



Board of Directors Board Report – May 31, 2021

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



Elizabeth Abbott, Acting Clinical Director

REVIVE	
Current Success	<p>In our first month of Naloxone/Narcan distribution NWYS staff distributed 8 boxes (16 doses) of Naloxone. Washington State Department of Health provided a train-the-trainer training of which 13 staff attended. These staff will be able to provide training to other staff and to young people receiving the naloxone distribution.</p> <p>We have a new SUDPT in partnership with Catholic Community Services. Amber Josylin comes to us with extensive experience supporting young people in in-patient SUD treatment and is excited to join the team. Amber will be providing drop-in hours across Whatcom County sites, which had been stopped due to COVID restrictions.</p> <p>We continue to move forward in the Medicaid approval process. We now have a fully licensed clinician on staff which will eliminate the need for our credentialing collaboration with Ryan Douglas, LICSW, in the near future.</p> <p>BHT is actively using the Art Hive for scheduled expressive arts therapy sessions and as an impromptu means of engaging with young people.</p> <p>BHT increased connection to community partners by giving a presentation of services to Sea Mar’s Child and Family Behavioral Health Department. This opportunity increased understanding of appropriate referrals in between agencies.</p>
Current Challenge	<p>The month of May has been a vivid reminder to the team of the significant behavioral health challenges faced by young people who have experienced ongoing abuse, neglect and repeated, untreated trauma. There is continued difficulty getting people the level of behavioral health care they need and deserve.</p>
Current Opportunity	<p>BHT worked with Development in applying for grants from Cigna and Washington Health Care Authority to increase capacity and NWYS connection with local behavioral health agencies.</p>



	<p>BHT worked with Development in applying for a grant that would increase capacity to support young people who have experienced or are facing imminent risk of sexual assault, abuse, or exploitation.</p>
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Jenn Daly, Director of Development & Communications

Development & Communications

<p>Current Success</p>	<p>May has seen some new and exciting partnerships materialize! May and June are always busy with funders on a fiscal calendar needing to spend down by the end of June. YTD fundraising, we’re ahead of last year at this time and almost double where we were in 2019 ... and we have a lot of momentum and exciting needs to fund!</p> <p>North Sound ACH – We are partnering with North Sound ACH, who has committed to fully funding our Youth Action Council and positions for a year. This partnership will fund four part-time positions to be filled by youth to participate in decision making throughout the organization. This effort will also support North Sound on getting youth voice in their efforts to bridge the gaps in health care.</p> <p>Acme Foods & Kitchen – We have partnered with ACME to provide local food and meal kits to the PAD. This has been a fun and exciting partnership for us and the team at ACME. For now, they have committed to \$6,000 over the next six months, and we are working together to explore ways to grow this partnership.</p> <p>Special Project “Asks” - We have had the good fortune of partnering with funders to meet specific needs. Alex Bruner and Intellitonic recently provided \$2,500 for technology upgrades for our various spaces to connect our staff teams and youth and spaces re-open. We have also received “extra” support from the Satterberg Foundation and the Whatcom Community Foundation for professional development.</p> <p>We are waiting on funding decisions from many more funders, including Skagit County, United Way of Whatcom County, HCA, Cigna, and the Group Health Foundation.</p>
<p>Current Challenge</p>	<p>We are working on getting a donor “touch” and update out in June/July. This piece is coming BEFORE our work to fine tune our Mission/Vision/Values and Strategic Plan ... hence why it is a challenge! But we see the need to remind folx that we’re here, working hard, and supporting young people, as we start to normalize.</p> <p>2021 Sponsorship – We are actively recruiting sponsors for our 2021 video and fundraising efforts at the end of the year. We have raised \$5,000 to date from Phillips 66 and Peoples Bank (thank you Hollie!).</p> <p>Here is a link to our 2021 Sponsor package: https://4e26569c-1ed7-42d1-b160-4e7da3d8ae26.filesusr.com/ugd/adb3dd_44faa7c80c7c4171a863476650573c20.pdf</p>
<p>Current Opportunity</p>	<p>Walton Match – Launching 6.1.2021</p>



	<p>Once again, the Jerry H. Walton Foundation (Walton Beverages) has awarded us with a \$10,000 matching grant for the PAD. We will be focusing our efforts on social media and would love the Board's help in spreading the word!</p> <p>June = Pride Month! We've had a few local companies reach out to support the QYP for Pride! Tony's Coffee will be launching a fundraising effort for the month of June. They will be selling tie-dyed totes on their website, with proceeds going to the QYP. The QYP has also been selected as the featured partner for PeaceHealth during the month of June. Staff members will be encouraged to support our efforts through donations and gifts from our Amazon Wish List. And ... Aslan Brewing is once again featuring the QYP in its seasonal launch of B Proud IPA – which launches on 6/1 and always sells out quickly!</p>
BOARD REQUEST	Please help us spread the word about the Walton match via social media for the PAD – we want to actualize the full \$10K!



Paula Matthyse, Director of Operations

Operations	
Current Success	<p>FINANCE TEAM</p> <ul style="list-style-type: none"> Contract renewals for City of Bellingham and Whatcom County in review process with Program Managers and Finance Team. Contracts will be renewed starting July 1st at the projected revenue amounts. Line of credit and overdraft protection completed. Pre Audit documents in process. Audit will occur in mid-June with a final report to the board by September. <p>MOUs and Contracts</p> <ul style="list-style-type: none"> The WSU Master Gardeners have secured a lease with the City of Bellingham. We will partner through an MOU with the Master Gardeners to place youth at the Garden for paid internships. We've hired a Garden Educator who starts at the end of May to work directly with youth in the Garden. Youth will be working in the Garden June 1st. Renewals for our business insurance have been completed and the business license for the new Skagit office is in process. <p>VALUATION FOR 1-2-n State Street – Completed! Broker letter of valuation returned, and the final valuation is \$1,700,000. This value is reflected in our contracts with the Housing Trust Fund for the remodel of the PAD. Our current tax assessment value is \$1,154,949.</p>
Current Challenge	Infrastructure and capacity building will be the focus of work to frame our budget for a 2–3-year view. This year will be the first year we will have a projection for 2 years to ensure sustainability through long term planning for services we provide and for the infrastructure needed for our healing centered programming.
Current Opportunity	<ul style="list-style-type: none"> PAD remodel contract documents will be signed by mid June and remodel construction will begin at the end of June/early July. <p>Mid-year budget report and adjustments presentation to the Board will occur at the June Board meeting. Stephanie Wagner, Finance Manager will provide a budget overview, outlining revenue, expenses, and how this translates to the</p>



board reports seen each month. The presentation will provide insight into the budgeting process and how at mid year we continue to check NWYS service priorities and align with our budget. There will be recommendations provided to the board from the Finance Committee for the mid-year review to be complete.



Rachel Handy, Director of Skagit Programs

Skagit Programs

<p>Current Success</p>	<p>Many program successes across Skagit and Whatcom Engagement Services!</p> <ul style="list-style-type: none"> • Skagit Connect Outreach team has had some great cross-county collaboration with engagement programs in Whatcom. Youth often move between counties and the coordination of care between staff has been exceptionally amazing. • Skagit Community Foundation funding received in 2020 has wrapped up and the team celebrated that 7 households moved into stable housing. This funding was thoughtfully spent to fill the gaps that other program funds are unable to help with, to meet the unique needs of youth impacted by the pandemic. • The SOP team made 72 unduplicated contacts with youth within two months! Highlighting one story from last week, Beth and Kata responded to a call from a partner organization to connect with two youth in crisis. The feedback from the organization this week was incredibly positive as they expressed gratitude for the support in a difficult situation. • The Ground Floor team has navigated some difficult situations this past month and the success is really the amazing coordination of staff who center the space on youth wellbeing and harm reduction, while caring for each other. • Critical Transitions is rocking support for youth who are exiting systems and managing the many referrals for this needed program. Highlighting one success of many, one youth who had aged out of the PAD then supported through CT, will be moving into a TLP apartment! • In Skagit T-RAP, Juan Arreguin has accepted the role of Eviction Prevention Coordinator and working with Mario to get the program rolling! This month they both presented in a Q&A session for Skagit landlords and continue to partner with local organizations. • Skagit Housing hired two new Housing Case Managers amidst a few staffing changes. The 17 youth in housing are in great care as Micah Nordgren steps into leadership while Andy will be on family leave. • Teen Court is excited to have the final case of the school year in-person at the Whatcom County Courthouse, along with a small outdoor celebration for the amazing Student Advisory Board Members! Bonnie has also seen an increase in respondents and their families reaching out for mental health supports. They have successfully connected families with local resources. • QYP is wrapping up a series of trainings contracted through the Department of Commerce. Page will have provided 13 training sessions on LGBTQ+ competency to a multitude of providers in the state!
<p>Current Challenge</p>	<ul style="list-style-type: none"> • The Skagit team is balancing support for youth, staff capacity, re-entry plans, and the office move scheduled at the end of June. This will be a busy month for the team so keep them in your thoughts and encouragements!



	<ul style="list-style-type: none"> • Hiring continues for two Housing Case Managers as Shantel Chance will be leaving the agency after over 5 years of being with the team and Juan moves to his new position. As most organizations are experiencing, hiring in Skagit and Island counties is especially difficult right now. • Rural outreach in Whatcom is a challenge as the SOP teams navigates how to best connect with youth outside of street-based services as homelessness is less visible in rural areas. Skagit Outreach has experienced negativity from community members on the Mount Vernon route as the state re-opens and more people are frequenting the riverfront. Adair is exploring creative ways to navigate NIMBY community perceptions and connect with youth where they are at. • Across all programs, things are busy! Staff changes and much-needed vacations means the collective team is coming together to support each other, youth and programs.
Current Opportunity	<ul style="list-style-type: none"> • SOP is bridging connections with Lummi and Nooksack tribes, as well as the Mount Baker Coalition. • Bonnie’s connection with Animals As Natural Therapy is providing exciting opportunities for youth. • Adair’s connections with other outreach providers brings an opportunity to get creative in providing outreach this summer. • Eviction prevention services in the state will be receiving more funding in the coming year and this provides an opportunity to advocate for the unique needs of youth. • The Department of Commerce released updated guidance on Coordinated Entry and I am eager for this opportunity to work with our CE partners (in all three counties) to make sure that we have systems that work for youth!



Luis Reyna, Director of Whatcom Housing

Whatcom Housing	
Current Success	<ul style="list-style-type: none"> • May was my first month as the Director of Whatcom Housing Services and Programs! It has been quite the rollercoaster ride from learning about all our programs to meeting the incredible NWYS staff. I am continuing to learn my role and understand the importance and necessity of this position. • In my transition I have been able to maintain the oversight of the Treasury Rental Assistance Program but now with a cross county lens. These eviction rental assistance programs have expanded the young people we can serve. The T-RAP team is now fully equipped in both Whatcom and Skagit. The team has been trained and have started assisting youth! • The PAD program leadership team has also been completed. We now have a solid management team that is ready learn, create, and serve. The staff and youth are excited about the upcoming renovations which we expect to begin at the end of June. • I most recently met all the Community Based Housing team and our 22N team. The Whatcom Housing team is almost complete with just a few positions to fill. I



	have been able to see the daily interactions that our team has with our youth and their hard work and commitment should not go unnoticed.
Current Challenge	<ul style="list-style-type: none"> • We are constantly working on filling both funding and employment gaps. This has caused some shifts in responsibilities to different staff throughout the agency. • With new management changes comes new ideas, different leadership/ communication styles. It will take some staff time to adjust and build trust with the new leadership team.
Current Opportunity	<ul style="list-style-type: none"> • Every time I meet a community partner is an opportunity to make our relationships stronger! • I am excited to continue to learn more about how we can best serve our youth. I am grateful to have such a supportive team that have been kind and understanding during my first few weeks.



Shantel Rapp, Director of Human Resources

Human Resources	
Current Success	<ul style="list-style-type: none"> • Good news! Many of our open positions have been filled or are in process of being filled! Thank you to those of you who may have shared NWYS openings with your network. It is greatly appreciated. 😊 • Current positions filled by our amazing NWYS staff, contractors, and intern: <ul style="list-style-type: none"> ○ Gabby Rigby – Assistant PAD Program Manager. Gabby has worked in many areas of the PAD and was most currently the PAD Case Manager. We are excited to see him in this manager role. ○ Jordan Jackson – PAD Case Manager. Jordan has been an intern with the Behavioral Health Team. He will start his PAD role June 7th. We are excited to have Jordan continue to work with us as a NWYS employee. ○ Juan Arreguin – Skagit Eviction Prevention Coordinator. Juan has worked in Skagit in a couple of different areas. Most recently he has been a Skagit Housing Case Manager. We are excited to see him take on this coordinator role. ○ Mario Banuelos – EDI Outreach & Eviction Prevention Program Manager. Mario has been doing contract work for NWYS. We are excited to have him join us as a NWYS employee. ○ Riley Brack – PAD Youth Advocate. Riley has been an On-Call Youth Advocate for the PAD and Ground Floor. He will now work 35 hours at the PAD and remain on-call at the Ground Floor. We are appreciative of his efforts in assisting both programs. We are excited to see him shift from mostly on-call to full time. ○ Angela Harwood – We Grow Garden Specialist. Angela contracted with us last year for her work in the garden. We are excited to hire her as a NWYS employee for this Summertime role. • We welcome the following new employees to the organization:



	<ul style="list-style-type: none"> ○ Sarah Bosch – Whatcom Eviction Prevention Coordinator, started May 19th. ○ Mia Huff – Temporary Skagit Housing Case Manager, started May 24th. ○ Gaia McKee – Temporary Skagit Housing Case Manager, started May 28th. ○ Blaire Sebren – Whatcom Housing Case Manager: Permanent Supportive Housing, starting June 7th. ● Many NWYS staff have been fully vaccinated and are returning to work at the office.
Current Challenge	<ul style="list-style-type: none"> ● We have five team members who have put in their resignation notices. These team members will be leaving the organization soon. They will be greatly missed. We appreciate all their contributions to the organization and their service and commitment to young people. We wish them well in their future endeavors. <ul style="list-style-type: none"> ○ Shantel Chance – Skagit Housing Case Manager, Shantel has been with NWYS for 4.5 years. Their last day is May 28th. ○ Page – QYP Manager. Page has been with NWYS for 4.5 years. Her last day is June 18th. ○ Leigh Eubank – Whatcom Housing Case Manager, Leigh has been with NWYS for 2.5 years. Her last day is June 1st. ○ Katrina Maple – On-Call PAD Youth Advocate, Katrina has been with NWYS for a little over one year. Her last day is June 13th. ○ Destinee Hardenbrook – Youth Action Committee Member, Destinee has been with NWYS for 9 months. Destinee was instrumental in helping NWYS find our current Executive Director. Her last day was May 24th. ● We have filled many of the NWYS hiring opportunities and we are hiring for 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"> ○ Overnight PAD On-call Youth Advocate ○ Skagit Housing Case Manager – one permanent position and one temporary ○ QYP Manager – position opening soon
Current Opportunity	<ul style="list-style-type: none"> ● Now that most of our staff have been fully vaccinated, we are opening our workspaces and are having more in-person interactions. Many of us have been in the office lately and it feels good to build up our in-person camaraderie. It especially feels good to see each other and laugh together. A plan is in process for how all parts of the organization can open up in consideration of the new guidelines from the CDC and Washington state. ● In June we will be having our second round of Foundational Trainings. Kiana, our Justine, Equity, Diversity, and Inclusion (JEDI) Coordinator has been doing a fine job of pulling us all together (not an easy task). She has been taking the time to gather feedback around the first Foundational Trainings. She has now sent out invites to begin our second round. I continue to look forward to these gatherings and to healing and growing together.





Jason McGill, Executive Director

Executive Leadership

Current Success	<ul style="list-style-type: none">• We have finally set the Director level structure.• All management staff will be able to participate in a leadership training that has been fully funded by a community partner.• We have been fully funded to start our Youth Action Committee. The YAC folks will be shaped by young people who have lived experience and will be actual staff.• We have moved into the “words shaping” for our Mission/Vision statements. The level of investment from the staff has been incredible and I do believe that we will be presenting statements for approval during either the June or July board meeting.
Current Challenge	<ul style="list-style-type: none">• One challenge is that our development and admin staff are at capacity. Currently identifying pathways that will help support with creating capacity.
Current Opportunity	<ul style="list-style-type: none">• Creating a young adult shelter that would serve 18-25 year olds. The new young adult shelter would be in the current PAD location. We still need to identify operation costs. The goal will be to open the shelter before the end of the year.• Moving the PAD to a new location. We will be receiving 438k from the state housing trust fund. With this funding we have an opportunity to move the PAD to a new location that fits the needs of youth. Next steps would be for the board to draft a resolution to proceed with this move.

