



Board of Directors Board Report – October 3, 2022

At Northwest Youth Services, we affirm youth experience and autonomy, as we work together to foster collective healing and justice, in order to dismantle the systems of oppression that perpetuate youth homelessness.

Maverick Tang, Director of Community & Healing Services

Community & Healing Services	
Learn	<p>A core component of learning, particularly social-emotional learning, is the willingness and courage to make “mistakes”. The process of growing and improving is dependent on this. The question then becomes, what is needed in our environments for mistakes to be responded to as opportunities for change and not as inherent flaws to be penalized?</p> <p>This philosophy of learning requires each of us to commit to self and community accountability. Over the past quarter, the Community & Healing pillar has begun to integrate the model of supportive accountability into our supervision sessions. We have also used the principles of supportive accountability to better understand our roles in partnering with youth and what approaches are most conducive to generating healthy development.</p>
Create	<p>Here are some of the current Community & Healing projects that are in the process of creation:</p> <ul style="list-style-type: none"> • The PAD house construction/renovations and re-licensing. <ul style="list-style-type: none"> ○ Construction has begun and is scheduled to be completed in the first week of December 2022. ○ Newest PAD leadership team: We’ve welcomed new Associate Director of Adolescent Services, Kristy Gallegos, onto our team! Kristy is supported by two Adolescent Housing Shift Coordinators, Joel Zamora and Candice Navarro; as well as our Youth Development Coach, Fred Pulphus. • The expansion of the Queer Youth Project into Queer Youth Services (QYS), with the main focus being the launch and implementation of the Samaritan Platform (please see the links below for additional details). <ul style="list-style-type: none"> ○ Slide Deck Introduction to Samaritan ○ 90-second Demo ○ Current Social Determinants of Health being utilized as outcome measures



	<ul style="list-style-type: none"> ○ Continuing to build out our Clinical Team by adding a QYS youth counselor and QYS resource navigator to our staffing structure. ● Ongoing infrastructure updates to support our clinical and direct services, with the main focus being the implementation and scale up of an electronic health records system (TherapyNotes). <ul style="list-style-type: none"> ○ Moving towards becoming Medicaid billable is dependent on the organization adopting a record keeping and documentation system based out of TherapyNotes. <p>Art Hive build outs are occurring across two other NWYS sites (Skagit and the Ground Floor).</p>
Connect	<p>Staff in this pillar have connected with a variety of stakeholders and partners in the past quarter including</p> <ul style="list-style-type: none"> ● Barry MacHale (Employment & Education Coordinator) – Providing a presentation on Employment & Education services and outcomes to city council alongside Executive Director, Jason McGill. ● Bonnie Shultz-Lorentzen (Teen Court Manager) – Attending a conference on restorative justice practices and working with a local high school to determine how a pilot project focused on restorative justice practices in schools could be possible. ● Emelie Sanabria (Art Hive Coordinator) – Participating in Community Links meetings alongside staff from the YMCA to share out resources to youth and families involved in the juvenile probation system. ● Hannah Gough (QYP Coordinator) – Tabling and involvement in multiple Pride events across the county, including being a part of the board and planning group for Whatcom Youth Pride and participating in the first ever Pride in the Park put on by the Blaine branch of the Whatcom County Library System (WCLS). ● Fred Pulphus (Youth Development Coach) – Providing work first opportunities to youth engaged in services at the Ground Floor and providing a presence and support in staffing to our Skagit office.

Dejah Kutrovski, Director of Advancement

Advancement	
Learn	The past month has been about learning the ins and outs of NWYS work and culture. With Terrance Morris joining the team as Associate Director of Advancement, we have been looking at the purpose of this team and how we can achieve our goals as a team but also advance the overall vision of NWYS.
Create	We have been in brainstorm mode the past month. We've been looking at our communication, community engagement, and fund development processes. We are seeing what things have worked in the past, what hasn't, and dreaming about what our next steps are. We plan to focus on our communication over the next few months. The



	team plans to look at our branding, social media channels, public relations, and how we show up in the community.
Connect	We had a successful NWYS Wine Down Dinner for prominent community members, donors, and stakeholders at the new PAD house. It was a beautiful evening where they were able to tour the house, learn more about the process, and ask questions. We have begun planning for our next Luncheon happening in March 2023!

Rachel Handy, Director of Engagement Services

Engagement	
Learn	<p>The busy summer season has been full of learning opportunities and growth for the Engagement Pillar. Lisa Byoune stepped into the role of Associate Director of Engagement Services, leading the Ground Floor, Outreach and our front door services with new energy and community building expertise.</p> <p>Staff are learning about the One Program Model and new organizational culture through trainings, clinical integration at service sites, and supervision. All leadership staff are learning the Supportive Accountability model for supervision, which is providing structure and consistency across the agency. The Engagement Pillar supervisors are meeting once a week to dig into this learning together.</p>
Create	Engagement is creating streamlined services in Skagit and Whatcom, and opportunities for youth to come together in community. These events have included the Youth Action Board organizing in both counties through the Anchor Community Initiative, weekly round table groups at the Ground Floor, the Back to Community BBQ, and Art Hive groups. It is incredibly exciting to see youth engage in activities that foster belonging and connection.
Connect	<p>Skagit Engagement leads, Adair and Max, have balanced direct services and outreach with community connection to other partners and service systems. With facilitation from the County, we connected with two other key organizations providing Diversion services to foster collaboration and best practices.</p> <p>Critical Transitions received renewed and additional funding to expand the impact for youth exiting systems of care. Increased outreach and support to youth in jail has helped us stay connected and support clients as we've seen increased incarceration and system involvement. Gabe connected with the public attorney's office to strengthen collaboration with legal services. Lisa has brought increased connection to the FCCB church and GF neighbors to foster community and support for this important work.</p>

Luis Reyna, Director of Housing Services

Housing	
Learn	This quarter was filled with audit, reports, and contract renewals. The housing team in both counties worked diligently with the Data team to ensure we completed everything in a timely manner. During the last few months, we have also been learning and



	<p>implementing supportive accountability strategies for both youth and staff. This model has been really beneficial for the team ensuring we strike a balance with how we provide support while keeping people accountable.</p> <p>With the help of Nicole who oversees the service directors we were able to create housing surveys that staff filled out to learn more about how we can improve our services. We are constantly trying to learn what works and what doesn't. We are also creating more opportunities for team building and staff appreciation. This is happening in the form of different leadership, site, and pillar meetings.</p>
Create	<p>During the quarter we saw some staff transition, leaving some vacant positions. Thanks to the recent wage increase for direct service we have seen an increase in qualified candidates and hope to have all positions filled in the coming weeks.</p> <p>In Skagit we are preparing to implement our new housing service which is the YHDP Joint Component Program which combines Transitional Living with RRH under one program. We are in the process of locating a house to lease in both Skagit and Island County. Skagit has also applied for new Eviction Prevention Funding and will find out if we are selected at the end of this month.</p> <p>Both Whatcom and Skagit Housing teams continue to offer intentional case management services. These past few months have been a challenge, but the staff have really stepped up and continued to center youth choice and meet their needs.</p>
Connect	<p>NWYS has been participating in the 22N Community Taskforce committee which includes, local business owners, neighbors, city and county folks, and Opportunity Council staff. This space has been helpful to hear the concerns from the community but more importantly a place where we can share the work we are doing and how the changes being made are directly impacting young people. We have also been working with Oppco on a smooth transition of youth from NWYS case management to Oppco, as well as providing exit care packages for youth transitioning out of 22N.</p> <p>Eviction Prevention Services (EPS) in both counties continue to be a vital resource for youth in need of rental assistance. Combined the NWYS team has distributed over 2 million dollars to support youth who are struggling to pay rent. Skagit EPS are coming to end in the next few weeks, but Whatcom EPS will continue through May 2023.</p>

