



## Board of Directors Board Report – November 30, 2020

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



**Elizabeth Abbott, Acting Clinical Director**

Behavioral Health	
Current Success	<ul style="list-style-type: none"> <li>Through the work of the amazing development team, NWYS was awarded \$10,000 from First Federal towards maintaining the Behavioral Health Team.</li> <li>In a combined effort of the Behavioral Health Team, Jenn Daly, and Jodi Wallace, NWYS was able to provide colorful banners and balloons to help 22North residents mark the second-year anniversary of the project. Residents reportedly enjoyed the decorations and took them home at the end of the day.</li> </ul>
Current Challenge	<ul style="list-style-type: none"> <li>November 13<sup>th</sup> was Clinical Care Manager Ryan Douglas' last day. Ryan was a pivotal part of the team and was working on the Medicaid transition. Our clinical FTEs are now more in line with current secured funding, however it is insufficient to meet the current mental health needs of the youth we serve.</li> <li>The prevalence of COVID makes it increasingly difficult to serve young people and mental health needs are increasing as the pandemic goes on. The team continues to limit in-person contact however at times it is deemed necessary.</li> </ul>
Current Opportunity	<ul style="list-style-type: none"> <li>There are several grant applications in process including Chuckanut Health (clinical staffing, admin support), 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), and All in WA (supporting the development of BIPOC and LGBTQ+ MHPs).</li> <li>One master's level clinical intern is set to start their internship December 1, 2020, and another may be starting mid-January 2021.</li> </ul>



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

Development & Communications	
Current Success	The 2020 Annual Appeal has been mailed to over 2,000 donors. We're hopeful that we can make-up some of the ground we lost due to the canceled gala. Starting on 11/30, we



	<p>will be doing a hard press on social media and e-mail for the Annual Appeal. Our goal is to raise \$60,000+.</p> <p>Our <a href="#">Q4 newsletter</a> went out on 11/23. I tried some list segments to improve deliverability – it seemed to work a little. I think there are a lot of little things we can continue to try to improve delivery and open rates.</p>
Current Challenge	<p>Forecasting for 2021 is a challenge. With so much unknown, added to the economic downturn we anticipate as we collectively recover from the pandemic, fundraising is uncertain. We've begun laying the foundation for expanding our reach with individuals, but also feel the need to be conservative in 2021. We are uncertain about a gala in 2021 and should discuss as a Board in early 2021 (January).</p>
Current Opportunity	<p>\$10,000 FACEBOOK MATCH (ANNUAL APPEAL). On Monday, 11/30, we will be launching a matching challenge for the remainder of year. Ellie Posel (former Board Member) has agreed to fund a \$10K match! Please make sure you're following Northwest Youth Services on Facebook and Instagram and SHARE FREQUENTLY about our efforts in the coming month.</p>



**Paula Matthyse, Director of Operations**

Operations	
Current Success	<ul style="list-style-type: none"> <li>• Remodel of 1020 N State Street in final stage and walk through with contractor scheduled for December 4<sup>th</sup> possible. (Late afternoon)</li> <li>• Amazing work has been done by the Whatcom Eviction Prevention Team, Mario Banuelos and Brel Froebe. They have served 17 Whatcom youth in the program since they started late October. Landlords working with the ERAP Team has kept youth housed during this global pandemic.</li> <li>• The audit is complete and I share gratitude for the work of the Finance Team, Stephanie Wagner and Dianne Ersser. They are diligent, detailed and lean in when they see where they can support program staff, directors and our partners in the community.</li> <li>• Documents for the PAD remodel funded by the Housing Trust Fund have been sent and we're working on the next steps for title search and final to-dos so a contract can be signed in December.</li> </ul>
Current Challenge	<ul style="list-style-type: none"> <li>• The ongoing challenge has been the research of the IT event of September 18. The insurance company and team of support professionals have been working to acquire more information for NWYS to help in the determination of details needed for next steps.</li> <li>• The 2021 projected budget is still in process of being framed. The board will receive a draft budget this month. Ongoing conversations with Program Managers continue as we refine the budget. Though the salary and wage scale increased costs we are now on a path ensuring we can maintain staffing of programs by the most professional Advocates, Coordinators, Case Managers and Program Managers. Our first steps toward retention and succession planning have been achieved.</li> </ul>



Current Opportunity	<ul style="list-style-type: none"> <li>The PAD Program is receiving a complete assessment and alignment with Positive Youth Development, Trauma Informed Care, Youth Mental Health First Aid and youth engagement as partners in the program agreement. We're excited for Page's leadership and firm grasp of the needs of youth, and PAD staff.</li> </ul>
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**Rachel Handy, Director of Skagit Programs**

Skagit Programs	
Current Success	<p>The Skagit ERAP program has seen a great response this month and Luis has enrolled 20 youth to date. Most landlords have responded positively to the program and Luis' skills in networking has been incredibly valuable. Luis attended a local meeting with Community To Community (C2C) and had a line of applicants for over three hours. It was a huge success and we are looking forward to serving even more households next month.</p> <p>Skagit Housing had a busy month filling some available spots in HUSLY, TLP and RRH programs. There have been increased referrals from Island County after Andy's successful collaboration with the county and local organizations. We have 4 youth enrolled in RRH now and are on-track for a successful grant year. The Housing Team continues to support youth through these challenging times and all have been incredibly resilient.</p> <p>Skagit Outreach connected youth to the housing programs this month and other resources in the community. One youth who is living outside was able to enroll in RRH and continue to work with Alina and Adair to obtain housing and maintain their employment. Another youth who got into Oxford Housing was able to obtain employment and is working towards getting a HEN voucher.</p>
Current Challenge	<p>Skagit ERAP has been problem-solving around new challenges when working with youth who are undocumented. For youth who are doubled-up or concerned about reporting rental assistance as income is proving to be a barrier to receiving assistance.</p> <p>Skagit Housing needs 1 to 2 more master-leasing units this year. While one 3-bedroom unit was acquired this year for the TLP program, we still have approximately \$14,000 in leasing dollars that were underspent this year. As we go into this fiscal year we are getting creative in how to obtain more units within the FMR and be able to get to our proposed capacity for TLP.</p> <p>Skagit Outreach is providing hot drinks and oatmeal on their Tuesday outreach routes in downtown Mount Vernon. One challenge has been finding a place to heat water in preparation for the routes. Temporarily they are utilizing the kitchen at Oasis Teen Shelter but are looking for other kitchen spaces that they could use if the shelter is unavailable for any reason.</p>
Current Opportunity	<p>Rachel and Luis met with the Reverend Paul Moore from St. Paul's Episcopal Church and had a great discussion about outreach for ERAP and future collaboration ideas. The</p>



	<p>support of the faith community is something we have yet to cultivate in Skagit county and we are hopeful that this new connection may benefit youth in all programs.</p> <p>At our quarterly Skagit Shelter Provider meeting, two local organizations offered to share their surplus of holiday food donations with our agency. The support of the Anacortes Family Shelter and Skagit DVSAS provides some added food resources to youth this Thanksgiving and is greatly appreciated!</p>
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**Shantel Rapp, Director of Human Resources**

Human Resources	
Current Success	<ul style="list-style-type: none"> <li>• All Northwest Youth Services staff have been placed on the new wage scale! This task is now complete!</li> <li>• Three new PAD Youth Advocates have been hired: Connor McAdams, Kyleigh Ritchie, and Isabella Jones.</li> <li>• With Tanya Francis' leaving, Barry MacHale has transitioned from his Whatcom Vocational Specialist role to Whatcom Vocational Coordinator.</li> <li>• Rowan Salton has accepted the Ground Floor Manager position and will be moving from QYP Advocacy Specialist &amp; Ground Floor Advocate to this new role starting November 23, 2020.</li> <li>• We are in the process of hiring a Finance Assistant. I will provide more information once this is official.</li> <li>• Interviewing has begun for the Whatcom Youth Diversion Coordinator position.</li> <li>• We anticipate starting to interview candidates for the EDI Coordinator positions next week. We have 6 qualified applicants.</li> <li>• Second interviews are in process for the Executive Director position.</li> </ul>
Current Challenge	<ul style="list-style-type: none"> <li>• Funding regarding hazard pay is once again on the table. The county has verbally stated they would continue providing funding for hazard pay and we have not received formal documentation. In the meantime, we have notified staff that we would continue hazard pay on a pay period to pay period basis until we hear more.</li> <li>• NWYS is currently working on filling the following positions: <ul style="list-style-type: none"> <li>○ PAD On-call Youth Advocates</li> <li>○ QYP Advocacy Specialist</li> <li>○ EDI Coordinators</li> <li>○ Whatcom Youth Diversion Coordinator</li> <li>○ Executive Director</li> <li>○ Skagit Site Monitor</li> </ul> </li> <li>• The PAD is going through a transition period. Amber Gray is no longer working for the organization and Page has stepped up to take on an Acting PAD Program Manager role. Jordan Romager has also resigned from the organization and has taken a position at the Opportunity Council. The PAD leadership structure is now under review. Additionally, during this time, training and PAD processes are being</li> </ul>



	<p>reviewed with hopes of creating an even stronger PAD team. We anticipate opening the PAD Program Manager position soon.</p> <ul style="list-style-type: none"> <li>• Open enrollment for our 2021 health insurance plan will start the beginning of December. We will continue to offer the same Premera medical plan and will be changing our dental plan from MetLife to Premera. The offerings of these plans are very similar and there should be no loss of benefits to staff.</li> </ul>
Current Opportunity	<ul style="list-style-type: none"> <li>• In looking at the PAD and our training needs, we hope to get trainings on track for the organization. Prior to Page taking on the Acting PAD Program Manager position, she had offered to work on our overall training plans. I imagine her work at the PAD will be reflected in our trainings going forward.</li> <li>• The Implicit Bias Training with Kimberly Harris is almost complete for all our groups. These trainings have been informative and well done. I am excited to see where our learning will take us in our EDI work.</li> </ul>



**Dean Wight, Interim Executive Director**

<b>Executive Leadership</b>	
Current Success	<ul style="list-style-type: none"> <li>• The Medina Foundation has awarded us a \$30,000 grant for operating expenses for 2021</li> <li>• All those noted above by other Directors!</li> </ul>
Current Challenge	<ul style="list-style-type: none"> <li>• The PAD is undergoing a complete review in the process of hiring a new Manager. As noted above, Page has stepped in as Interim Manager and is doing great work.</li> <li>• Echoing the challenges described by the other Directors.</li> </ul>
Current Opportunity	<ul style="list-style-type: none"> <li>• We are continuing to work on securing a role for NWYS as a Medicaid provider, so that funding stream can be tapped in service to our youth. Setting up billing for outpatient mental health services by the Behavioral Health (formerly REVIVE) Team is in process; we are then pursuing being a provider of Foundational Community Supports (Supportive Housing and Supported Employment), which may allow us to bill for services we already provide without full funding from other sources.</li> </ul>

