

## NWYS Board of Directors Board Report – March 26, 2020

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



**Kristen Hagin, Director of Clinical Operations**

REVIVE	
Current Success	<ul style="list-style-type: none"> <li>Finding creative ways to work with you and connect with youth while being aware of the physical distance guidelines.</li> <li>Continuing to connect with the team daily through phone conversations, Microsoft Teams, Zoom and other platforms.</li> <li>We have started logging into the new client database, next step is a survey for programs and then working on editing the platform to fit our needs.</li> </ul>
Current Challenge	<ul style="list-style-type: none"> <li>Ability to be physically present in the space with the youth.</li> <li>Not all youth have cell phones, making it difficult to maintain connection during this time.</li> <li>Not hearing back about the GBHI SAMHSA grant yet. We are remaining hopeful, but have not heard back.</li> </ul>
Current Opportunity	<ul style="list-style-type: none"> <li>Team members are working on being able to get their continuing education and training done. Also, this has given us an increased amount of time to work on the database as well.</li> </ul>



**Jenn Daly, Director of Development & Communications**

Development & Communications	
Current Success	<p>Community members are eager to help where and how they can. Staff have come together with some ideas we're excited about – both on a fundraising and youth/PR front.</p> <p>Social Media Video Campaign – Page is leading an effort across our organization to collect positive videos aimed at supporting youth in isolation. I hope by the Board meeting I have more information to share about participating – and asking others to participate as well!</p> <p>“How to Help” Campaign – Lots of folks want to help – and we want that, too! We also want to ensure our community is adhering to social distancing recommendations. We'll be sharing ways that our communities can support our efforts to support youth!</p>
Current Challenge	<p>We are already hearing from funders who are shifting funding priorities to address community challenges amidst Covid-19. While time will tell, early assumptions are that this crisis will have a major impact on the economy and fundraising, not to mention a brutal impact on the young people we serve.</p> <p>As of now, all summer and fall events are scheduled to move forward.</p>

	The Walton Foundation Match is on hold for now – we’ll provide an update next month about how we decide to proceed.
Current Opportunity	Sharing the two “campaigns” above and keeping us at the forefront when conversations arise about the long-term impact of Covid-19. Sponsorship for the 2020 Gala should begin ASAP, and the timing feels off today. Ideally asks go out in early April.



**Paula Matthyse, Director of Operations**

Operations	
Current Success	<ul style="list-style-type: none"> <li>• Outline for all program managers to assess, identify and draft emergency action plans. All programs created and activated Emergency Preparedness Plans for their teams and final copies were to Operations by 3/20/2020.</li> <li>• Purchased laptops for all staff to work remotely. HINET provided refurbished laptops on sale and their time to set up was capped to make the purchases more affordable for us. All program staff utilizing laptops with VPN access. Completed 3/18/2020.</li> <li>• Whatcom Housing Case Managers, QYP, Vocational, staff providing youth with case management and support services remotely and maintaining social distancing when meeting. Phones for 20 youth in process of purchasing for youth that need phones.</li> <li>• Finance Team finalizing remote operations to ensure business continuity. Check deposits, invoice payments and most leasing agreements shifted to electronic processes. AP and AR functions fully operational and audit compliant.</li> </ul>
Current Challenge	<ul style="list-style-type: none"> <li>• Move to Prospect Street paused. Prospect Street interior improvements delayed to COVID-19 maintenance capacity by Prospect property management. NWYS opportunity to clean 7<sup>th</sup> floor location and resume packing and move when it is safe to do so.</li> <li>• Created a budget reflecting increased costs of COVID-19 for support to all NWYS programs in Skagit and Whatcom Counties for submittal to counties. (Access to funds from WA State/Counties unlikely, however budget creates a tool for use by Development, and for pivoting unspent, unrestricted funding to meet increased needs and costs in programs’ direct service.</li> <li>• Youth in programs in stressful situations, staff increasing education to youth for isolating in their housing units.</li> <li>• Youth employed in the community have been laid off from work. Impact of business closures impact youth ability to maintain paying their rents. Staff working with them to navigate any services (i.e. unemployment, education continuity, etc.) available to them.</li> <li>• Ongoing support to Vocational/We Grow Garden - manager creating broader plan of vocational support for youth utilizing the new space and working more closely with Work Source to place youth in jobs.</li> <li>• Whatcom Housing Program Manager navigating the cancellation of Housing First Partners Conference. 22N partners and NWYS was sending a team to learn more about program development and connect to housing first partners in the state. Current stressors at 22N reflect the need for stronger partnerships to support youth in Permanent Supportive Housing at 22N.</li> </ul>

<p>Current Opportunity</p>	<ul style="list-style-type: none"> <li>• PAD closure for cleaning provides the PAD team to create more youth activities for youth to stay “home” in the PAD. We will repurpose computers to the PAD for school use and employment education at the PAD ensuring our Acceptable Use policies for the PAD are in place.</li> <li>• Met with People’s Bank representative (virtual meeting) and discussed potential refinance of the mortgage on 1020 N State Street. Discussion with Finance Committee will continue to frame the planning and visioning for 1020 N State Street.</li> <li>• NWYS staff have been creative, caring and dedicated to the mission of serving youth during this uncertain time.</li> <li>• Youth dedication: At the Ground Floor while it was closed for cleaning and reorganizing, a youth was in the parking lot sweeping. When the Ground Floor Manager was asked why the youth was sweeping the parking lot, he replied “He wants to help out and asked for a broom.”</li> </ul>
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**Rachel Handy, Director of Skagit Programs**

<p><b>Skagit Programs</b></p>	
<p>Current Success</p>	<p>The month of March has been unique in many ways, as we all know and are currently responding to the challenges. The staff in Skagit have struck me once more as an exceptionally incredible group of individuals and I’ve found myself humbled daily by the privilege of working with them.</p> <p>Our success this month was marked by how staff took things in stride, responded quickly to youth needs, proactively brainstormed ways to meet youth where they are at during quarantine, and adapted to working remotely. The support of administrative staff and senior management allowed us to quickly get the technology and supplies needed to close our office and support youth remotely in both housing and outreach programs. Staff met these challenges with positive, can-do attitudes that showed how resilient and supportive they are of each other. While holding space for their own stress in these uncertain times, their focus is on how we can meet the physical and emotional needs of the youth who look to us for help every single day, and especially now.</p> <p>A couple program successes are worth mentioning:</p> <ul style="list-style-type: none"> <li>• We are fully staffed in Skagit as Daniel Liddicoet joined the team as Skagit Site Monitor. He has jumped into the position and already supporting youth on-call during these challenging times.</li> <li>• A single mother in our TL program just welcomed her fourth child into the world this last weekend. The Housing Team had worked many hours in preparation to make sure she had on-call support, transportation to the hospital, and all needs met.</li> <li>• Adair and Alina have adjusted how they provide outreach services to youth who are unhoused and needing to “shelter in place.” Adair successfully connected a couple youth to shelter services which has been no small feat as resources are scarce right now.</li> <li>• Andy received some positive feedback from a landlord that we rent the HUSLY and TL units from. They have offered an additional two units to NWYS as a result of his great communication with them and supportive leadership of the Housing Team.</li> </ul>

Current Challenge	Aside from maintaining the health and wellbeing of Skagit staff and youth, one on-going challenge is working with our current office landlord to explore the option of continuing our lease past June. Sydney is continuing to support the search for new office locations however with the added challenge of COVID-19 and working remotely, it is more pressing than ever that we extend our current lease in Mount Vernon.
Current Opportunity	As the community explores how they can help those affected by the COVID-19 outbreak, especially those without homes, we have a unique opportunity to show how essential our services are year-round. Skagit NWYS has built a small circle of support already however our presence in the community is not widely known. Mandi and I will be working together over the next couple months to create a development plan. The goal of this is to help promote our work in Skagit and garner more community support for the young people we serve.



**Shantel Rapp, Director of Human Resources**

Human Resources	
Current Success	<ul style="list-style-type: none"> <li>• Terrance Morris has accepted the position as a PAD Shift Supervisor. Terrance has worked with the organization as a PAD Youth Advocate and now joins PAD leadership. This completes the leadership team at the PAD with a PAD Program Manager and three PAD Shift Supervisors.</li> <li>• Gabby Rigby and Rebeka Carr, who worked as On-Call Winter Shelter Youth Advocates, have accepted on-call positions at the PAD. We are happy to have them continue working on the NWYS team.</li> </ul>
Current Challenge	<ul style="list-style-type: none"> <li>• Understandably, COVID-19 is consuming much of our minds and work at this time. Many staff members are working from home. This has taken some adjusting and getting used to. We are all finding other ways to do the jobs we generally do easily while in the office. It is working and has us engaging in some creative thinking.</li> <li>• We do have staff that do not have the ability to work from home and we are working to ensure their work environment is as safe as possible.</li> <li>• An Emergency Preparedness and Action Plan have gone out to staff regarding COVID-19. Things are changing day to day and we are doing our best to keep up and communicate as needed.</li> <li>• We have open positions for a Navigation Coordinator and Ground Floor Youth Advocates. Interviews for these positions have been shifted to being done virtually which can sometimes have its challenges. We are making it work with Zoom and Microsoft Teams.</li> </ul>
Current Opportunity	<ul style="list-style-type: none"> <li>• We are working on new ways to communicate virtually, through Microsoft Teams. Many meetings have been happening and it is good to be able to connect with coworkers when we cannot be in the same space. All of us are learning new</li> </ul>

	technology and I believe it will make us stronger and provide more ways to connect going forward.
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**Dean Wight, Interim Executive Director**

Executive Leadership	
Current Success	<ul style="list-style-type: none"> <li>• Senior Management and Management Team members have all stepped up incredibly to face the challenges of Covid-19 layered onto the stresses of the many leadership changes recently. While the pandemic challenge is daunting, responding to it has shown the strengths of this organization and our staff’s resilience. We are all working in various contexts with on-line video meetings that yield nimble decision-making and rapid consensus.</li> <li>• We are having success in improving our partnerships related to the We Grow garden, to include local employers interested in being partners that will strengthen the vocational emphasis of the Garden. The City now is supportive of extending our lease through this calendar year, during which we’ll be engaging multiple partners in a re-visioning of the Garden’s public benefit.</li> </ul>
Current Challenge	<ul style="list-style-type: none"> <li>• Other Directors have described the work we’re doing to respond to the pandemic. My particular challenge is to continue linking all our efforts to the broader systems responses in the community.</li> </ul>
Current Opportunity	<ul style="list-style-type: none"> <li>• The pandemic challenge is generating a community response and expanded connectivity, both technologically and among organizations, which are discovering how much they can accomplish together when pressed to confront a common threat to our community.</li> </ul>