



## Board of Directors Board Report – June 27, 2022

*At Northwest Youth Services, we affirm youth experience and autonomy, as we work together to foster collective healing and justice, in order to dismantle the systems of oppression that perpetuate youth homelessness.*

### Maverick Tang, Director of Community & Healing Services

Community & Healing Services	
Learn	Over the last quarter there have been numerous shifts within the Community & Healing Pillar; this includes new staff additions to our team - Emelie Sanabria has joined us as our Art Hive Coordinator and Terrance Morris has been promoted to the Associate Director of Adolescent Services. Another notable addition is the PAD moving under the Community & Healing Pillar. This is an exciting opportunity for us to revamp how we've approached our adolescent services. As we continue to build out our services and strive towards integration, we are gifted the ability to learn from new team members, learn about ourselves, and learn how we can better come together to create our one program model.
Create	Speaking of creating, we are generating enormous creative energy as we restructure PAD services and continue growing other community & healing service areas. Leadership in this pillar has been focused on applying to grants that will support service growth; we have recently been awarded a grant to support behavioral health services in the PAD and are waiting to hear back from the Group Health Foundation on a similar grant.
Connect	As we move through the phases of restructuring, rebuilding, and reorienting our services, we have had chances to connect with community stakeholders to learn more about how we can contribute to the health of the social services ecology in Whatcom and Skagit counties. These connections are integral to informing our development as an organization and we are eager to see these connections expand as we move forward.

### Nicole Torres, Contracted Clinical Director

Clinical Services	
Learn	During the last few months, my role as Clinical Director is focused on supporting Jason McGill's vision of NWYS as a One Program. This means that (1) all staff will learn about the logistics of clinical integration as a form of capacity building, and (2) how NWYS is one large team that contributes to the health and wellbeing of the youth that we serve, and by extension, the wellbeing of our larger community Whatcom and Skagit Counties.



Create	In collaboration with some members of the Leadership Team, I had the opportunity to facilitate two leadership staff retreats where folks had the opportunity to start envisioning what the purpose and goals of a One Program Model would look like for the teams that they lead.
Connect	These retreats allowed members to create, reflect, and connect with other NWYS members where they were able to step away from their day-to-day activities and use their imaginations to dream of new and novel ways to provide services. Staff members were also provided with some basic tools to understand what a transition to an antiracist organization means in the context of living in Bellingham, and more specifically, in the context of NWYS. We also connected through dancing, making paper flowers, and through other nourishing activities - such as lunch and being outside for fresh perspectives.

### Mandi Rothman, Director of Advancement

Advancement	
Learn	<p>With upcoming department change on the horizon, I've begun working on guides to help ease with the transition for the new Director, as well as for the board. I recommend that board members (both present and future) meet with the new Director to understand agency needs, determine board capacity and limitations, as well as understand how board contributions impact the success of private foundation grants.</p> <p>We're continuing to train staff on how to update their respective pages on the website, thereby giving them a greater sense of control on how we're representing their programs outwardly. T-RAP and Employment &amp; Education have been successful in updating their information and have shared their appreciation for being part of a more inclusive process.</p>
Create	The collaborative grants process continues, with Sophia taking the lead with project managing these efforts. Special thanks to Rachel, Mav, and Nicole for their involvement in making these team projects. We're incorporating a post grant check-in to encourage process feedback as well as gauge the total time investment for each award in order to better evaluate the staff cost each for each award.
Connect	PRIDE Month has created a lot of opportunities for organic community outreach. Long standing community support from businesses like Aslan and Tony's Coffee continues, while new opportunities with Wild Buffalo, Barre3, Gruff, and Cosmic Games (to name a few) provide us new avenues for community connection. PSE selected NWYS as the Community Night beneficiary for the June 22 <sup>nd</sup> Bellingham Bells game, and Flatstick Pub chose us for their Sunday Fundraise campaign for August.

### Paula Matthyse, Director of Core Mission Support

Core Mission Support	
Learn	<ul style="list-style-type: none"> <li>Finance has trained all staff on Certify, our new expense management software</li> </ul>



	<ul style="list-style-type: none"> <li>• Finalize the 2021 audit, with a focus on testing the new federal eviction prevention funds and the additional requirements of that funding</li> <li>• The Data Team attended Anchor Community Initiative and One Program Model learning sessions, collaborating with internal and external partners to imagine the future of both programs from a data perspective</li> <li>• Contracts ending June 30, staff teams are in process of gathering reporting information and providing renewal information for funders</li> </ul>
Create	<ul style="list-style-type: none"> <li>• CMS/Finance and Operations are able to access new capacity-building funds through the ACI initiative to increase capacity/sustainability in CMS infrastructure. Finance is projects to add a payroll specialist to the team in the next quarter.</li> <li>• The Anchor Community Contract also created capacity for an additional part-time team member addressing the increases in data entry and reporting.</li> <li>• NWYS has transitioned our new insurance broker, The Partner Group which will increase our due diligence for insurance services. TPG will advocate for our organization regarding costs, claims and ensure we have regular communication and updates for both our health and liability insurance needs. Staff will have a designated individual to work with them on health insurance questions/claims.</li> <li>• Contracts with Department of Commerce have been fully executed for the PAD House acquisition.</li> <li>• Permit for remodel/retrofit of the PAD House for minors has been approved. The Development Team will continue to define next steps and a timeline.</li> </ul>
Connect	<ul style="list-style-type: none"> <li>• The Finance Team transitioned back to the office at 106 Prospect St. It has been really nice to connect more with program staff and with each other! (Dianne notes)</li> <li>• Finance is integrating new and changed operations into mid-year budget adjustments, ensuring services and pillars interweave to support each other and the youth we serve.</li> <li>• Ashtin Carnahan has set up regular meetings with Grants Coordinator, Sophia Roberts to discuss how the two teams can work together to improve learning and impact.</li> <li>• NWYS welcomes Leander Moore as our new part-time Maintenance Technician. Leander will provide our property maintenance and repairs for all our properties.</li> </ul>

## Rachel Handy, Director of Engagement Services

Engagement	
Learn	<p>Engagement Services in Skagit and Whatcom are continuing the learning journey this quarter. In Skagit, the team is partnering with the Skagit Anchor Community Initiative (ACI) and the YMCA to learn how to change systems and utilize resources. With the new addition of the Skagit Engagement Coordinator, we are also on our way to build out sustainable front door services.</p> <p>In Whatcom, we are working as a cross-pillar team to learn how to support youth under the age of 18 in services. Support and resource navigation for minors often looks different than for young adults, and they experience systems in a unique way. We are learning what prevention, diversion and safety can look like in the One Program model. Both counties have unique opportunities for learning and growth as we move towards the One Program, and I am excited to learn alongside the organization in this season of change.</p>



Create	<p>Creating sustainable services and staffing in both counties is a continued priority. In some ways this is being supported by new or renewed grant funding opportunities that have been presented this spring.</p> <p>In Skagit, the ACI will provide some additional service funding and in Whatcom we have successfully applied for funding specific for youth who have exited systems of care. This opportunity will help build out age-appropriate support for adolescent and young adult services. The Young Adult Shelter received a much-needed grant for food costs. While funding is important, we also know that system change and strategic use of existing resources is equally important.</p> <p>NWYS is creating this within the organization and the ACI in each county is guiding the community to build system-wide changes, not just looking to funding as an only solution. This is an important time for our community and we are looking forward to the creativity ahead.</p>
Connect	<p>Connection for Engagement Services, both for youth and staff, is on-going and a collaborative effort with other pillars. Opportunities to connect as a community and team are happening in a few different ways. As we are learning and creating in the ways above, centering connection for youth, staff, and the community is important in this work together.</p> <p>For myself in my own journey, it is often asking “what is healing, what is accountability, and what is growth?” It feels we cannot have one without the other and is relevant in all new challenges and connections with youth, each other, and the community. Culture shift and authentic connection across counties is an important piece of our healing journey and NWYS leadership has made great strides in this hard work.</p>

**Luis Reyna, Director of Housing Services**

Housing	
Learn	<p>The Housing Pillar has been experiencing some difficulties with staffing but is working diligently to fill vacant positions. We have made changes to the minimum qualifications to better reflect the pay for the case manager role.</p> <p>The Housing team has been doing a great job of assisting youth during various transitions at 22 North. We are learning how to best communicate with Opportunity Council staff in order to provide the best service to all tenants at 22N. We are focusing on community engagement both within the facility as well with external neighbors. I will also be participating in the 22N Community Taskforce meetings.</p>
Create	<p>We have really been trying to strengthen our onboarding process by creating solid training plans and detailed job duty handbooks. Ongoing training for our direct service staff is also an area where we want to create more opportunities. We have spoken to our funders to provide more access to trainings and even bring trainings to our organization.</p> <p>The Eviction Prevention team has connected with various landlords, colleges, and property managers and have assisted over 130 households during this quarter. They have created and shared marketing materials throughout the county and are continuing to serve the households most in need.</p>



Connect	<p>The Housing Team had its first Housing Pillar meeting. This was an opportunity for housing staff across both Skagit and Whatcom to connect. We had some team building activities and discussed how we can apply the Learn, Create, Connect model to the different levels of the pillar from how it applies to youth, staff, and the organization.</p> <p>We have also connected with Lydia Place and received our first voucher during this period. We hope we can continue to receive vouchers for our youth in the months to come. In Skagit the team was able to visit the Triumph Teen Center and make connections with the Director and staff. We are working to see how we can partner and potentially use their awesome space.</p>
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## Shantel Rapp, Director of Culture & Employee Relations

Culture & Employee Relations	
Learn	<ul style="list-style-type: none"> <li>• On June 17<sup>th</sup> I will be transitioning out of Northwest Youth Services. It has been an honor to work for NWYS! I will miss my time here very much and after almost 8 years it is time for a change. I look forward to supporting NWYS from afar.</li> <li>• The CER Pillar includes incredible individuals, and I am confident that it will continue to grow and do great things.</li> <li>• Barrett Zimmerman has been promoted to Culture &amp; Employee Relations Manager. Congratulations Barrett! Barrett and I have been working together closely on many tasks that she will be taking on. She does and will continue to do outstanding work for the organization.</li> <li>• Sydney Denessen, Culture &amp; Strategy Manager will be focusing on trainings (in coordination with Kiana) and assisting Barrett in taking on CER tasks as needed. Sydney is an amazing contributor to the team and her knowledge of so many areas of the organization is a real plus for this pillar.</li> <li>• Kiana, Justice, Equity, Diversity, and Inclusion (JEDI) Manager will continue to support the CER Pillar. She will assist Sydney with gathering information around trainings and will help with mediating staff situations should this service be needed. Kiana is also someone who has been incredibly valuable to this pillar and to the organization overall.</li> <li>• As you can see the CER Pillar is blessed with talented individuals and I am very proud of them and grateful for all the time we have spent together. 😊</li> <li>• In the works, Jason is in process of bringing on someone to assist in providing guidance to the CER pillar on an interim basis until the hiring of a new Director of Culture and Employee Relations can happen. Please stay tuned for more information as it develops.</li> </ul>
Create	<p>The CER Pillar continues to be dedicated to NWYS Mission, Vision, and Values. I fully anticipate this team to continue to work on ways to empower NWYS by focusing on</p>



	diversity in hiring practices, retaining staff, taking time to celebrate accomplishments, staff wellness, and in providing trainings for staff to learn and grow.
Connect	<ul style="list-style-type: none"><li>• Kiana has begun to supervise Oliver Trulock in a new position for NWYS through the Anchor Community Initiative (ACI). Oliver is NWYS' new Youth &amp; Community Engagement Coordinator. This position collaborates actively with A Way Home Washington, and will engage with youth and young adults, and conduct outreach to agencies, specifically LGBTQ+ and POC organizations in the area who are working towards ending youth homelessness.</li><li>• The Whatcom County Health Department has provided the funding for two supplemental pay bonuses to go out to qualifying direct service employees and other staff who qualify. The first bonus was provided to qualifying staff on May 25<sup>th</sup>. The second bonus will be distributed to qualifying staff in September 2022.</li><li>• We continue to fill positions and onboard new team members. Please visit the website at <a href="http://www.nwys.org">www.nwys.org</a> to find information about open positions. Please share with your network if you know people who may be interested.</li></ul>

