

NWYS Board of Directors
Senior Management Report – January 30, 2020

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



REVIVE Project	
Current Success	<p>We are up to 112 enrollments in our SAMHSA grant. Each REVIVE team member needs to do 5 GPRAS (enrollment documents) per month to hit the goal of 300 by the end of the current grant. This is a lofty goal, but we have been exceeding this expectation since October.</p> <p>We have decided on the database CIL First, we are going through the contract and hope to begin to edit the database to meet our needs soon.</p> <p>Kristen is continuing to update Whatcom County on their funding and providing monthly reports. Funding was cut in half from the previous year (expected), and we were able to braid SAMHSA dollars to maintain our current staffing.</p>
Current Challenge	<p>Some anxiety while we are waiting to hear about our SAMHSA application for the GBHI grant – which would be a continuance of the REVIVE program, funding it for 5 more years. This grant was written with clear and measurable objectives that the team can accomplish.</p>
Current Opportunity	<p>This team is only 6 months old; we are still in a process of learning and growing and implementing.</p>



Kristen Hagin, Clinical Director

Development & Communications	
Current Success	<p>2019 – The year closed with success on most fronts in the fundraising department. Our team is looking at data and trends to plan efforts and continue positive momentum in 2020. <i>Jenn will share a basic overview at the Board meeting.</i></p>
Current Challenge	<p>Date for 2020 Gala – If we returned to “normal” this year, the 2020 Gala will fall on Friday, 11/6/2020. This date is available. It is also a presidential election year – unsure how that will impact moods by Friday. BTC is also holding Friday, 10/23/2020, for us.</p> <p>Assuming Tracy (Auctioneer) is available for either, is there any reason Board Members have to stay on the first Friday of November? Should we consider the move?</p> <p>2020 Gala – Mandi will attend the Board meeting in February to kick off Gala planning!</p>
Current Opportunity	<p>Whatcom Beer & Wine Foundation – Thanks to those Board members who were able to join us as the kick off for the Whatcom Beer & Wine Foundation events this year. We’re looking forward to keeping you posted on events and ways to support the foundation’s efforts.</p>



Jenn Daly, Director of Development & Communications

Operations	
Current Success	<ul style="list-style-type: none">• The PAD - Licensing paperwork is completed! The licensor should be providing our license in February. A new PAD Manager has been hired and will start work in early February.• Space - the team (Hollie, Alex, Jenn, Sydney and Paula) has worked to identify a new home for 30+ staff members. We are in the final stages of closing details of the lease. We plan to move by March 1, 2020.• Katie and Peter, Housing Case Managers at 22N will be moving to a more accessible office within the 22N complex. The greater access to case managers and increased communication will ensure more continuous support for youth living at 22N.• All aged (28) computers have been replaced and upgraded using program funds and IT capital funds designated for this process. The staff has the tools to do their work, and the new IT company has ensured everyone is functioning with current Office 365 software and updated Windows operating systems.• Finance Manager, Stephanie Wagner will present her new program report template for the program managers to use in service planning and tracking expenses. Program staff will now be able to work forward increasing our ability to project expenses and increase lean processes.• I am excited to work forward with the teams of Northwest Youth Services who are dedicated to service for youth pursuing health, safety and opportunities to become self-reliant.
Current Challenge	<ul style="list-style-type: none">• The new office space site is in a location where parking is a challenge. Thanks to Sydney and Daylight Properties, we are very close to garnering all the parking space needed at the new office site.• PAD scheduling reflects a need for consideration of the staff working overnight shifts and on-call shifts. We'll work with the new PAD Manager to create a system with incentives for the staff members who work these critically needed shifts.• Winter Shelter will close in 5 weeks. Our greatest challenge has been staffing on call coverage during the flu and snow season. The success side of the experience is that we served 36 youth in the first 18 days we were open during December. We served to date 394 youth with life-saving shelter during the harsh winter months.
Current Opportunity	<ul style="list-style-type: none">• Focus on 1020 old main office. We'll work with our bank to learn if we can refinance our mortgage loan at a lower rate. We'll also be planning for the space to be leased in the coming year to offset future leasing costs in the new space.• The new space creates some savings as we'll be letting go of the storage units we rent and the leasing costs at the 22N offices.• The We Grow Garden is in process of planning for the upcoming growing season. We're working to renegotiate our lease with the City of Bellingham and are responding to community partners who support the garden with their volunteer time during prep and harvest times.



Paula Matthyse, Director of Operations

Human Resources	
Current Success	<p>We have offered an applicant the position of PAD Program Manager. They have accepted and we expect they be able to start in the next few weeks. They in process of putting in their notice at their current employer and going through our background clearance process. We are still hiring on-call staff for the Winter Shelter and the PAD. Additionally, we are hiring for a PAD Shift Supervisor. The hope is to fill this position from within the organization as we have several internal applicants.</p> <p>Our health insurance open enrollment period went well and all those who qualified and wished to sign up were enrolled on time. Currently, I am working on our Affordable Care Act (ACA) reporting for tax purposes and plan to have it done by January 27th in time for it to be sent to staff.</p> <p>I am excited to welcome Dean Wight as our Interim Executive Director. He has fill out his hiring paperwork and will be meeting with the team next week.</p>
Current Challenge	<p>With the many changes that have happened in the last few months the Senior Management team has realized some important work is required for the personnel policy manual. We will soon be bringing it to our Program Management team to hear ideas and will then dive in fully. The hope is to have it complete and ready for board approval by the end of July 2020.</p>
Current Opportunity	<p>After some time apart due to the holidays the Management team has resumed meeting weekly. We will soon welcome Sarah Murphy-Kangas to our meeting. Sarah has met with several of our staff and I am excited to see what will come from our interactions with her. I am looking forward to staff healing and moving forward into what is next for Northwest Youth Services.</p>



Shantel Rapp, Human Resources Manager

Skagit Programs	
Current Success	<p>Collaboration updates: The Skagit Outreach & Vocational Coordinator, Adair, has continued to collaborate with Oasis Teen Shelter and other outreach teams such as Community Action and Northwest Regional Council. This collaborative work with partner agencies is incredibly vital to our presence and success in Skagit County. Mandi Rothman has eagerly offered to assist with development and collaboration efforts in Skagit to bring more awareness about youth homelessness in the community and our agency’s great work. The Mount Vernon Chamber of Commerce has been a resource for membership events and opportunities to connect with prospective supporters.</p>

Current Challenge	<p>Skagit Operations update: The search for office space continues with the help of Clay Learned, a well-known commercial real estate agent. Sydney Denessen and I are actively looking for office space to rent in our timeline and within the available budget. We recently reached out to a few of our partners at the county to inform about this need and continue to spread the word with those who support the work we do in Skagit.</p>
Current Opportunity	<p>Skagit Staff updates: through December we conducted interviews for the Youth Program Specialist position and successfully hired Alina Denman. Alina had recently graduated from the Transitional Living Program in Skagit. She is currently a student at Skagit Valley College, studying Human Services. Thrilled to have her join and anticipating this position bringing louder youth voice to programming and agency decisions. The Skagit Site Monitor position is being reopened after the candidate hired was offered a full time job elsewhere. This position is historically difficult to fill as it is part-time and on-call, however we are hopeful that we will find the perfect candidate.</p> <p>Program updates: Program managers, coordinators and leads worked together to draft the first grant report for the Department of Commerce, Office of Homeless Youth. This funding benefits the PAD, Whatcom TLP, Skagit RRH, Skagit Outreach, and the HUSLY programs in both Whatcom and Skagit. The Rapid Rehousing program is planning enrollments and working with Island County Human Services to enroll youth in Island County. The Skagit Connect Outreach program has shown the need for additional outreach and diversion efforts in Skagit. Currently funded for 20 hours a week, we are hoping to leverage additional funding through Skagit County Public Health.</p>



Rachel Handy, Director of Skagit Programs