

NWYS Board of Directors Board Report – February 27, 2020

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



Kristen Hagin, Director of Clinical Operations

| REVIVE | |
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| Current Success | <ul style="list-style-type: none">Continuing to work on SAMHSA enrollments.Team building has been a strength in the past month. Additionally, each member of the team has some vacation scheduled!Continuing to work in every department and developing programming at the PAD and 22 North to engage youth and young adults. |
| Current Challenge | <ul style="list-style-type: none">Still waiting to hear from the SAMHSA GBHI grant – the new 5-year grant – this has increased some anxiety within the team while we are waiting to hear. |
| Current Opportunity | <ul style="list-style-type: none">Partnership with the housing team has continued to grow and we are partnering with OC to use their space at 22N for informal programming.Members of the REVIVE team have some upcoming trainings that they are excited about bringing back the information to staff at NWYS. |



Jenn Daly, Director of Development & Communications

| Development & Communications | |
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| Current Success | <p>Q1 is, as usual, heavy on grant applications and planning for 2020. Lisa is working with program managers to ensure applications and reports are submitted on time.</p> <p>We are excited to be adding the Whatcom Beer & Wine Foundation events to our 2020 fundraising calendar. The 2020 Wine Event is scheduled for Saturday, 7/25, the Beer Event is TBD. The foundation requires Board involvement – we hope you can make it to one or the other!</p> |
| Current Challenge | <p>Time Management. I've been spread a bit thin with program management and external meetings this year. I have a ROCKSTAR team who is moving work forward, but it doesn't feel as "planful" as any of us would like.</p> |
| Current Opportunity | <p>Mandi is already hard at work on 2020 Gala prep – and will be at the February Board meeting to chat about getting board representation on the 2020 Gala Committee. Save the NEW Date of 10/23/2020 – we hope to have physical save the date cards and sponsorship information to hand out at the March Board meeting.</p> <p>Upcoming Social Media Sharing</p> <ul style="list-style-type: none">April 23, 2020 – National Give OUT Day! The QYP and NWYS is participating in National Give OUT Day in April! |

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| | PAD Matching Campaign (Jerry H Walton Foundation) – Kicking off in May (TBD), the 2020 Walton Match Campaign will raise \$10K for the PAD, which will be matched by the Jerry H Walton Foundation. |
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Paula Matthyse, Director of Operations

| Operations | |
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| Current Success | <ul style="list-style-type: none"> NWYS signed a lease with Hall Properties LLC for office space at 108 Prospect Street. Suite 106 will provide space for direct service providers of QYP, Housing and Vocational Programs. The lease begins April 1, 2020. Finance launched a new monthly report tool supporting Program Managers budget management and expense tracking. The tool has been well received by the Program Managers. Finance and HR staff have identified capacity-building strategies that will move finance related actions to finance department to support of Human Resources. Amber Gray, PAD Manager started fulltime 2/17/2020 and is in PAD contract and budget orientation process. Banking and electronic contracts contacts have been completed with Lori Nichols as an authorized contact and Paula Matthyse as back up contact. |
| Current Challenge | <ul style="list-style-type: none"> The license for the PAD is still in process. The licensor working with NWYS has left the position and our contact is the supervisor. Policies update for programs has been an ongoing goal. Many documents deemed policy are being reviewed, and policy will be clarified, and procedures will be updated reflecting safe practices for staff and youth in programs. |
| Current Opportunity | <ul style="list-style-type: none"> The We Grow Garden lease expires April 5, 2020. A letter of renewal of a new lease for The We Grow Garden, A Youth Vocational Training Garden was submitted to the City of Bellingham. The proposal outlines a co-partnership with WSU Extension to operate the garden and outlines broader engagement of youth in NWYS programs, youth in public and community education programs. <p>Meetings Attended- 1/30/2020 – City of Bellingham, Parks and Recreation – Garden Lease 2/4/2020- Opportunity Council- Housing Retreat 2/6/2020 - DV Commission- Exploring restorative justice to address domestic violence and sexual assault</p> |



Rachel Handy, Director of Skagit Programs

Skagit Programs

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| Current Success | Skagit staff has successfully begun implementation of the Rapid Rehousing Program in Island County. The Skagit Connect Outreach team is also successfully engaging and serving youth in our community in a way we have not been able to do before. We look forward to seeing how these programs impact youth this spring. |
| Current Challenge | The current challenge for Skagit operations is locating an office space by June. There have been some good prospects, one which we are exploring in downtown Mount Vernon. More to come in the next couple months. |
| Current Opportunity | Opportunities abound in the development front, in which multiple staff have joined Mandi in attendance with Chamber of Commerce events. This has spawned some great conversations with the community and will no doubt result in some strengthened partnerships and fund raising. NWYS was recently contacted to receive an award from the Chamber which is an exciting and humbling opportunity to promote the work being done in Skagit. |



Shantel Rapp, Director of Human Resources

| Human Resources | |
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| Current Success | <ul style="list-style-type: none"> The Winter Shelter's last day will be February 29th. There are plans for a celebration with staff. A lot of hard work was put into this first year and many pitched in and worked above and beyond their regular work duties. It is time to stop and celebrate this accomplishment. Amber Gray started her first full day as the PAD Program Manager on February 17th. Amber has worked at the PAD before as a Youth Advocate. We are grateful to have her return to Northwest Youth Services. Interviews for the PAD Shift Supervisor have been conducted and the hope is to have this position filled by the end of the week. The Affordable Care Act (ACA) reporting has been completed and the tax documents have been distributed to staff. Dean has jumped right into his role as Interim Executive Director and has been a great support. |
| Current Challenge | <ul style="list-style-type: none"> We currently have open positions for PAD On-Call Youth Advocates and the Skagit Site Monitor positions. Luckily, some of our Winter Shelter staff are interested in applying for these open positions. Interviews will be underway soon. Copies of the personnel policy manual have been given to the Management Team and will be due back with comments to HR by March 2nd. The intention is to have them review, ask questions, and share ideas. We will then gather these ideas and begin the next steps for an updated personnel policy manual. |

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| Current Opportunity | <ul style="list-style-type: none"> The Management Team met with Sarah Murphy-Kangas and compiled a list of hot topics. We are in process of prioritizing this list and planning where we go from here. |
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Dean Wight, Interim Executive Director

| Executive Leadership | |
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| Current Success | <ul style="list-style-type: none"> Meetings with the Management Team over the last three weeks have been valuable in identifying and prioritizing organizational issues and beginning to demonstrate transparency and inclusion in decision-making. I am holding regular weekly meetings with individual senior managers to sort out priorities and improve trust and communication. I have scheduled a series of 1:1 meetings with all managers to respond to the following questions: <ul style="list-style-type: none"> Think of a time when you felt you were most effective and valued in your work at NWYS. Can you share a story about that and what were the elements of the situation that made it so? What would be your three wishes for your program and/or NWYS in general? |
| Current Challenge | <ul style="list-style-type: none"> Pent-up need for clear, consistent and transparent management decision-making. Need for a framework for decision-making that defines the process and who participates in different kinds of decisions. Managers are particularly interested in the Board's process for recruiting and hiring a new Executive Director and want to have voice in that process (which I support). Need to increase formal and informal communication throughout the organization that forges a common understanding of mission, values and approaches to serving youth. |
| Current Opportunity | <ul style="list-style-type: none"> I am still in a "honeymoon" period with managers around the establishment of trust in my leadership. I have taken the NWYS seat on the Homeless Strategies Work Group, where planning for the several City and County initiatives occurs at bi-weekly meetings, so I will be able to bring a stronger youth / young adult voice to that process. |