



Board of Directors Board Report – November 29, 2021

Northwest Youth Services collaborates with at-risk, runaway and homeless youth to foster self-reliance.



Jenn Daly, Director of Advancement

| Advancement | |
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| Current Success | <p>It “feels” like the investments we’ve made in advancement (rebranding, communication efforts) are starting to manifest into support of our work. We’ve fielded more questions about our mission and ways to support this season. Examples of recent support:</p> <p>Group Health Foundation – This year Group Health provided a \$10,000 sponsorship to our end of year campaign, and \$100,000 unrestricted. This is a new funder for 2021 and a relationship Advancement has been working on for two years.</p> <p>Puget Sound Energy – Local representatives had reached out to propose PSE Foundation support for Northwest Youth Services. We are anticipating a \$25 - \$50K gift for 2022. This is a new relationship for 2021.</p> <p>ALCOA – While curtailing the Ferndale Alcoa plant, staff donated 47 sleeping pads and 12 sleeping bags.</p> <p>New individual donors – We’ve had a bevy of new individuals reach out to support or work during the holiday season.</p> |
| Current Challenge | <p>VISTA Position – Our VISTA position is dedicated to building community streams of in-kind support and volunteers. With the current job market, this position was not filled in November. We will repost the position and attempt to re-hire in February.</p> <p>Grants Specialist – We will be posting this role ASAP with a planned hire date of January, 2022.</p> <p>Neighborhood PAD Open House – Thursday, December 2, 2021, 4:30 – 6:30 pm Donor PAD Open House - Tuesday, December 7, 2021, 5:00 – 6:30 pm</p> |
| Current Opportunity | <p>Our end of year fundraising needs your help!</p> <p>The easiest way to support our efforts is to share our videos and campaign materials online to your spheres of influence. If you’d prefer to mail your own cards and encourage support that way, please let us know and we can provide you with cards and postage in early November.</p> |





Rachel Handy, Director of Engagement

| Engagement | |
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| Current Success | <ul style="list-style-type: none"> The Engagement staff at the Ground Floor and in Skagit have nearly filled all open positions. We are so excited to be fully staffed and continue efforts to fill the SOP positions. The Winter Shelter project is making great strides with the hiring of Max Ortiz. NWYS is a finalist in the application process for the YHDP Youth Lead Project and we are hopeful that this grant will be renewed in 2021. The teams are working diligently to support youth through the extreme weather conditions and supporting each other as teammates take needed vacation time. |
| Current Challenge | <ul style="list-style-type: none"> As we build capacity in services the challenge of maintaining balance is constant. There are many moving parts and changes across the agency. Increased numbers of youth seeking services has impacted the Ground Floor and SOP which have been understaffed for a couple months. The GF served 400 unduplicated youth in 2020 and current data shows that we may double that number by the end of 2021. Collectively we are seeing more individuals in Whatcom and Skagit facing homeless situations and our agency is stretching to meet the growing needs with limited funding. |
| Current Opportunity | NWYS applied in partnership with the Skagit Valley Family YMCA to become an Anchor Community through A Way Home Washington. This would provide technical assistance, data analysis, and system improvement supports to streamline services across Whatcom and Skagit Counties. It would also help our organizations gather all stakeholders to the table to address local systemic causes that create and perpetuate youth homelessness. If not awarded, NWYS may still be able to utilize the support from our partner organizations and the available tools from AWHWA to continue this system improvement. |



Shantel Rapp, Director of Human Resources

| Human Resources | |
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| Current Success | <p>Hiring continues! We welcome the following team members to Northwest Youth Services:</p> <p>Winter Shelter: The Winter Shelter will be opening soon. We have hired Max Ortiz as the temporary Shelter Services Manager. Max has a lot of experience and most recently provided services at the PAD. He is working hard to hire six temporary Winter Shelter Youth Advocates.</p> |



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| | <p>The PAD: Gabby Rigby has been promoted to Associate Director of Adolescent Housing Services. Gabby has worked hard and has grown with the organization for the past couple of years and we know he will thrive in this role.</p> <p>Cassandra (Cassie) Rossow has been hired as the PAD Case Manager. Cassie has been working at the PAD as a Youth Advocate and she is well qualified to take on this role.</p> <p>We currently have an offer out to an On-Call PAD Youth Advocate and are in process of filling another On-Call PAD Youth Advocate position. Additionally, we are working on an offer for an applicant for the Adolescent Housing Services Manager. More to come once these are official.</p> <p>Ground Floor: The Ground floor has hired three new team members, and this concludes their hiring.</p> <ul style="list-style-type: none"> • Sabs Stein, On-Call Ground Floor Youth Advocate, they started November 18th • Taylor Mohr, Part-Time Ground Floor Youth Advocate, starting November 24th • Madeline Parrish, On-Call Ground Floor Youth Advocate, starting November 24th <p>Skagit Team: Andy Foye has been promoted to Associate Director of Skagit Housing Services. Andy has been with the organization for four years and has been the Skagit Program Manager for many of them. We are excited to see him in this new role.</p> <p>Micah Nordgren has been promoted to Skagit Housing Services Manager. Micah started working with NWYS as a PAD Youth Advocate and jumped in to assist the Skagit team as a Housing Case Manager and then as a temporary Skagit Housing Assistant Manager. Micah has grown with the organization, and we are excited to see him in this role.</p> <p>Current work in process: I have made edits and added items to the Northwest Youth Services Personnel Manual for 2022. The manual has been sent to the rest of the Strategic Leadership Team to review and add their edits and thoughts. The team is in process of turning these back into me. I will compile them and then send the updated manual to our attorney for review. After the attorney review it will be sent to the board to review and approve. This is a bit of a long process, and I am hopeful to have a completed manual by the new year.</p> <p>We will be continuing our health insurance coverage through Premera Blue Cross for 2022. We have made one change to our wait period for new hires to receive health insurance benefits. Our current wait period has been for new hires to wait two full months of employment (this often looks like 3 months when hired at the beginning of a month). This has caused a hardship for some new hires this past year. We have changed our wait period eligibility to start the first of the month after hire date. This change is positive and should eliminate hardships for those with ongoing medical needs. We are in process of getting our benefit packet information put together by Rice Insurance and will soon be sending out open enrollment documents to staff for 2022.</p> |
| Current Challenge | <p>Two team members have put in their resignation letters this month.</p> <ul style="list-style-type: none"> • Sara Airoidi, Permanent Supportive Housing Manager. Sara has worked with NWYS for five and a half years. Her last day is November 18th. |



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| | <ul style="list-style-type: none"> • Mario Banuelos, EDI Outreach & Eviction Prevention Manager. Mario started working with us last year on a contract basis and became a NWYS employee this year. His last day is November 20th. <p>We are sad to see both staff members leave the organization, and we sincerely wish them well in all their future endeavors.</p> <p>The following positions remain open:</p> <ul style="list-style-type: none"> • On-call PAD Youth Advocate • Skagit Engagement Coordinator – candidate references are being checked at this time • Community Engagement VISTA • Street Outreach Specialist • Outreach Manager • Overnight Winter Shelter Youth Advocates – six positions to fill <p>If you know of anyone who may be interested in any of these positions, please direct them to our website for more information, https://www.nwys.org/jobs.</p> |
| Current Opportunity | <p>A lot is currently happening in the Culture and Employee Relations pillar. I am happy to see the personnel manual work underway. It is important to ensure we are in compliance for the new year. I look forward to the Cultural Impact Committee diving into the work of reviewing NWYS policies and procedures next year as well. I am eager to see their recommendations.</p> |

