



Board of Directors Board Report – September 27, 2021

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



Jenn Daly, Director of Development & Communications

Development & Communications

<p>Current Success</p>	<p>Mandi and I are excited to share that we’ve found our new Advancement Coordinator – Kenzi Murphy. Kenzi brings a passion for events and fundraising to our team and is eager to grow and learn about the advancement field. Kenzi will start in early October.</p> <p>We have completed filming for our fall videos. Flannel Media is working on editing, and we plan to start sharing video content in October and launching our full end-of-year campaign in early November. Nicole made an introduction to a new donation portal which we believe will be more affordable, easier to use and inspire reoccurring gifts. We plan to launch this effort with the campaign in November.</p>
<p>Current Challenge</p>	<p>We miss Lisa! Grant work is moving forward, but we’re missing a dedicated grant lead to hold these efforts for the organization. It will be a priority in the 2022 budget to fill this position.</p> <p>The PAD relocation and the neighborhood pushback is both heartbreaking and challenges our capacity. We have sent out letters to the neighbors and let PAD Capital Donors know via letter about our plans to move the PAD and open a shelter. Watch for an e-newsletter the week of the Board meeting as we share this information broader. If you are not on our e-mail list, please subscribe HERE.</p>
<p>Current Opportunity</p>	<p>THERE IS STILL TIME TO SECURE SPONSORSHIPS – We are actively recruiting sponsors for our 2021 video and fundraising efforts at the end of the year. We have raised \$14,500 to date from Phillips 66, Peoples Bank, Rice Insurance, Seeking Health and Birch Equipment. Our goal is \$30,000!</p> <p>Here is a link to our 2021 Sponsor package: https://4e26569c-1ed7-42d1-b160-4e7da3d8ae26.filesusr.com/ugd/adb3dd_44faa7c80c7c4171a863476650573c20.pdf</p>





Paula Matthyse, Director of Operations

Operations	
Current Success	<ul style="list-style-type: none"> All action items for closing on the property for the new PAD home for minor youth are in process and slated to be completed for closing on September 30. The commercial loan for the purchase of the property has been withdrawn as the funding from the city has become available sooner than expected. We received the award letter from WA State Commerce for funding 2021-2023 SHB 1080, Sec 1071(9a) for NWYS shelter services for young people. Finance Staff created a workable, auditable process for the use and disbursement of incentive funding for youth being vaccinated. Kudos to the team for their focus on service to youth!
Current Challenge	<ul style="list-style-type: none"> The 2021/2022 proposed budget will include a capital improvements budget reflecting our ownership needs and the plan to set aside funding for such expenses. The painting of 1020 N State Street has been delayed due to weather.
Current Opportunity	<ul style="list-style-type: none"> All service teams are working with Stephanie and Dianne to frame their budgets for 2021/2022 and looking to 2022/2023 for long range planning for sustainability and quality improvement/assurance of services. We begin work on the renewal of the MOU with the Opportunity Council for services at 22N for the tenants aged 18-24 years. The PAD license renewal is in process. The license does not expire till May of 2022, however the services being relocated in a home setting will need to be re licensed.



Rachel Handy, Director of Skagit Programs

Skagit Programs	
Current Success	<ul style="list-style-type: none"> Engagement services are going well! This month, services at the Ground Floor resumed indoors thanks to the ability to provide rapid testing for youth and more youth getting vaccinated. The team has gone above and beyond to problem solve and meet youth needs in the best way possible during Covid challenges and short staffing. Services have been on a half-day schedule and will resume to full days starting the beginning of October, now that we have hired two new and amazing staff members. The SOP, Critical Transitions teams, and Barry MacHale have collaborated to streamline outreach and services at the Whatcom County Jail. The team has an amazing visitation schedule and communication tools to help youth stay connected and supported by the agency. This is just one highlight of the outstanding team effort to support the many young people experiencing homelessness and harmful systems. Skagit Engagement is busy and Skagit Outreach Manager, Adair continues manage so much with grace and skill. From tabling at a community event, collaborating



	<p>with community partners, to meeting a multitude of youth needs, Adair is successfully maintaining services while we hire for the Engagement Coordinator position and while her teammate Alina is on family leave.</p> <ul style="list-style-type: none"> HSSP is ramping up for the school year and Dan Reece is already successfully supporting new youth in creative ways. While supportive service funding was reduced this grant year, Dan's role as Student Stability Case Manager is vital to helping youth navigate support systems and increase housing stability.
Current Challenge	<ul style="list-style-type: none"> Isolation and Quarantine beds continue to be difficult to access in Whatcom, however an email referral access point has been identified. In Skagit we have connected with Public Health and identified their referral process for IQF beds. Hiring for the Skagit Engagement Coordinator has been slow to start so we are encouraging everyone to share widely about the position. Bilingual in Spanish and English is a requirement for applicants.
Current Opportunity	<ul style="list-style-type: none"> Skagit County Public Health is working with us to fund a hotel voucher program that will go through June of 2023. This is an exciting opportunity as hotels have been an important resource for our Skagit teams and youth. North Sound ACH is collaborating on a mobile vaccine clinic for both Bellingham and Burlington locations September 24th. This is a great opportunity and compliment to the Vaccine Equity Project underway!



Luis Reyna, Director of Whatcom Housing

Whatcom Housing	
Current Success	<p>THE PAD</p> <ul style="list-style-type: none"> The PAD reopened at the end of August and has successfully hired and trained additional staff. We have had a couple youth who have aged out of the PAD, who have been directly admitted into our HUSLY shelter. One of them was able to obtain a part time job and is on track to getting into our transitional living program. <p>COMMUNITY-BASED</p> <ul style="list-style-type: none"> The county is providing us with additional case management dollars through the Emergency Solutions Grant-COVID (ESG-CV). This will allow us to hire an additional case manager in Whatcom. <p>22 NORTH</p> <ul style="list-style-type: none"> Katie Apodaca has been serving as our Temporary Permanent Supportive Housing Manager for over a month now and has been doing great. Katie has been maintaining the communication between RC's and case managers as well as improving our communication with property management. We anticipate her to remain in this position until Sara's return in mid-November. <p>EVICTION PREVENTION</p>



	<ul style="list-style-type: none"> • Skagit T-RAP is switching over to ERAP in October. This funding has less barriers for young people and will be able to be distributed at a faster rate. • Whatcom has paused all new intakes/applications in order to focus on existing youth on the waitlist. We will resume new applicants in October. • Whatcom has also hired an additional coordinator and is planning to hire one more! <p>SKAGIT</p> <ul style="list-style-type: none"> • We are restructuring our leadership team in Skagit and will hopefully have it finalized by October. This restructure will build capacity for other site projects and to build stronger relationships with our community partners. Looking forward to the visioning in Skagit.
Current Challenge	<ul style="list-style-type: none"> • We are currently operating without a Community-Based Housing Manager. I have stepped in to provide additional support to our case managers while we re-hire for that position. • The Skagit van was recently vandalized and is in an auto shop to fix the damage. We were able to get rental for the time being and will hoping to get it back in a few weeks.
Current Opportunity	<ul style="list-style-type: none"> • We have recently been given the opportunity to hold information sessions with the neighbors at the new PAD location. These sessions have allowed for staff to answer any questions or concerns the neighbors may have. • Our staff are constantly looking at ways to build partnerships. Rebecca our Housing Programs Coordinator is streamlining communication with the WHSC to ensure that the youth on our interest pool are not falling through the cracks. • We are also looking at ways to improve our paperwork and intake documents so that they are more trauma informed and through a JEDI lens.

Maverick Tang, Director of Community & Healing Services

Greetings NWYS Board,

My name is Maverick Tang, and I'm thrilled to be joining the NWYS team as the Director of Community and Healing Services. I've worked as a direct service professional at a number of social service agencies in Bellingham over the past 7 years and think that experience will be beneficial in this new role as I work towards integrating our agency's preventative services. My philosophy of care is centered around amplifying opportunities for identity creation, place making, and community building; if you have questions regarding this please reach out, these are topics that bring me joy to talk about with others.

Currently I'm in my last semester of school at Tulane University where I'm pursuing a Master's degree in social work. My journey through this program has allowed me to continue investigating the ways in which "social services" can be both healing and harmful, and what we as individuals, an agency, and members of the community can do to promote health and well-being in an anti-oppressive manner.

I will be working part time until I complete my program, with plans to start full time in January 2022. In these next few months, I'll continue meeting with and getting to know the staff who make up the community and healing services pillar. From there I hope to get a better sense of the work being done in



other service pillars and collaborate across teams to provide integrated and holistic services to the young people we see.



Shantel Rapp, Director of Human Resources

Human Resources

Current Success

Northwest Youth Services is hiring! And we have filled many positions!

The PAD: We have hired two PAD Youth Advocates:

- Cassandra (Cassie) Rossow – Cassie started with NWYS on July 6th, I am sorry I missed her on my last board report.
- Mackenzie Chesko, started August 24th.

We welcome both Cassie and Mackenzie to the NWYS Team.

Youth Action Committee (YAC): We have hired four Community Advocates:

- Trevor Asbury
- LaShaiah Dickerson
- Miguel McPhail
- Oliver Trulock

This team will start on September 30th and October 4th. We are super excited to welcome them to NWYS!

Ground Floor: We have hired two part-time Ground Floor Youth Advocates:

- Mercedes Kim – Started September 8th
- Amanda Csendes – Started September 13th

We are grateful to have them both on the team.

Community & Healing Services: We have a full team!

- Maverick Tang has accepted the role of Director of Community & Healing Services. Maverick started on September 13th. Maverick has worked with NWYS before as a contracted employee and we are so happy he has returned as a NWYS team member. With hiring Maverick our director team is now complete!
- Jordan Jackson has moved from the PAD Case Manager position to a Clinical Care Manager position. We are grateful to have Jordan on the team and excited to see him in this new role.
- Irene Costigan has returned from leave to her Clinical Care Manager position. We are very happy to have her back.

Eviction Prevention: One Whatcom Eviction Prevention Coordinator is starting soon!

- Addison Ausley, starts September 23rd. We are looking forward to having her start.

Advancement: New hire on the way!



	<ul style="list-style-type: none"> • Mackenzie Murphy has accepted our offer for the Advancement Coordinator position and will be starting the beginning of October. Advancement is excited to have her join the team. <p>Culture & Employee Relations: New hire on the way!</p> <ul style="list-style-type: none"> • Barrett Zimmerman has accepted our offer for the Human Resources Assistant and will be starting the beginning of October. I am really looking forward to getting to know Barrett and having her on the team. <p>Beyond Hiring:</p> <p>All of our supervising team members have been participating in a leadership training with Mike Beebe. Jason has worked with Mike before and coordinated this training. Mike is a consultant for Leadership for Change. We have attended two, four-hour sessions and will have two more in October. Mike has created a great learning environment (even through Zoom, not an easy task) where managers have felt comfortable participating. We are learning coaching skills that are positive and will guide us in our interactions with teammates going forward. I have really enjoyed this training and I have heard positive feedback from the team.</p> <p>Cultural Impact Committee:</p> <p>Kiana and Jason have been meeting with those who are interested in joining the Cultural Impact Committee. The team is coming together, and this work will soon be underway.</p>
<p>Current Challenge</p>	<p>The following team members have left the organization. We sincerely wish them well in their future endeavors.</p> <ul style="list-style-type: none"> • Lisa Jones our long time Grants Manager left NWYS on August 13th. She started working at NWYS in May of 2018. Lisa worked very hard in her role, and we miss her a lot. • Satkiran (Kiran) Dhaliwal – Ground Floor Youth Advocate. Kiran was with the organization for seven months. Her last day was September 10th. Her presence will be missed at the Ground Floor. • Christy Georgopolos – Community Engagement VISTA. Christy started with NWYS in February in a VISTA role. Her last day was September 16th. Christy did a lot in her short time with us and will be missed. • Senovia Lehman – Community-Based Housing Manager resigned from her position August 27th. She was with us for a short time, and we are sorry to see her leave the organization. <p>We have done a lot of hiring recently and the following positions remain open:</p> <ul style="list-style-type: none"> • On-call Overnight PAD Youth Advocate • Skagit Housing Case Manager • Skagit Engagement Coordinator • Whatcom Eviction Prevention Coordinator – one more position to fill • On-call Ground Floor Youth Advocate – two positions to fill • PAD Case Manager • Community-Based Housing Manager • Whatcom Housing Case Manager • Community Engagement VISTA <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>There is so much happening at NWYS! I am eager to see the work of the Cultural Impact Committee and how it will impact change for NWYS.</p> <p>I am grateful to have found a new HR Assistant. I look forward to working with Barrett and bringing her into the Culture and Employee Relations team.</p> <p>I am grateful that we are being provided with Leadership Training. This training is valuable for NWYS as a whole. I am hopeful that we can continue to have trainings such as this for refreshers and for new staff in the future.</p>
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Jason McGill, Executive Director

Executive Leadership	
Current Success	<ul style="list-style-type: none"> • One success this month has been locating a great new home for our PAD services • Another success has been hiring our new Director of Community and Healing Services. Maverick is a great addition to the leadership team.
Current Challenge	<ul style="list-style-type: none"> • A challenge this month is the process of purchasing the new PAD home. We have several neighbors who are opposed to this purchase, and they have decided to move forward with a lawsuit to block the use. We can still purchase the home; however, we will most likely have to go through a legal process to use the home for the intent we had originally planned.
Current Opportunity	<ul style="list-style-type: none"> • One opportunity will be to educate our new neighbors on why we chose this home and why this is a great opportunity to build community within the neighborhood.

