



Board of Directors Board Report – June 28, 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>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.</p> <p>Walton Match Complete – THANK YOU! You helped us meet the Walton Match for the PAD in record time! We succeeded in reaching \$10,000 in about two weeks!</p> <p>PRIDE Partnerships – We have had a bunch of exciting partnerships pop up in June to support our work through the QYP. These include: Aslan Brewing Co (B-Proud IPA), Tony’s Coffee (Pride Month Tote – Sold Out!), Elizabeth Station (Berry Proud Slushie), Saltine (Marsha P – Cocktail), Ideal (Book Sales), WinkWink (Book Sales), Barre 3 (donation class and proceed share) ... and I am sure I am missing something. Plus, Puget Sound Energy reached out with their new Community Support Program and donated a surprise \$5k!</p> <p>2 Roofs – With Jason’s help we have re-engaged the team at 2 Roofs. We are currently the beneficiary of the proceeds of 2 Roofs IPA at Menace Brewing and are back in their rotation for support through home sales.</p> <p>Skagit County – Our work to increase awareness in Skagit (MANDI!) seems to be working too! We received full funding on our request for support for Diversion efforts (this request was not funded in 2020).</p>
<p>Current Challenge</p>	<p>We are working on getting a donor “touch” and update out in 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 are here, working hard, and supporting young people, as the community starts 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 \$5,500 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>



Current Opportunity	As we work together to redefine our work to support young people moving forward – there in lies the opportunity for the Development Team! When WE (staff and Board) fundraise, we collectively market and sell Northwest Youth Services’ vision for the future. For the last two years, we have been doing this work without a clear vision for what’s to come. I am excited for the opportunity to define our vision and move forward.



Paula Matthyse, Director of Operations

Operations	
Current Success	<p>FINANCE TEAM</p> <ul style="list-style-type: none"> Contract renewals for City of Bellingham Contract executed. Whatcom County contracts will be renewed starting July 1st at the projected revenue amounts. Field Audit is in process with Stephanie Wagner working diligently to prepare and provide all documents needed. Kudos to Dianne Errser and Susan Aspinall for supporting the capacity needed to meet auditors’ requests. <p>PAD Remodel Contracts</p> <ul style="list-style-type: none"> All documents from WA State Commerce/Housing Trust Fund were recorded and closed with Whatcom Land Title on June 23, 2021. The PAD Renovation Team is meeting to review the drawings and remodel plan the week of June 28. The PAD will become the location for an emergency shelter for young people after the PAD is moved to a location that is more environmentally appropriate for youth 13-17 years. The remodel will move forward, starting in August, and ensure the remodel meets the needs of young people utilizing the emergency shelter.
Current Challenge	<ul style="list-style-type: none"> Mid-year budget review is in process. Any request to the board for use of reserves will occur in July. Some revenues sources are still outstanding and the review of expenses is still in happening, delayed somewhat by the audit and timing of other operational reports for contracts ending June 30. Heat! The last two weeks of June have presented high temperatures and needs for use of our last COVID funds. We’re working with program services to ensure youth have some cooling tools for their apartments, the PAD, and our office sites which may be used as cooling locations. Finding the cooling units in a timely manner is our challenge. Amazon has been a resource since local stores are sold out. Safety assessments for all sites are occurring to ensure staff and youth safety. Great appreciation to the staff members that have contributed to the planning and assessment meetings. Some needed changes: We will have an intercom and buzzer at the main door at the Achievement Center to better serve youth with appointments. Prospect will have a push handle on the front door to meet fire code. The Skagit office will begin their assessment after they’ve moved in completely and are able to design their plans. More lighting at the PAD outdoors is included in the remodel plan which will create a safer parking area for staff.



Current Opportunity	<ul style="list-style-type: none"> Working with the ED, Director of Development and PAD staff to find an awesome future home for the PAD. Funding planning is in process while we work with the city to address a zoning application, and other details to acquire the funding needed for the project. IT Update- Davin Technology has framed our 2 year plan for IT infrastructure. The plan includes safety/security infrastructure to meet our federal contract expectations for secure data. Our internal communications will be enhanced to provide internal communication in an emergency, The standardization of our equipment is in process so all staff have updated hardware for their work and our IT buildout for the Achievement Center, the PAD and Skagit offices provide consistent internet access, and access to NWYS secure data. IT policies updates will be ready for the updated policy manual which will be to the board for approval at the end of 2021.
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Rachel Handy, Director of Skagit Programs

Skagit Programs	
Current Success	<ul style="list-style-type: none"> Skagit is moving to the new office location!! It is no small task but the team has come together in amazing ways to pull it off. As of July 1st we will be fully settled in the Burlington location. Across all services and counties, staff are doing amazing work and supporting each other in the work and self-care. We are seeing an increase in the number of youth seeking services and while things are busy, program leadership staff are successfully coordinating supports. This month a couple awesome trainings were provided for staff including a De-Escalation training with Jason and a training on Harm Reduction from the Harm Reduction Treatment, Training and Technical Solutions (HaRT3S). Future trainings for staff this summer and fall are in the works! These will include a training on Youth Engagement and Adulthood, and an in-depth De-Escalation and Prevention for all staff.
Current Challenge	<ul style="list-style-type: none"> Personally, June has been a busy month due to the office move and being short-staffed in some services. As Luis and I find a balance supporting programs in our new Director roles the challenge is finding time and triaging needs. Moving costs and renovations for the Skagit office is a future challenge. We are prioritizing the move and creating a space for our needs now however to create the vision of the space that meets the needs of youth and staff, a strategic project plan and implementation is a need. Re-opening of the Achievement Center space in Bellingham has largely been successful but not without challenges. As staff continue to return to regular office hours, finding time for strategic project planning and implementation is needed and a challenge.
Current Opportunity	<ul style="list-style-type: none"> With so much shifting and the capacity building of our leadership team, I think there are a lot of opportunities for creating a supported and skilled team of service staff. I'm looking forward to collaborating with Luis on staff trainings, cross-agency collaboration, and creating healing centered services for youth.



	<ul style="list-style-type: none"> In Skagit, we received a tentative award letter from Skagit County Public Health to fund our engagement services in Skagit. This has been on of the top funding needs for Skagit services for over two years and we are anxiously waiting to hear back about this opportunity!
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Luis Reyna, Director of Whatcom Housing

Whatcom Housing	
Current Success	<p>THE PAD</p> <ul style="list-style-type: none"> The leadership team at the PAD is working on creating a training schedule for our Youth Advocates including crisis de-escalation, professional boundaries, and positive youth development. <p>22N</p> <ul style="list-style-type: none"> Opportunity Council and NWYS have been meeting as a part of a CORE team and I have seen significant growth in our relationship. We are really digging into our shared values and vision to create a place that is safe for both our youth and staff. We are also in the process of having a full-time manager on site to support case managers and implement effective programming. <p>COMMUNITY BASED</p> <ul style="list-style-type: none"> We have received a handful of promising applicants for our community-based housing programs manager position! I foresee having someone in that role by next month. <p>T-RAP</p> <ul style="list-style-type: none"> T-RAP staff have been busy in both Skagit and Whatcom. Our EDI outreach & Eviction Prevention Manager has created an excellent internal referral process to expedite the time it takes our youth to receive the assistance.
Current Challenge	<ul style="list-style-type: none"> With the end of the eviction moratorium approaching, we expect a surge in need in almost all of our programs. T-RAP will be very busy assisting households who are at risk of eviction. Rent in various of our units will also increase which will impact our budget. We will be working with landlords to offer extensions to our youth and get creative with our different funding sources to meet our youth's needs.
Current Opportunity	<p>Skagit</p> <ul style="list-style-type: none"> I am excited for the opportunity to once again be a part of the housing team in Skagit! I am working with Rachel to ensure we create an ongoing system that seamlessly connects our engagement services with our housing services. Looking forward to the ongoing collaboration we will have!



Shantel Rapp, Director of Human Resources



Human Resources

<p>Current Success</p>	<ul style="list-style-type: none"> • Last month we filled many of our open positions. This month we have hired the following staff: <ul style="list-style-type: none"> ○ Joel Zamora has returned to the NWYS team as a PAD Youth Advocate! Joel worked with us for eight years and we are grateful to have him back. ○ Peter Anderson is a new On-Call PAD Youth Advocate. He has jumped right in to working at the PAD and we are glad to have him on the team. ○ We are also in the process of hiring an On-Call Overnight PAD Youth Advocate. They will start in July and once everything is final, I will share more information. ○ Amber Joslyn has joined us as a contracted staff person through Catholic Community Services. She will be working with the Behavioral Health Team. We are happy to have her on board. • Good news! We have received funding for the Youth Action Committee, and we are now able to hire four young people to be Community Advocates. <ul style="list-style-type: none"> ○ Tristan Holmes, who has been assisting us with interviewing and who was a part of the Executive Search Committee is our first young person to have this new title of Community Advocate. We are super grateful for all the work Tristan has done and we look forward to him continuing to be a part of the Youth Action Committee. • With the new mandate from the state, we have been able to update our COVID protocols. This includes not having to wear a mask if you can provide proof of being fully vaccinated. We are still required to wear masks when young people are present. This protocol has not been changed due to the mandates around shelters. • Paula invited the Strategic Leadership Team to her home where we had a team building day. We spent the whole day together and made tamales. We spent time playing games, eating together, and enjoying each other's company. It was a truly good day and a lot of fun. Those who attended were, Jenn, Jason, Luis, Rachel, Kiana, Sydney, Paula, and me.
<p>Current Challenge</p>	<ul style="list-style-type: none"> • Currently two members of our Behavioral Health Team are out of the office on leave. They will be out for several weeks. With this news we have pulled together the team to do some brainstorming for how to support youth and staff while they are out. We have reached out to someone who is willing to provide drop-in support for youth at 22North. We are still working out the details on how this will happen. Please stay tuned. For staff, Luis Reyna and Rachel Handy have stepped up to be there for their teams to consult when needed. • 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"> ○ Overnight PAD On-call Youth Advocate ○ Skagit Housing Case Manager – one permanent position and one temporary ○ QYP Manager ○ Community-Based Housing Program Manager
<p>Current Opportunity</p>	<ul style="list-style-type: none"> • We are making plans for our management team to have an in-person meeting in July. Our management team consists of about 25 people, and we are excited to be able to meet in one space.



	<ul style="list-style-type: none"> • The second round of Foundational Trainings was a success. Kiana is now working on setting up follow-up meetings to go deeper into discussion around power and privilege. We are learning and growing together. • We are excited to see how we will thrive with having a full Youth Action Committee on the team. With the funding to hire four Community Advocates we are on our way.
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Jason McGill, Executive Director

Executive Leadership	
Current Success	<p>We have had several successes this month including:</p> <ul style="list-style-type: none"> • Celebrating Juneteenth as an agency. This will become an annual celebration for the agency. We are also currently researching the costs to formalize this day as an agency holiday. • Completed the first draft of our new mission statement. We are still finetuning the vision and core values statements, but we should have final drafts for board approval by the July board meeting. • We were awarded \$7500.00 from Satterberg so that we could provide a leadership training series for the managers within the agency. • We have started the process of finding a new location for the PAD services. • Several new staff have been hired throughout the agency and it has been reported that they chose to work for NWYS because of the culture shift.
Current Challenge	<p>With all the successes that we are experiencing within the agency, we do continue to have a few impactful challenges that I foresee will hinder or slow our growth, such as:</p> <ul style="list-style-type: none"> • With the mid-year budget projections being mapped out, we're still forecasting a deficit. In order to create capacity for staff, we will have to prioritize a path forward that will create capacity within a few staff positions. Key positions that will need immediate investments are our Development team, HR team, and Operations team. • Another major challenge is the inability to pay our staff proper wages. Although this has been looked at in the past, we will need to prioritize this for 2022. Our wage scale is a great tool that will help guide us in this process however, we will have to increase staff wages so that we are not perpetuating high turnover within the agency.
Current Opportunity	<p>I am an advocate for opportunities, and with all the challenges that we are facing, I do believe that we are beginning to shape our direction that will continue to improve the overall health of the agency, such as:</p> <ul style="list-style-type: none"> • As I mentioned, changing the culture of an agency is no small task. This is probably one of the most challenging things to do, especially for a first time ED. Despite this tall order, I do believe that with the new mission and vision that the staff are shaping, we will definitely change the culture within NWYS. This is the moment to do just that.

