



## Board of Directors Board Report – October 25, 2021

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



**Jenn Daly, Director of Advancement**

Advancement	
Current Success	<p>Kenzi Murphy joined the Advancement Team on 10/6/21 as our Advancement Coordinator. This is a new role and is intended to take on some of the day-to-day functions of our annual fund and communication needs – donor acknowledgement, community outreach and event coordination. We hope she gets the chance to connect with you all soon!</p> <p>Our plan for the Annual Appeal is coming together. Our goal is to raise \$150,000 in unrestricted support by the end of the year through a mail effort and social media and e-mail campaign effort. Both will be fueled by our video content created in August and September and a first-hand story from a young person who has experience at the PAD. We have raised \$29,000 of our \$30,000 of our sponsorship goal, with a \$10,000 sponsorship this month from Group Health.</p> <p>We will be hosting a small donor gathering at the new PAD house on November 18, 2021, co-hosted by Margie Kimberley. The intent is to invite former PAD supporters and donors into the new home to meet Jason and receive an update. Board members are encouraged to attend – Please save the date!</p> <p>With the support of Board Member, Nicole, we have identified a new fundraising platform that we will be introducing in November online. This new system is designed to better encourage reoccurring support, has a cleaner user interface, and is more affordable. We will be testing this platform this fall and deciding how we may incorporate it fully in 2022.</p>
Current Challenge	<p>Our biggest ongoing challenge continues to be capacity, with the exit of our Grants Manager and VISTA position in August. Mandi will be overseeing the new VISTA and is actively working with the Opportunity Council to recruit. We hope to rehire the Grant position in January and are working as an organization to further identify gaps in our processes that impact the advancement team and our collective efforts to find and maintain funding sources.</p>
Current Opportunity	<p><b>Our end of year fundraising needs your help!</b></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</p>



	<p>support that way, please let us know and we can provide you with cards and postage in early November.</p> <p>We have published two information pages online:</p> <p>We have three PAD open houses scheduled for November and December. We are organizing the Community Partners and Neighborhood events to be more guided tours with small groups of 4-6 and a tour guide who will walk through the home together. We will not be encouraging folks to stay for long but will have representatives from the organization available in the garage for conversations. If you would like to help, please let Jenn know!</p> <p>11/16/2021   4:00 – 6:00 PM – Community Partners and Funders. This invite will be made via e-mail to partners we work with in the community. Tour style as explained above.</p> <p>11/18/2021   5:00 – 6:30 PM – Donor Reception co-hosted by Margie Kimberley. Invites will be mailed the week of 10/25.</p> <p>12/2/2021   4:30 – 6:30 PM – Neighborhood Open House. Tour style as explained above. Invites will be mailed the first week of November to the Viewmont neighbors. We anticipate other neighbors will hear and ask to attend. Board Volunteers encouraged to attend!</p>
--	---



**Paula Matthyse, Director of Finance & Operations**

Finance & Operations	
Current Success	<ul style="list-style-type: none"> <li>• The 2020 annual financial statements and single audit is wrapping up the final items for completion and will include only a single finding for correction, down from six the previous year.</li> <li>• All service teams have met with Finance to produce an initial 2022-2023 draft budget for each service pillar, focusing on future planning for service improvement and long-term goals. Finance continues working toward developing strong financial skills for all pillar managers to take part in organization operations and decentralize financial knowledge.</li> <li>• Our Data team completed quarterly reports and is preparing the Management Team for upcoming narrative reports.</li> </ul>
Current Opportunity	<ul style="list-style-type: none"> <li>• Finance has chosen an Expense Management and Accounts Payable Software to automate our costly manual processes. The new software will integrate with our current QuickBooks Software, assist with capacity building and allow for future growth. A phased implementation is planned for 2022.</li> </ul>





Rachel Handy, Director of Engagement Services

Engagement Services	
Current Success	<ul style="list-style-type: none"> <li>• The Engagement team across Skagit and Whatcom is working diligently to help our young community members get vaccinated. This project has been extremely successful, and the cash incentives have been helpful to youth.</li> <li>• October is a busy month with many reports, renewals, grant applications, and contract audits. It has been a great team effort to coordinate all the pieces and I'm so grateful for our Engagement leaders as they balance day-to-day busyness with these important deadlines.</li> <li>• The SOP RHY contract carry over request was successfully submitted and we are hoping will be approved in the next couple months. This would allow us to carry over \$50,000 for outreach services into this next grant year.</li> <li>• Our young people across all counties are being incredibly supported by the team in all ways possible, as we have shifting of staff and services this fall. I can't speak highly enough about every person working in Engagement (and those who collaboratively support this pillar!) and for the way they show up daily, giving 100%. It's an honor to work with such amazing, caring professionals.</li> </ul>
Current Challenge	<ul style="list-style-type: none"> <li>• Hiring! We will have several open positions in Engagement Services. Bittersweet news from SOP Coordinator, Peter, this month is that he accepted an awesome new position and will be leaving the organization the end of the month. SOP Specialist, Kata, also received an exciting new position, and we will be hiring for both these positions. We are so excited for them both and grateful for Kata's ability to stay on staff on a very part-time basis to support outreach for the rest of the year.</li> <li>• The Ground Floor shift coverage through these transitions and scheduled staff time off is a challenge during this time. Rowan is amazing and working tirelessly to keep services going on full days. Additionally, the number of youth accessing services at the Ground Floor has doubled this year and we expect that trend to continue. Staffing to meet these needs is in the works.</li> <li>• Increased youth needs during the cold months mean our outreach and day spaces will be even more vital these coming months. The Skagit team is working on a plan to meet these needs at the Burlington office and working together to cover outreach routes with Adair.</li> </ul>
Current Opportunity	<ul style="list-style-type: none"> <li>• We were able to connect with the folks at Road2Home, who are taking over the staffing for the IQF facility in Bellingham. We are hopeful that this connection will help us streamline a referral process for youth who test positive for Covid.</li> <li>• Adair and I are looking forward to connecting with providers that have also received hotel funding through Public Health. This is an opportune moment to coordinate safe shelter services going into winter time.</li> <li>• Winter Shelter plans in Bellingham are under way and we are excited about this opportunity to best serve young people this coming season.</li> </ul>





Luis Reyna, Director of Whatcom Housing

Whatcom Housing	
Current Success	<p><b>THE PAD</b></p> <ul style="list-style-type: none"> <li>The new PAD location has been a hot topic for the month of October. We were able to have multiple staff from the agency visit the new home and even share a meal in the space. We are looking forward to continuing the visioning process of how the space will function which will include input from both staff and youth.</li> </ul> <p><b>COMMUNITY-BASED</b></p> <ul style="list-style-type: none"> <li>The Community-Based Housing Team has been working with the Eviction Prevention Team to ensure continuation of services for youth exiting homelessness. Once youth have identified a housing opportunity, the Community-Based Team assists with all costs and supports associated with moving, and the Eviction Prevention Team assists the youth with continued rental assistance. It is a great team effort!</li> </ul> <p><b>22 NORTH</b></p> <ul style="list-style-type: none"> <li>We have successfully seen a few youth exit this month which means we will be moving in new youth. The team is preparing move in kits for the new youth so they have the essentials for their new apartment space.</li> </ul> <p><b>EVICTON PREVENTION</b></p> <ul style="list-style-type: none"> <li>The Eviction Prevention Team is now complete! Mario will continue to oversee direct service in both counties and provide support to our coordinators, Juan in Skagit, and Addison and Sophia in Whatcom.</li> </ul> <p><b>SKAGIT</b></p> <ul style="list-style-type: none"> <li>The Skagit office is preparing to open the space for walk-in hours! This will allow youth to rest, dry off, charge devices, make hot food, work on the computer, and of course connect with our team. The plan is to start one day a week and slowly expand while ensuring we follow COVID protocols.</li> </ul>
Current Challenge	<ul style="list-style-type: none"> <li>Gabby Rigby has stepped into an interim Manager position as Kellie is no longer an employee at NWYS. We are currently restructuring the PAD leadership team but until then I will be providing additional support to the PAD.</li> <li>We are still working on hiring a Community-Based Housing Manager but have a few potential candidates who we will interview next week.</li> </ul>
Current Opportunity	<ul style="list-style-type: none"> <li>With the Youth Action Committee up and running I am excited for the opportunity to collaborate with them on multiple projects.</li> <li>We are currently seeking more training opportunities for staff. Especially refresher trainings for staff who want to improve their current skills. There will hopefully be opportunities to have our own staff become certified trainers in different areas and share their knowledge with the rest of the team!</li> </ul>



## Maverick Tang, Director of Community & Healing Services

Community & Healing Services	
Current Success	<ul style="list-style-type: none"> <li>• Art Hive drop-in hours have been solidified and we are working on increasing youth and staff awareness around the activities and services that can be accessed in the space.</li> <li>• I am continuing to build out the Community and Healing Services pillar and discovering many opportunities for services that were previously segmented from each other to be integrated.</li> </ul>
Current Challenge	<ul style="list-style-type: none"> <li>• We are a new team in many respects and are in the initial stages of getting to know one another – this involves working to create role clarity, develop a team workflow, build service infrastructure, and improve communication pathways.</li> </ul>
Current Opportunity	<ul style="list-style-type: none"> <li>• Continuing to craft the Art Hive space into a service hub for the youth in our community.</li> </ul>



**Shantel Rapp, Director of Human Resources**

Culture & Employee Relations	
Current Success	<p>Much has been happening in the Culture and Employee Relations pillar. We have been busy with orientations and bringing many new team members onboard. It has been a joy to have the Community Advocates join us in the Prospect office. Additionally, I am grateful to have Barrett, HR Assistant, join the team. She has been a great addition. She is learning quickly and helping me out immensely.</p> <p>We welcome the following team members to Northwest Youth Services!</p> <p>The PAD:</p> <ul style="list-style-type: none"> <li>• Haley McCauley, Youth Advocate – Haley started on September 8<sup>th</sup>, I am sorry I missed her on my last board report.</li> <li>• Charlie Butz, Youth Advocate - started October 13<sup>th</sup></li> </ul> <p>The PAD is undergoing some exciting leadership changes and I will have more information about this in my next board report. Please stay tuned.</p> <p>Ground Floor:</p> <ul style="list-style-type: none"> <li>• Shannon Rogowski, Youth Advocate – started October 13<sup>th</sup></li> </ul> <p>Eviction Prevention:</p> <ul style="list-style-type: none"> <li>• Sophia Roberts, Whatcom Eviction Prevention Coordinator - started October 20<sup>th</sup></li> </ul> <p>Skagit Team: New hire on the way!</p>



	<ul style="list-style-type: none"> <li>• Mary Garcia will be starting soon. They have accepted our offer for the Skagit Housing Case Manager position. We are in process of setting up their orientation date.</li> </ul> <p>Beyond Hiring: The leadership training with Mike Beebe has concluded. This was a valuable training. The resources provided have been saved for continued supervisor use and will be provided to future supervisors joining NWYS. It feels good to have a training where we are all on the same page and provided with the same resources and common language and tools for the future.</p> <p>The Cultural Impact Committee has been formed and they will begin meeting this month.</p> <p>Current work in progress: I have been working on the personnel manual for 2022. The manual we have been utilizing is from 2019 and really needs an update. The plan is to have it reviewed by our attorney and get it to the Board for approval in the next month to month and a half. Reviewing the personnel manual will also be a task for the Cultural Impact Committee (CIC) once it is fully underway. I anticipate they may start a review in 2022 and possibly have changes mid-year of 2022 or the beginning of 2023.</p> <p>We are meeting with our Rice Insurance Broker to go over health insurance costs in the coming weeks in preparation to send out open enrollment documents in late November, early December, for the new year.</p> <p>Annual notifications regarding our Simple IRA will be sent out to all qualifying staff by the end of October. This will provide a reminder to eligible team members who may have not signed up in the past.</p>
<p>Current Challenge</p>	<p>The following team members have left the organization or will be leaving the organization this month. We sincerely wish them well in their future endeavors.</p> <ul style="list-style-type: none"> <li>• Kellie Shanahan, PAD Program Manager, left NWYS on October 13<sup>th</sup>.</li> <li>• Peter Miterko, Street Outreach Coordinator, last day will be October 28<sup>th</sup>. Peter is moving on to an opportunity in Skagit county.</li> <li>• Max Ortiz, PAD Youth Advocate, last day will be October 30<sup>th</sup>. Max will be relocating to Seattle.</li> <li>• Serena Streitman, PAD Youth Advocate, last day will be October 31<sup>st</sup>. Serena has decided to focus fully on her educational goals.</li> <li>• Gaia McKee, temporary Skagit Housing Case Manager, last day will be October 29<sup>th</sup>. Gaia has completed her temporary position with the organization.</li> </ul> <p>We have done a lot of hiring recently and the following positions remain open:</p> <ul style="list-style-type: none"> <li>• On-call PAD Youth Advocate</li> <li>• Skagit Engagement Coordinator – bilingual experience needed</li> <li>• Ground Floor Youth Advocate – two positions to fill</li> <li>• PAD Case Manager – interviews in process</li> <li>• Community-Based Housing Manager – interviews in process</li> <li>• Whatcom Housing Case Manager – interviews in process</li> <li>• Community Engagement VISTA</li> </ul> <p>If you know of anyone who may be interested in any of these positions, please direct them to our website for more information, <a href="https://www.nwys.org/jobs">https://www.nwys.org/jobs</a>.</p>



<p>Current Opportunity</p>	<p>The Cultural Impact Committee is meeting as a group this month and I am excited to work with them in the future.</p> <p>Barrett, Human Resources Assistant, is learning quickly. I am eager to delegate tasks her way. Once she is fully onboard and comfortable within her position, I am hopeful that we can get to items that have been on hold.</p> <p>Integrating the Community Advocates into our work at NWYS has been exciting. Youth voice is vital to our organization. These young people are ready to go and are already bringing a lot to the organization.</p>
----------------------------	---

