

## NWYS Board of Directors Board Report – July 25, 2019

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



Executive Leadership	
Current Success	<ul style="list-style-type: none"><li>• Met with several major donors to begin forming relationships and cultivating continued support for NWYS mission.</li><li>• Reestablished conference calls with Sheryl Crawford, SAMHSA Project Officer, to assure her of continued REVIVE Project implementation. We are updating all our mandatory forms to ensure compliance according to standards. She will potentially visit our program next October.</li><li>• Attended the Ribbon Cutting Ceremony for Unity North Whatcom Clinic. Met many of the key Unity staff and reaffirmed our MOU for services at the Ground Floor.</li><li>• Quina and I are finally moved in to the Whatcom community with our new residence at Sandy Point in Ferndale.</li><li>• Continue to meet with Riannon to assure understanding of donor base and expanding Department of Commerce grants.</li><li>• Attended Beer Festival with 3 other board members and two staff. The Beer and Wine Foundation Chair and board members were very impressed by our turnout to this event. They are favoring including us as one of their nonprofits for next year. We still need to attend the Wine Festival August 10<sup>th</sup> and make a presentation next January.</li><li>• Continue to meet with staff individually and with the different departments to increase quality improvement processes.</li><li>• Met with City staff on potential acquisition of BHA homes. Samya Lutz is the city representative working with us to evaluate the potential of acquiring these homes for our housing programs.</li><li>• Had an interview with Bellingham Business Journal at the Ground Floor about the program and my arrival to NWYS.</li></ul>
Current Challenge	<ul style="list-style-type: none"><li>• Not enough hours in a day to accomplish all the projects before us this coming year. Patience is the key.</li></ul>
Current Opportunity	<ul style="list-style-type: none"><li>• Almost done with the process of meeting individually with each staff throughout all the programs. Continues to be an enriching and uplifting experience, as well as humbling.</li><li>• Having an interactive process and working with all Program Managers and Coordinators who report to the Director of Programs to create efficiencies and realize more effective programming. We have restructured our internal structure to offer greater support and connectivity to all program areas. We should finish this process by the end of July and place new management structure in August.</li><li>• Began weekly meetings with all Directors to engage them as “Think Partners” and strategically build the new proposed budgets for next year.</li><li>• Paula and I are completing the research on the draft bylaws and will organize the first Board Ad hoc Bylaws meeting in August.</li></ul>



Emilio Vela, Jr., Executive Director

Programs	
Current Success	<ul style="list-style-type: none"> <li>- Team of directors, managers, and coordinators gathering weekly to get to know each other and plan for the transition and next steps for the Program Director position.</li> <li>-Year-end reporting/quarterly reporting all were positive and able to report successful implementation of programs</li> <li>-New budding partnership with the Northwest Workforce Council to expand and extend “youth jobs” opportunities for youth who are ready.</li> </ul>
Current Challenge	<ul style="list-style-type: none"> <li>-De-siloing of the program teams. Realization of how ingrained in our systems, processes, and information flow many of these separations have become.</li> <li>-Budget management and supervisory skills</li> </ul>
Current Opportunity	<ul style="list-style-type: none"> <li>-Team dialogue of necessary support structures and roles for to ensure sustainability.</li> <li>-With my transition, some of the community partner meetings will now be attended by program managers. This will allow us to expand our spread of participation but will also require active communication between program management and directors to connect big picture strategic steps.</li> <li>-Motivational Interviewing Training offered for direct service staff and MI for Supervisors offered for supervisory staff.</li> </ul>



Robin Meyer, Director of Programs

Development & Communications	
Current Success	Jerry H. Walton Match – We succeeded in meeting our match by our July 15 <sup>th</sup> deadline. Many thanks to board members who supported this effort through donations and/or social media support!
Current Challenge	<p>Development Manager Position – While it’s exciting to see Sigourney take on a new role in Portland – we’ll miss her, and so will the Gala! The position is posted <a href="#">HERE&gt;</a> and we hope to start interviewing for the role in early August.</p> <p>If you volunteered to reach out to potential sponsors or donors for the Gala – please don’t hesitate! Sponsor information and Procurement forms are available on the Board Portal.</p>
Current Opportunity	<p>Whatcom Wine &amp; Food Festival   August 10 – Jodi, Sigourney and I had a good time volunteering for the Foundation’s wine judging last weekend. If you’re planning to join us, please don’t forget to purchase your tickets <a href="#">HERE&gt;</a></p> <p>Birch Golf Classic – Mark your calendars for 9/5/19 and join us in thanking Birch Equipment for their generous support at the 19<sup>th</sup> Hole after party at Bellingham Golf &amp; 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>



Jenn Daly, Director of Development & Communications

Operations	
Current Success	Our permit is approved! Work should commence next week on the interior of the Main office to address water mitigation. This week, a new drainage system was installed on the east wall of the building, a drain attached to the roofing drains was repaired as well. All potential water routes (exterior) have been directed away from the building and into the main drain on the street.
Current Challenge	The budget building for 2020 and 2021 cannot happen fast enough for me. I'm energized by our potential and our ability to create a map of revenue and spending that reflects priorities, shared goals for service and sustainability. We're processing our pre work, and will begin building the budget in August.
Current Opportunity	<p>There is great progression toward efficiencies in our finance department operations. Program Staff/Finance meetings are productive and communication between program staff and finance team members has improved. The dialogue and inquiry will strengthen our budgeting process for 2020 and 2021.</p> <p>See the attached document reflecting our NWYS PROTOCOLS FOR YOUTH SAFETY defining and clarifying procedures in regard to queries/site visits from ICE/Customs and Border Protection. These are guides, based on Northwest Immigrant Project resources and other sources from CASA to help staff should an event occur at one of our sites.</p> <p>As I work each day, I'm grateful for the members of the all our Program Teams. The Administrative Team, Sydney Denessen, Ashtin Carnahan, Stephanie Wagner, Dianne Ersser, and Gordon Black strengthen our infrastructure through their diligence to serve youth through their work.</p>



Paula Matthyse, Director of Operations

Human Resources	
Current Success	<p>Kristen Hagin, Clinical Director, will be starting her position within the organization on August 5<sup>th</sup>. She has been working with NWYS on a contract basis since the beginning of July.</p> <p>Ryan Douglas, Clinical Care Manager, starts working for the organization July 22<sup>nd</sup>.</p> <p>Elizabeth Abbott, Clinical Care Manager, starts working for the organization August 12<sup>th</sup>.</p> <p>We almost have a full Clinical Team! We are still seeking a Substance Abuse Peer Case Manager.</p>
Current Challenge	<p>Our staff turnover will be increasing a bit with the leaving of the following staff members;</p> <p>Sigourney Gundy, Development Coordinator, will be leaving the organization on July 19<sup>th</sup> after two years of service.</p> <p>Kimberly Butorac, PAD Case Manager, will be leaving the organization on August 1<sup>st</sup> after almost 3 years of service.</p>

	<p>Robin Meyer, Director of Programs, will be leaving the organization on August 2<sup>nd</sup> after seven years of service.</p> <p>Cathy Beaty, Youth Accountability Manager, will be retiring September 12<sup>th</sup> after 24 years of service to the organization.</p> <p>All of these staff members have contributed so much to the organization and will be greatly missed. They are all leaving for positive reasons and we celebrate them as they journey on to other things.</p> <p>We are currently working on filling these roles with internal staff or individuals from outside the agency.</p> <p>With the leaving of these staff members we will move to a total of six staff who have left the organization so far this year. This is well below where we were in 2018.</p>
Current Opportunity	<p>The Directors and Program Managers have been meeting weekly to discuss where we have been as an organization, and where we are going. I believe these meetings have opened up our communication and have helped us gain a better understanding of how we each contribute. I am grateful for this team and excited about this work.</p>



Shantel Rapp, Human Resources Manager