerns, like depression, anxiety, and psychosis, which can occur during pregnancy and/or postpartum.

9-8-8 | <https://988lifeline.org>

### Options for Women – St. Croix Valley (formerly known as Project Life)

Provides confidential pregnancy confirmation services, such as pregnancy testing and ultrasounds, at no cost to you.

Oak Park Heights: 651-504-1605 | <https://optionsforwomenstcroixvalley.org>

## Planned Parenthood

Provides affordable and equal access to an entire range of sexual and reproductive health care services including testing, treatment, vaccines, birth control, and education.

St. Paul: 651-698-2406 | 1-800-230-PLAN | [www.plannedparenthood.org](http://www.plannedparenthood.org)

## Public Health & Environment (Washington County)

Helps create healthy, nurturing family environments by providing resources and education regarding pregnancy, labor/delivery, breastfeeding, newborn care, your baby's health and development, and various programs like Follow Along and WIC.

651-430-6655 | Email: [PHE@co.washington.mn.us](mailto:PHE@co.washington.mn.us)

[www.co.washington.mn.us/1071/Family-Health-Resources-and-Services](http://www.co.washington.mn.us/1071/Family-Health-Resources-and-Services)

GED (General Education Development)/

ABE (Adult Basic Education)/ESL (English as Second Language)

### Forest Lake Area Schools' Community Education

ABE classes, GED preparation, etc.

Forest Lake Area Schools Education Center: 943 9th Ave. SW

651-982-8302 | Email: [skimber@flaschools.org](mailto:skimber@flaschools.org) | <https://communityed.flaschools.org>

### SoWashCo Community Education

Great Rivers Adult Education offers GED and K-12 Diploma program.

651-425-6169 | No English? Text in your first language to 651-270-3266

Email: [sevans1@sowashco.org](mailto:sevans1@sowashco.org)

<https://commed.sowashco.org/adults/great-rivers-adult-education>

### Stillwater Community Education

Free basic skills enhancement, citizenship, English Learner (EL) program, GED, and workforce preparation.

English speakers: 651-351-4031 | Email: [melink@stillwaterschools.org](mailto:melink@stillwaterschools.org)

Spanish speakers: 651-351-4019 | Email: [huhnerkochs@stillwaterschools.org](mailto:huhnerkochs@stillwaterschools.org)

<https://commed.stillwaterschools.org/adult/adult-basic-education>

## Health Care

### Century College Dental Clinic

Licensed dentists and hygienists supervise students to provide dental cleanings, X-rays, sealants, fluoride treatments, hygiene assessments, non-surgical treatment for gum problems, and referrals to other dental clinics for additional care. *Appointments are required.*

3300 Century Ave. N., White Bear Lake, MN

651-779-5787 | [www.century.edu/community-resources](http://www.century.edu/community-resources)

### Deaf and Hard of Hearing Services

Get resources and assistive technology and tools.

1-800-657-3663 | Videophone: 651-964-1514 | <https://mn.gov/deaf-hard-of-hearing>

## Healthcare for the Homeless

Any adult or child experiencing homelessness within the past year or who is living outside, on the street, in a shelter/transitional housing, or with friends/relatives is eligible for this program.

Services provided: Wound care, medications, coordinating health care and social services, substance use disorder services, mental health services, and health education. Appointments are not required but clinics vary by location so call to confirm clinic hours.

### Adult Shelters

Higher Ground: 165 Glenwood Ave. N., Minneapolis | 612-348-5553

Salvation Army – Harbor Light: 1010 Currie Ave., Minneapolis | 612-596-9643

### Drop-in Center for Youth

Youth Opportunity Center (YouthLink): 41 North 12th St., Minneapolis | 612-252-1200

### Endeavors Respite Program

Short-term services for those experiencing homelessness who are too sick to be on the streets or in a shelter but not sick enough to be in the hospital

Catholic Charities of Saint Paul and Minneapolis:

1414 South 11th Ave., Minneapolis | 612-385-5810

### Family Shelters

People Serving People: 614 South 3rd St., Minneapolis | 612-332-4500 x226

Visit the Hennepin County website for more information: [www.hennepin.us/hch](http://www.hennepin.us/hch)

## Medical Assistance (MA)

Washington County Economic Support information on Minnesota health care programs: Medical Assistance (MA), General Assistance Medical Care (GAMC), Prescription Drug program.

651-430-6459 | [www.co.washington.mn.us/economic\\_support](http://www.co.washington.mn.us/economic_support)

## Minnesota Care

State-subsidized health care program for Minnesota residents with low income. You must apply to find out if you qualify.

651-297-3862 or 1-800-657-3672

<https://mn.gov/dhs/people-we-serve/adults/health-care/health-care-programs/programs-and-services/minnesotacare.jsp>

## Minnesota Drug Card

Point-of-sale pharmacy discount program.

877-321-6755 | <https://mndrugcard.com>

## Open Cities Health Center

Provides care (behavioral health, chiropractic care, dental care, eye care, and medical care) for the Medicaid and underserved population in the Twin Cities metro area. *Payment options available.*

Dunlap Clinic: 409 N. Dunlap St., St. Paul | North End Clinic: 916 Rice St., St. Paul

651-290-9200 | Email: [info@opencitieshealth.org](mailto:info@opencitieshealth.org) | <https://opencitieshealth.org>

## Social Security Administration

Social Security numbers, disability benefits, retirement benefits, and Medicare.

1-800-772-1213 | [www.ssa.gov](http://www.ssa.gov)

## St. Paul Opportunity Center

Integrated one-stop location connecting adult men and women to critical services to improve their health, income, housing stability, and overall well-being.

651-404-6407 | <https://cctwincities.org/locations/saint-paul-opportunity-center>

## Veterans Service Office

Benefits and services for veterans in Washington County.

651-430-6895 | Email: [yso@co.washington.mn.us](mailto:yso@co.washington.mn.us) | [www.co.washington.mn.us/veteranservices](http://www.co.washington.mn.us/veteranservices)

## Vision Loss Resources

In home assessments, vision evaluation, volunteers, mentors, phone pals, and support groups.

612-871-2222 | Email: [info@visionlossresources.org](mailto:info@visionlossresources.org) | <https://visionlossresources.org>

## Other Programs Available

### Patient Access Network through PAN Foundation

Offers financial assistance to help people with serious illnesses afford their out-of-pocket treatment costs.

1-866-316-7263 | [www.panfoundation.org](http://www.panfoundation.org)

### Senior Linkage Line

1-800-333-2433 | <https://mn.gov/senior-linkage-line>

# Housing

## Housing (Washington County)

### Homeless Outreach Services Team (HOST)

People who experience homelessness deserve access to services to assist them in becoming stably housed, as well as assist them with accessing other resources to meet their basic needs. HOST assists with homeless services, housing resources, the Family Homeless Prevention and Assistance Program (FHPAP), and the Heading Home Washington community collaborative.

For more information: 651-430-6488

[www.co.washington.mn.us/HomelessResources](http://www.co.washington.mn.us/HomelessResources)

### Rental Assistance Programs through Washington County CDA

Provides help with housing costs to families through a variety of state and federal programs.

651-458-0936

[www.washingtoncountycda.org/affordable-rentals/rental-assistance-programs](http://www.washingtoncountycda.org/affordable-rentals/rental-assistance-programs)

## Housing Resources (In and Out of Washington County)

### Aeon

Creates and sustains quality, affordable homes that strengthen lives and communities.

[www.aeon.org](http://www.aeon.org)

### Affordable Housing Online

Website with listings of affordable housing.

<https://affordablehousingonline.com/housing-search/Minnesota/Washington-County>

### The Connect Center's Supportive Housing Program

Local churches and groups partner with The Connect Center to provide a structured one-year program for a family in need of housing stability. Also offers family connections, career connections, youth connections, and after-school tutoring and music programs and resources.

651-231-7807 | Email: [info@theconnectcenter.org](mailto:info@theconnectcenter.org)

[https://theconnectcenter.org/?page\\_id=759](https://theconnectcenter.org/?page_id=759)

### Housing Link

Connects people to affordable rental homes, increasing choice and access for all.

[www.housinglink.org](http://www.housinglink.org)

## Life Style

Professional property management service that manages over 125 marked and subsidized apartment buildings, townhomes, condos, and cooperative living complexes throughout Minnesota, southwestern Wisconsin, and northern Iowa. Has an online search tool and current rental openings list.

507-451-8524 | [www.lifestyleinc.net](http://www.lifestyleinc.net)

## Legal

### Disability Outreach

Advocacy for disability and Social Security applications.

Headquarters: 4294 Dahlberg Drive, Golden Valley, MN

800-544-9925

### HOMELine

Provides free and low-cost legal, organizing, education, and advocacy services so tenants throughout Minnesota can solve their own rental housing problems.

Confidential hotline: 612-728-5767 | Toll-free: 866-866-3546

Email an attorney via the website: <https://homelinemn.org/e-mail-an-attorney>

<https://homelinemn.org>

### Minnesota Fathers & Families Network (MFFN)

Seeks to demonstrate that efforts to engage men as fathers will ultimately create benefits for children, women, and families as a whole. MFFN seeks to promote healthy father-child-family relationships through informed practice, public policy, and system change.

763-473-7432 | [www.mnfathers.org](http://www.mnfathers.org)

### Southern Minnesota Regional Legal Services (SMRLS)

Provides free, high-quality legal services to low-income people in critical, civil matters. *Must be from the east metro or southern Minnesota.*

1-877-696-6529

Apply online:

[https://minnesotaoi.legalserver.org/modules/matter/extern\\_intake.php?pid=133&h=69729a&](https://minnesotaoi.legalserver.org/modules/matter/extern_intake.php?pid=133&h=69729a&)

## Tubman

If you are a victim of domestic abuse-related crime, Tubman's legal advocates are available to assist you through the criminal court process, attend court appearances with you or on your behalf, as well as provide support and information on the criminal justice system and your rights as a victim of a crime.

651-789-6730 | [www.tubman.org/get-help/legal-services](http://www.tubman.org/get-help/legal-services)

## Miscellaneous

### Annual Credit Check

Free annual credit reports via Equifax, Experian, and TransUnion.

[www.annualcreditreport.com](http://www.annualcreditreport.com)

### Child Support (Washington County)

Promoting the well-being of children and the self-sufficiency of families by delivering quality child support services.

651-430-6455 | Email: [childsupport@co.washington.mn.us](mailto:childsupport@co.washington.mn.us)

[www.co.washington.mn.us/Child-Support](http://www.co.washington.mn.us/Child-Support)

### Community Thread

Helping improve the lives of adult and their families, especially those who wish to age in place, by providing advocacy, social activities, special events, home help services, companion calls, transportation, etc. Membership-based with a no annual fee option.

651-439-7434 | Email: [contact@communitythreadMN.org](mailto:contact@communitythreadMN.org) | <https://communitythreadmn.org>

### First Call for Help (Formerly known as United Way 2-1-1)

United Way 2-1-1 provides free and confidential health and human services information 24 hours a day, seven days a week for people in Minnesota.

2-1-1 or locally: 651-291-0211 | [www.211unitedway.org](http://www.211unitedway.org)

### Prepare & Prosper

Free tax preparation all year long! Combines the power of caring volunteers, certified training, and expert advice to bring financial wellness, economic justice, and wealth building opportunities to everyone.

651-287-0187 | Email: [contact@prepareandprosper.org](mailto:contact@prepareandprosper.org) | <https://prepareandprosper.org>

## Red Cross (Twin Cities)

Emergency help after fires and disasters; military contacts.

612-871-7676 | [www.redcross.org/local/mn-nd-sd/about-us/locations/twin-cities.html](http://www.redcross.org/local/mn-nd-sd/about-us/locations/twin-cities.html)

## Reemployment Compensation/Unemployment Insurance

Unemployment Insurance benefits provide a temporary partial wage replacement to workers who become unemployed through no fault of their own. Complete the online application process or apply by automated phone to find out if you are eligible.

Twin Cities area: 651-296-3644 | <https://uimn.org>

## Social Services Info. & Referral

Adult Mental Health: 651-430-6484 | Disabilities & MnCHOICES: 651-430-6422 |

Child Protection: 651-430-6457 | [www.co.washington.mn.us/CommunityServices](http://www.co.washington.mn.us/CommunityServices)

## Preschool/Parenting

### Early Childhood Family Education (ECFE)

ECFE, through the Minnesota Department of Education, works to support you as a parent/caregiver and to strengthen and empower families. Parenting education program for all Minnesota families with children between the ages of birth to kindergarten entrance.

651-582-8200 | <https://education.mn.gov/MDE/fam/elsprog/ECFE>

### Head Start

Connects your family to early education, health, and community services that support the learning and development of your child and well-being.

651-582-8200 | <https://education.mn.gov/MDE/fam/elsprog/start>

## Transportation

### Community Thread's Connector Loop

A handicap accessible busing service that stops at housing complexes, area businesses, retail stores, and other community destinations in the greater Stillwater and Oak Park Heights area. Open to all; no age or income restrictions. Caregivers and personal care assistants may ride for free.

651-439-7434 | Email: [contact@communitythreadmn.org](mailto:contact@communitythreadmn.org) | <https://communitythreadmn.org>

## GoWashington

Provides the residents of Washington County with transportation options that get them where they want to go safely and affordably. *Does not schedule or pay for rides.*

651-430-6651 | Email: [ComSvsTransportation@co.washington.mn.us](mailto:ComSvsTransportation@co.washington.mn.us)

<https://gowashingtonmn.com>

## Help At Your Door (Formerly known as Store to Door)

A non-profit offering grocery assistance, home support, and transportation services for those recovering from hospital stays, those with sensory or mobility impairment, and seniors/those with disabilities who need extra help. Sliding scale fee available for some services. Serving the seven-county Twin Cities area.

651-642-1892 | <https://helpatyourdoor.org>

[Submit an online request for service](#)

## Metro Transit

Routes, schedules, maps, trip planner, and information about the METRO bus rapid transit, METRO light rail, and commuter rail.

612-373-3333 | Text: 612-444-1161 | [www.metrotransit.org](http://www.metrotransit.org)

### Transit Link

A Metro Transit curb-to-curb minibus or van service for the general public that operates on weekdays throughout the seven-county metropolitan area. A share-ride service which must be reserved in advance. Subject to availability.

651-602-5465 | [www.metrotransit.org/transit-link](http://www.metrotransit.org/transit-link)

## VA (Veterans Affairs) Appointment Ride Service

Provided free of charge, first-come, first-serve, and based on availability. You are encouraged to request transportation as soon as you know about your appointment and at least a week prior.

612-467-2768 | [www.va.gov/minneapolis-health-care/dav-vans-transportation-for-veterans](http://www.va.gov/minneapolis-health-care/dav-vans-transportation-for-veterans)

\*Every effort has been made to obtain accurate information about the organizations in this list. Washington County Community Services is not liable for the accuracy of any information printed in this list. Please contact the organization directly