

NWYS Board of Directors Board Report – August 29, 2019

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



Programs	
Current Success	Current success is a full REVIVE 2.0 team. We have been working on understanding each other's strengths and growing together as a team. Additionally, we have created a dashboard with Ashtin to track the elements that we <u>must</u> report on for the SAMHSA grant and items that the team is doing that we <u>want</u> to report to SAMHSA. Kristen has been reviewing all historical folders/documents/emails that pertain to the SAMHSA grant.
Current Challenge	Historical practices and expectations of the REVIVE team as it pertains to crisis management.
Current Opportunity	We are currently changing the structure of consult meetings with other NWYS programs and managers. We also are planning on implementing a structure to the REVIVE meetings and consult meetings. Next week we will implement the new dashboards for all REVIVE members to begin to track the youth and community connections that they are making.



Kristen Hagin, Clinical Director

Development & Communications	
Current Success	<p>2019 Impact Report – The 2019 Impact Report (with 2018 Financials) has been created and will be mailed and e-mailed next week (week of Board Meeting). I have added it to the website HERE> and it is available on the Board Portal.</p> <p>Development Manager – We have found our new Development Manager – Mandi Rothman - who brings previous experience as a Development Director and Development Consultant, starts on Monday, 8/26. We're excited to welcome her to the team and hope to introduce her at the September board meeting.</p>
Current Challenge	<p>2019 GALA!</p> <p>Audience Development – Tickets are on sale now HERE> for the early bird price of \$100 before 9/15/2019. An e-mail will go out the first week of September to our full list. IF you haven't invited your guests – please do so!</p> <p>Sponsorship – It's not too late! We're nearing out \$30K sponsorship goal, but the sky is the limit on how many sponsors we can accept. If you've made an ask and haven't heard back, please follow up before the end of the month.</p> <p>Procurement – Our intern from WWU has been working on procurement with the help of a few volunteers. And, feel free to ask on our behalf! Your favorite restaurant, watering hole, you're friends business! Mandi will be diving in to Procurement when she starts – you may hear from her before you meet her.</p>
Current Opportunity	<p>Birch Golf Classic – Mark your calendars for 9/5/19 and join us in thanking Birch Equipment for their generous support at the 19th Hole after party at Bellingham Golf & Country Club, from 4 pm – 6 pm! Tickets for dinner are \$50 per person. We'd love to have more representation from the Board this year to help communicate our gratitude.</p>

Share Our News – After a quiet summer, we'll be sending out a lot more communications over the next 3-4 months, please consider sharing with your circles of influence.



Jenn Daly, Director of Development & Communications

Operations

<p>Current Success</p>	<p>Flash QI is a process introduced by Emilio to open generative conversations and engage teams in Quality Improvement of services inclusive of staff needs. The process will found some evolution of processes and long standing practices to increase safety, resources and support for staff and youth. Our staff are strong advocates for youth, and are leaning in to be advocates for themselves improving our organizational health and ultimately the health of our program participants. Gratitude to Christy Wales, Ashtin Carnahan, and Jeb Hobbs for the insight, commitment and humor they bring to this committee work. We have learned so much and look forward to a full report when the Flash QI gatherings are complete.</p> <p>There have been many moving parts between program needs, logistical and space needs for new hires, IT alignment and contract data collection and reporting. Sydney Denessen and Ashtin Carnahan have provided great critical thinking skills to the work and many thanks to Lisa Jones for increasing our knowledge of reporting schedules and contract technical insight she holds. Your team on the ground is phenomenal.</p>
<p>Current Challenge</p>	<p>Our challenges are the foundation for our long term successes. All program teams are working with the Finance/Operations and Development Teams to project the revenue and expenses for their programs to establish the 2020 draft budget. Program managers are working to align services to the current contract outcomes. The review of means, purpose and sustainability, provides opportunity for creativity, visioning and planning for more than one year of program resources. We will have a draft budget for review by the Finance Committee in October with a final budget for board approval in November. We have an incredible program management team!</p> <p>Stephanie Wagner has reworked the program budget reports with the intention to make the reports comprehensive for program staff and in support of future program planning. Dianne Ersser has created lean processes by removing repetitive monthly action items from the program staff and anchoring the action items to the finance department. Program staff have more time for program work. The finance team has strengthened Accounts Payable and Account Receivable processes improving interactions with our contract managers, and our vendors.</p> <p>Space – The water mitigation work at the main office will be done this month. We will pause after the work is completed to engage in conversations about highest and best use of the main office and the realistic space needs of the administrative, clinical and some housing staff currently located at the Herald Building.</p>

Current Opportunity	<p>The Ground Floor will increase access to other resources and services for youth. Alongside the REVIVE team, housing and vocational services provided at the Ground Floor, health equity and connection to resources in the community is a priority. Unity Care NW has been a partner staffing a consistent schedule at the Ground Floor. A new partnership with Northwest Workforce Council is in process creating more opportunities for employment, internships, education and alignment with housing first priorities so youth can access housing, gain employment and maintain employment while increasing their ability to earn the monies they need to maintain housing on a long term basis. This work has been envisioned by the housing and vocational and Ground Floor program teams and an MOU for the partnership will be finalized by the end of the month. Emerson McCuin, Tanya Francis, and Sara Airoidi have ensured that there is a continuum of support for youth to become self-reliant. The We Grow Garden will also garner support for the end of season needs for the garden from a group of volunteer master gardeners from WSU Extension.</p>
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Paula Matthyse, Director of Operations

Human Resources	
Current Success	<p>We have filled two of our open positions! Amanda Rothman has accepted the position of Development Manager. She comes to us with over 5 years of experience and a master's degree in Marketing. Her first day will be August 26th.</p> <p>Bonnie Schultz-Lorentzen has accepted the position of Youth Accountability Manager. Bonnie is a returning staff member. She worked at Northwest Youth Services for 3 years as our Vocational Coordinator and Teen Court Assistant. Bonnie will be starting September 3rd. We are excited to see Bonnie return to the organization.</p>
Current Challenge	<p>We have additions to our staff turnover;</p> <p>David Loudon, PAD Youth Advocate, has been taking leave while visiting family in Michigan. He has decided to stay in Michigan through the Fall and has put in his notice. David has been working for the organization for 4 years. David intends to reapply when he returns to Bellingham.</p> <p>Kelsey Burghoffer, Skagit Case Manager, will be leaving the organization on September 20th. She is moving to Maui! Kelsey has been with the organization for a year and five months.</p> <p>Todd Denny, Skagit Vocational Coordinator, has left the organization after only a few weeks of employment. Todd left the organization on good terms.</p> <p>With the leaving of these staff members we move to a total of nine staff who have left the organization this year.</p> <p>As August is almost over my thoughts are going to the end of the year Human Resources tasks. There are many items on my list and I anticipate a very busy end of year. I keep</p>

	asking myself “How can it be August already”? Time flies when you work at an amazing non-profit!
Current Opportunity	Our Professional Development and Training Coordinator, Christy, met with Emilio, Kristen and I to discuss trainings. We are excited to get started on creating a supervisor training and a new onboarding process that will incorporate the training needs of our staff. The plan is to start the supervisor training in the next couple of months.



Shantel Rapp, Human Resources Manager