



Board of Directors Board Report – March 1, 2021

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



Elizabeth Abbott, Acting Clinical Director

REVIVE	
Current Success	<ul style="list-style-type: none"> • Irene Costigan, Clinical Care Manager, has continued to develop her training on conversations about suicide titled “What to Do When You Don’t Know What to Do.” She has been able to present it in part and in whole several times in the month of February. • The Behavioral Health Team has actively collaborated with the 22N Housing Team and OC to create a shared understanding of ‘Strategies to Reduce Police Involvement’ to be adopted by 22N staff. • Emily LeBlanc, SUDP/T through Catholic Community Services, has created an Intensive Outpatient group curriculum for the 18-28 year-old audience. Experience has shown CCS that the day to day issues a young adult faces are much different from older adults, and that they can benefit from participating with peers. This group started a few weeks ago. • The Behavioral Health Interns are already making a significant impact on our agency! One intern has already started meeting with youth one-on-one and also stepped up to distribute blankets and other supplies throughout areas of Whatcom County during the recent cold snap.
Current Challenge	<ul style="list-style-type: none"> • The impacts of COVID continue to accumulate on young people. According to data analyses conducted by the COVID-19 Behavioral Health Group’s Impact & Capacity Assessment Task Force—there is an increase in reports of depression, anxiety, suicidal ideation and attempt, as well as all drug-related ED visits as compared to the same time period in 2019 and 2020. Young age and poverty increase the impact of symptoms. • We are mindful that the current team is not fully funded and also that expansion is needed to meet the needs of young people served by NWYS.
Current Opportunity	<ul style="list-style-type: none"> • We have one funding opportunity in the pipeline through the Upswing Coalition Systems Enabler Grant (strengthening Medicaid mental health services available to vulnerable youth and building cultural competency for providers working with BIPOC and LGBTQ+ youth) • We are working with development on an opportunity through CIGNA to fund a Clinical Care Manager and a portion of a director position for up to three years.





Jenn Daly, Director of Development & Communications

Development & Communications	
Current Success	<p>Quarter ONE is grant season! The rest of the year we keep Lisa busy with grant obligations, but the first three months of the year is always a lot to juggle, and 2021 has been no exception. To date, we have submitted 16 requests for funding from various funders, including the City of Bellingham, Skagit County, the United Way of Whatcom County and many others. Lisa Jones, our Grants Manager, is an incredible asset in this work and makes this process easy for her peers.</p> <p>This month we welcomed Christy Georgopolos to the organization as our new VISTA In-kind and Volunteer Coordinator. This role is split between Development and Outreach. It's a three-year position, with a new VISTA identified for the role each year, that we're hoping can help the organization create better in-kind donation processes that augment programs, as well as help us restructure our volunteer opportunities as we come out of the pandemic. Christy brings a lot of passion and interest in learning about the non-profit field, as well as a passion for supporting young people.</p>
Current Challenge	<p>2021 Fundraising Event Planning. We are still facing many unknowns with 2021 – will we be able to gather in-person this fall? Virtual event fatigue is real and local events are raising about 50% of their goals (this often includes sponsorship dollars).</p> <p>We would like to start soliciting sponsors for our Fall “event” with two scenarios ...</p> <p>In both scenarios, we'd like to develop a video that introduces our vision for Northwest Youth Services and where we're going. Sponsorship dollars will help us produce this content.</p> <p>Scenario #1 – Host a dinner or lunch to celebrate our new vision in person. Program focused on mission and vision, young people and an ask for support.</p> <p>Scenario #2 – Premiere this video content as the kick-off to our Fall Appeal effort. Host a virtual event and conversation about where we are heading.</p> <p>In both scenarios, we will be teeing up our events to come in 2022!</p>
Current Opportunity	<p>2022 ... Mandi and Jenn are dreaming and scheming BIG for the future of fundraising and friend-raising at Northwest Youth Services. Current conversations are focused on hosting a spring fundraising event and a fall friend raising/advocacy event.</p> <p>Connecting with Major Donors – Jenn and Jason have started the process of introducing Jason to supporters virtually. These meetings will be going on through the spring, letting folx know about our upcoming strategic planning effort and how Northwest Youth Services is envisioning the future of our community.</p>





Paula Matthyse, Director of Operations

Operations

<p>Current Success</p>	<ul style="list-style-type: none"> • Keeping housed youth HOUSED. ERAP Whatcom County served 83 unduplicated youth and 130 duplicated youth (meaning youth who were served in 2+ reporting months), and averaged 33 youth per month. NWYS paid 29 landlords and 3 motels for Whatcom County and 28 landlords in Skagit County for a total of 60 landlords that worked with us and their tenants from October 2020 through February 2021. • Exceptional teamwork occurred between the Diversion team members and the ERAP team members as they worked to identify gaps in the leasing of an apartment by a youth. All strategies proved successful and the youth was stably housed. • We’re adding a member to the Diversion Team to assist in outreach to BIPOC youth. Mario will be returning as a contracted EDI Outreach Coordinator to support the Diversion Team goals and create capacity for the team to serve more youth with the Diversion funding. • PAD renovation – draft contract documents received and under review by our attorney, ED and Finance & Operations. Final drawings are completed and the permit process is moving forward. • PAD census has been consistent and staff have created some new pro social programming to engage youth at the PAD in education, life skills, and activities for healthy development.
<p>Current Challenge</p>	<ul style="list-style-type: none"> • Ongoing work with the Housing Program Manager to work with systems to support youth housing during the pandemic. Ongoing planning and tracking are happening weekly to ensure youth needing rent subsidies have this support.
<p>Current Opportunity</p>	<ul style="list-style-type: none"> • Housing Program Manager successful in supporting collaborative learning and work of the Core Team at 22N. The MOU renewal between the Opportunity Council and NWYS will reflect this co-created work that will frame the values of the unique Permanent Supportive Housing model that provides housing for adults and youth. • Conversations with WA Commerce produces opportunity for more ERAP funding for both Skagit and Whatcom Counties, providing support to keep housed youth housed. • The failing phone system is in process of being replaced! The work will be completed by the end of the month and we’ll have capabilities for administrative use that will include using computers, and cell phones as well as desk phones to receive and make calls. This is phase 1 of the phone replacement process.



Rachel Handy, Director of Skagit Programs

Skagit Programs



<p>Current Success</p>	<p>Skagit ERAP distributed the last of the leasing dollars in February. One additional household was served, totaling 58 at the end of the grant. Luis is committed to continuing in the program when more funds are acquired and is managing a waitlist of eligible households in the meantime.</p> <p>The Housing team continues to work diligently to support youth in their housing and assisted a couple households in Island County sign leases. There is an excess of funds in one housing grant that allows us to hire an additional temporary Housing Case Manager for the Rapid Rehousing program. Luis has utilized the pause in ERAP funds to assist the housing team, fill in for staff who scheduled much needed vacation time, and be available in-person for youth. This has been an incredible help to the team.</p> <p>Skagit Outreach continued to assist youth through the winter weather and helped several unsheltered individuals to access hotel stays. Adair successfully connected with the CCS hotel program and two youth were enrolled. The team also utilized some of our own funding to provide hotels stays when the temperature dropped. We received news of \$20,000 from Building Changes for housing and support services which will greatly assist Adair’s work with unsheltered youth who are incredibly impacted by the pandemic and the winter season.</p> <p>Rachel is supporting some Whatcom engagement and outreach programs (Ground Floor, Critical Transitions, and Street Outreach Program). The GF continues to provide safe space and supports for youth surviving outdoors. The addition of Clayton in the Case Management position is incredibly well-timed to provide valuable extra support for youth this winter. The Critical Transitions Coordinator, Gabe Stonoha was welcomed to the team in February and training for success! We also filled the SOP Coordinator position and there will be more to come on that soon.</p>
<p>Current Challenge</p>	<p>In Skagit the need for low-barrier emergency shelter has shown the benefits of hotel stays however these resources are still limited. Winter weather increases risks to vulnerable individuals living outside and youth have had a difficult time getting screened into local shelter resources. NWYS is often the only option for youth and this reality is incredibly challenging when our own resources are also limited. The housing team continues to provide intensive services for youth in our temporary housing and act as low-barrier, high support services in lieu of Permanent Supportive Housing.</p> <p>In our Island County program, we continue to work with local partners to help improve the continuum of care for youth in that community. The challenges of navigating a new county system is still present a year into implementation however Andy, our OHY grant manager and local partners are actively working to improve these systems.</p> <p>In Whatcom, the increase of engagement services and case management programs has been a welcomed addition! The current challenge is streamlining these services and program leads to have coordinated processes between the new Street Outreach Program, the Ground Floor and case management supports. It is a good challenge to have and it’s been a privilege to work with the amazing Whatcom team!</p>
<p>Current Opportunity</p>	<p>Skagit Outreach has applied for additional funding through Skagit County Public Health. This opportunity is hopeful and continues our advocacy for additional local support of young people in Skagit.</p>



	<p>The addition of another temporary Housing Case Manager in Skagit is an opportunity to increase supports to currently housed youth and to increase RRH enrollments in Island and Skagit.</p> <p>With the collaboration of Mandi and Jason, I am excited about Development and fundraising opportunities in Skagit this year.</p> <p>We are exploring potential Skagit office locations with the support of Sydney, Mandi and Jason. This is giving us the opportunity to identify our needs around office and drop-in space for the agency in Skagit, to move towards sustainability.</p>
--	---



Shantel Rapp, Director of Human Resources

Human Resources	
Current Success	<ul style="list-style-type: none"> • February has been a busy hiring month! We welcome the following team members to the Northwest Youth Services team: <ul style="list-style-type: none"> ○ Maggie Newhouse, Data Entry Assistant ○ Satkiran Dhaliwal, Ground Floor Youth Advocate ○ Riley Brack, PAD and Ground Floor On-Call Youth Advocate ○ Gabe Stonoha, Critical Transitions Coordinator ○ Hannah Gough, Queer Youth Project Advocacy Specialist ○ Christy Georgopolos, AmeriCorps Vista through the Opportunity Council • We have offered Peter Miterko the position of Street Outreach Program Coordinator and he has accepted. Peter has been a Whatcom Housing Case Manager since 2018 and has been doing amazing work at 22 North. We are excited to see him in this new role. • We are underway with the screening and interview process for all open NWYS positions. • The Affordable Care Act (ACA) reporting has been completed and we will soon be receiving forms to provide to our team members by the deadline of March 1st.
Current Challenge	<ul style="list-style-type: none"> • Two PAD team members have left the organization this month, Joel Zamora and Kyleigh Ritchie. We are thankful for their contributions and we wish them both well in their future endeavors. • Though we have recently filled a lot of our open positions we still have positions to fill. The following positions are open: <ul style="list-style-type: none"> ○ PAD Program Manager ○ Assistant PAD Program Manager ○ PAD On-call Youth Advocates ○ Director of Whatcom Housing Programs ○ Street Outreach Specialist ○ Temporary Skagit Housing Case Manager • The PAD Program Manager position was very close to being filled and unfortunately the applicant withdrew at the last minute. While this was disappointing, we are currently interviewing well qualified candidates and are



	<p>hopeful to fill the position soon. Meanwhile Page, Acting PAD Program Manager, continues to do great work with the PAD team.</p> <ul style="list-style-type: none"> The Senior Management team continues to navigate the COVID vaccine process and it has not been without frustrations. As you may know we are not alone in encountering obstacles as many folx have been having a tough time accessing the vaccine. We will continue to work and advocate for our team in getting the vaccine as soon as possible.
Current Opportunity	<ul style="list-style-type: none"> We are in an exciting time of filling positions that have been vacant for some time. Additionally, we are working on new positions that will provide additional support. For the past two years I feel that the NWYS team has been working very hard to keep the NWYS ship afloat. With additional team members, we can focus on where we want to go and perhaps bring our ship to shore. 😊 Jason's time with us has been inspiring and is motivating us to think in new ways. He has been a positive presence to the team. I am personally feeling hopeful and excited to see where we go next. I look forward to the work ahead on the strategic plan.



Jason McGill, Executive Director

Executive Leadership	
Current Success	<ul style="list-style-type: none"> I have successfully completed my first month as an ED
Current Challenge	<ul style="list-style-type: none"> One challenge this month that I have experienced is more around external challenges. I've learned quickly that the North Sound community needs some healing. Within the agency, the lack of clarity around "who we are" and "who we serve" from staff, presented some concerns. Another challenge was gaining a better understanding around the lack of BIPOC staff represented within the agency. We have an incredible leadership team that is committed to this work, however, we may have unintentionally created some barriers for BIPOC staff to be employed with NWYS. Our brand in the community can definitely improve so that we can recruit top notch BIPOC staff and retain them. **this is also an opportunity** Another challenge that I can identify is not having a Director-level position that supports our engagement services: GF, SOP. Current structure limits capacity to grow in this area as we do need to create/establish a year-round emergency shelter.
Current Opportunity	<ul style="list-style-type: none"> Although the lack of clarity has been a challenge, this also presented an opportunity to reimagine NWYS. NWYS will venture into a yearlong Healing Journey Beginning in March, we will start to lay out a strategic planning process that will help guide the agency moving forward. I have identified Kathryn Peterson, an



	<p>outside consultant, who will assist/facilitate this process. We plan to pay for the consultant fees from the 10k that was allocated to my “professional coaching.” Although I appreciate those funds, I can get coaching from various folks for free.</p> <ul style="list-style-type: none">• Another point on our Healing Journey, we will need some board participation. Especially around redefining our Mission, Vision, and Core Values.
--	--

