



Board of Directors Board Report – July 26, 2021

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



Jenn Daly, Director of Advancement

Development & Communications

Current Success

Overarchingly, it feels like our community awareness is growing. This can be hard to measure – but the examples below help to quantify this feeling that our efforts are working. THANK you to each of you for playing a role in this growth.

We are starting our work on the end of year giving campaign (goal of \$200K). This effort is starting now in hopes of increasing giving in Q4. A [new piece of collateral](#) was created this summer to help capture/define where we’re heading and to remind supporters of our work over the last 1.5 years.

This includes:

July	<ul style="list-style-type: none"> • Mail new brochure/Letter to Donors who have donated more than \$500 cumulative since 1/1/2020. • Request and Confirm Sponsorships • Plan for video content
August	<ul style="list-style-type: none"> • Mail brochure/Letter to lapsed and prospective donors. • Summer Newsletter with updates • Request and Confirm Sponsorships • Film youth stories w/ program staff
September	<ul style="list-style-type: none"> • Request and Confirm Sponsorships • Film Impact/Ask video • Plan and Confirm house party hosts/plans
October	<ul style="list-style-type: none"> • Share social media clips re: stories and impact online. • Confirm house party plans/lists • Mail Appeal/Ask to list(s). Include links to view video content.
November	<ul style="list-style-type: none"> • Attend/Co-host House Parties • Premiere Ask Video • Thank and recognize donors
December	<ul style="list-style-type: none"> • Attend/Co-host House Parties • Highlight Video content • Thank and recognize donors



Current Challenge	LISA JONES, grants extraordinaire, is leaving Northwest Youth Services in August after three (plus) years of great work. Lisa has brought her incredible talent for writing, listening, and synthesizing to this organization and the Advancement team; her departure will leave a void. Our plan is to hire an Advancement Coordinator immediately to create capacity on the Advancement team and work with Program Directors and Operations to better determine the scope of work we want to include in a new grants professional position.
Current Opportunity	<p>2021 Sponsorship – We are actively recruiting sponsors for our 2021 video and fundraising efforts at the end of the year. We have raised \$10,000 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 Finance & Operations

Finance & Operations	
Current Success	<p><u>This is an overview of the last 6 months of Finance & Operations for NWYS.</u></p> <ul style="list-style-type: none"> • Capacity and Infrastructure with multiple directors carrying scopes of work such as supervision, budgeting/expense approvals, some on-site emergency response and other responsibilities to address gaps and support staff and young people. • Meaningful Equity, Diversity and Inclusion mapping to align with mission, vision and values. • Need Director level lead and support for Housing Services and Clinical Services. Other smaller service traditionally defined services needing creative approach to delivery model. • The cost of providing PAD services for youth in Skagit and Whatcom Counties (including youth placed by the state) to ensure safety, stability and health for young people 13-17 years of age have risen due to COVID and licensing and contract compliance. • Need for Executive Leadership to connect the needs of staff, young people and the community and root in all strategic planning, budgeting and operations. • NEED investment in long-term planning, capacity building and sustainability for NWYS.
Current Challenge	<ul style="list-style-type: none"> • Make EDI, (education, healing and ongoing organizational development) the motivation for all work of NWYS. • Leverage resources focusing on sustainable delivery to maintain quality improvement and quality assurance. • Engage young people in all areas of services including policy that impacts them, visioning the possibilities, and intentionally making space for their voices and experience.



	<ul style="list-style-type: none"> • See staff needs, recognize work well done, promote transparency, shared decision-making, and solution-focused actions. • Support true continuum of care by uniting wisdom, experience, resources and creativity.
Current Opportunity	<ul style="list-style-type: none"> • Connecting the budget to needs, investing in infrastructure creating quality improvement and quality assurance • Staff Support and Wellness is a component of the work of Healing Centered Engagement • Unifying services, wisdom and experience cross county to ensure greater impact and alignment with equity, diversity and inclusion. • Engaging investors in NWYS vision to meet Capital needs. Garnering pledges from WA State and City of Bellingham for PAD relocation. • Revisioning emergency shelter services for young people in Whatcom County • Revisioning 90-day shelter services, and using NWYS property to house youth in 2022 cutting leasing expenses and directing more funding to services. • Mission, Values and Vision work engaged staff and young people resulting in thoughtful, meaningful language that reflects our now, our future and our impact with young people for a healthier, more equitable community.



Rachel Handy, Director of Engagement

Engagement	
Current Success	<p>The Skagit office move is complete! This was a huge undertaking and only possible through the teamwork of many people. We are still settling into the Burlington location but youth and staff are already utilizing the space of essential needs.</p> <p>Teamwork across all services has been amazing and supporting staff in taking summer vacations. Service needs are increasing and the organized coordination of shift coverage has largely been successful.</p> <p>Highlighting one success out of many, the SOP team is making amazing impact in a short amount of time. Not only connecting with youth in Bellingham and rural areas, but being able to continue engagement with youth to connect them with services and shelter resources. Recently a youth with emergency dental needs was able to receive those services with the help of Beth and Kata. They were able to coordinate an immediate appointment and provide transportation.</p>
Current Challenge	<p>Current challenges include settling the Burlington office and continuing conversations around renovation costs. This is priority so that the space is conducive and welcoming to youth and staff.</p> <p>The growing number of youth accessing services across all counties has highlight the need for increased staff. In Skagit Engagement services, we are excited to grow staff capacity and support. At the Ground Floor there is need for additional staff on shift at a time, now the Covid-restrictions are lifting, and youth are accessing the services at greater numbers. In SOP, the Street Outreach Advocates have temporarily increased their hours to full time</p>



	<p>to meet outcomes for the remainder of the grant period. Long term, having those positions at full time would sustain the awesome impact they are currently having.</p> <p>While we recognize there will always be limited resources for the number of youth needing support, we are noting the trends and gaps so that we can staff our services in the best way possible.</p>
Current Opportunity	<p>We are working on a smooth transition of Skagit Housing Services to Luis! I have also worked with Bonnie in Teen Court and Hannah in QYP, who will eventually be under the umbrella of the Director of Community and Healing. It is very excited for these teams to get the best support possible in the newly developed service pillars. The opportunity to have better cross-county collaboration and continuity is going to serve young people even better.</p> <p>In Skagit Engagement we received new funding to build capacity in staff supports and diversion funding. This opportunity is exciting because we know that it will help the sustainability of Adair’s work in outreach and make a greater impact on underserved youth in the community.</p> <p>Critical Transitions is in its second year and through this unique service model – to work with system involved youth to help prevent them exiting into homelessness – is really providing us with the opportunity to assess local systems and identify needed changes. We had the opportunity to provide feedback to the Department of Commerce to supplement their next YHDP application, and in collaboration with Whatcom County governments, identified the greatest system and resource gaps. The information from the CT team helped inform that feedback.</p>



Luis Reyna, Director of Housing Services

Housing	
Current Success	<p>THE PAD</p> <ul style="list-style-type: none"> • Due to the updated COVID protocols we have been able to increase the number of beds available; we now have a temporary cap of 6 beds instead of 4. Youth have also been granted access to leave the facility during open hours. <p>22 North</p> <ul style="list-style-type: none"> • Collaborative meetings between case managers and residential coordinators including property management have begun. This will help resolve any overlapping barriers and ensure tenants and youth are receiving proper wrap around services. <p>COMMUNITY BASED</p> <ul style="list-style-type: none"> • Our new Community Based Housing Programs Manager is starting Monday, July 26th. I am super excited to fill that gap and truly give the case managers and youth the support they deserve. <p>T-RAP</p>



	<ul style="list-style-type: none"> T-RAP 2.0 is just around the corner. We are expecting an increase in funding in both Skagit and Whatcom. This funding will hopefully open doors to hire additional staff in order to expend the funds more efficiently. <p>SKAGIT</p> <ul style="list-style-type: none"> New office is coming together slowly but surely! Youth have been stopping in by appointment and are really excited about the new space.
Current Challenge	We are experiencing some difficulty in finding a new home for the PAD. We will begin to get more creative in our search and reach out to our community for support.
Current Opportunity	Many of the staff from our different programs visited YouthCare in Seattle. It was a great experience to visit another agency with similar programs. We learned a lot and have the opportunity to apply some of the programming that has worked so well for them.



Shantel Rapp, Director of Human Resources

Human Resources	
Current Success	<ul style="list-style-type: none"> We have hired three young people to work at the We Grow Garden. They all started the beginning of this month. There is much work to do in the garden and we are grateful to have these young people onboard. We have hired the Community-Based Housing Program Manager, Senovia Lehman will be starting very soon, and we are excited to have her on the team. We have young people who have applied for the Community Advocate positions and interviews will be starting in the next month. The first in person Management Meeting happened at the beginning of the month. It was wonderful to be in the same room and spend time together. There was time to share why we were glad to see each other. There was fun, laughter, and camaraderie. Information was shared with all NWYS staff regarding the Washington State Long-Term Care Tax that will be starting January 1, 2022. A small team of us have been meeting to improve our orientation and onboarding process. It has been great for me to have teammates to lean on and I look forward to what will come from this collaboration and how this process can be more welcoming.
Current Challenge	<ul style="list-style-type: none"> I am sad to report that Vivian Edwards, the Human Resources Assistant has put in her resignation. She will be staying on part-time to assist until we hire a new assistant. I am grateful for this time as she has helped me tremendously. Vivian has also stepped up to help other services within the organization. She has supported the Ground Floor and the PAD when on-call support has been needed. Vivian will be moving to Tacoma and has accepted a position with the Pierce County Library System. This is a great opportunity for Vivian. We are sad to see her go and we wish her well in all she does going forward. Three PAD staff have left the organization this month, Grace Whitmer, Isabella Jones, and Danny Liddicoet. Isabella worked for the organization for 6 months



	<p>and both Danny and Grace have worked for the organization for over one year. They will all be missed, and we wish them well in their future endeavors.</p> <ul style="list-style-type: none"> • Members of our Behavioral Health Team are still out of the office on leave. • A meeting was held with the PAD team and the Director of Housing Services, Executive Director, HR, and the Justice, Equity, Diversity and Inclusion Coordinator. This was an important meeting, and much was shared. There is still work to do on communication and we are working through it. • We are still in need of filling the following positions. If you know of anyone who may be interested, please direct them to our website for more information, www.nwys.org. <ul style="list-style-type: none"> ○ Full-time PAD Youth Advocate ○ Skagit Housing Case Manager ○ Director of Community and Healing Services (this position incorporates the QYP Manager position) ○ Community Advocate ○ Human Resources Assistant
Current Opportunity	<p>The new Mission, Vision, and Values statements are out. I am incredibly proud of the team that worked so hard on these statements. There is so much more depth and meaning in these words. These are statements that I can connect with, and they provide much more meaning for me. I truly look forward to incorporating them into my work and the life of NWYS.</p>



Jason McGill, Executive Director

Executive Leadership	
Current Success	<p>During the month of July, we were able to complete our new Mission, Values, and Vision statements. Completing this action item that I laid out when I first started with the agency is a huge win for all of us. Typically, this is a longer process however, with the commitment from staff, we were able to achieve this vital action step within 4 months. Huge win for this agency.</p> <p>This was the first year that I participated in the wine festival and I must say that it was a lot of fun. I'm looking forward to next year's event when everything is opened back up.</p>
Current Challenge	<p>Not many challenges this month. However, one challenge is the inability to pay our direct service workers more than what they're getting paid. This will be an area of focus in the coming months as we will be researching the costs to increase our starting wage for a youth advocate as well as a case manager.</p>
Current Opportunity	<p>Current opportunities for NWYS going forward will be to continue to reshape the culture, and one way of doing this will be the approval of our new Mission, Values, and Vision statements.</p>

