

Youth Family Adult

Connections

Helping People Fit the Pieces Together since 1969

Fall 2008

CEO

Cathy Doran

Youth & Family Services

Teresa Wright, Director

Crisis Residential Center

In-home Family Counseling

YOUTHREACH

Adult Services

Tom Murphy, Director

Chemical Dependency &

Co-Occurring Disorders

Treatment

Financial Services

Dodge Kerr, Director

Development

Liz Hogan, Director

Administrative Services

Sarah Doering, Director



Volume 9

Durham School Services donates Thanksgiving Turkeys to CRC



Dan Tutt and Christy Botner from Durham School Services delivering donated Thanksgiving turkeys to the CRC

What would Thanksgiving be without turkey? Just another Thursday in November.

While the CRC is open 24/7 every day of the year, we never know very far in advance who or how many will be with us for dinner on Thanksgiving or on any other holiday. We do know that for many of our kids and their families, the holidays can be tough. When everyone is home—off from school and work—a simmering conflict can sometimes erupt into a full blown crisis in no time.

Whether we have one kid or sixteen, new intakes or kids who have been with us a while, we do our very best to make the holidays special for everyone at the shelter.

This year, we had unexpected help from Durham School Services. Just in time for planning Thanksgiving dinner, Durham's Field Supervisor, Dan Tutt and co-worker, Christy Botner called to say they had extra turkeys they wanted to donate. *Extra turkeys?*

For Thanksgiving,

Durham had given a turkey to every one of their employees; and General Manager, Kirk Tostenrude kindly extended the generosity to some of the community agencies they work with, particularly ones that serve the homeless.

By the time our staff knew we would be serving Thanksgiving dinner for 8; we had plenty of Turkey to go around and all the fixings to go with it. Said one young man patting his stomach, "This is the best Thanksgiving dinner I've ever had!"

Street Outreach Grant Awarded to YFA



YOUTHREACH Program Manager, Allison Stuart

In October YFA was awarded a Street Outreach Grant from the Department of Health and Human Services, Administration for Children & Families. YFA is one of only 21 agencies nationwide to be awarded this three year grant.

The new program, called YOUTHREACH, is a collaborative partnership with VOA CrossWalk to provide outreach, shelter, referral and other necessary supports to runaway and homeless youth

living on the streets of Spokane County and northern Idaho. This is the first time YFA has extended service beyond the state line and we are excited about developing relationships and providing services in Post Falls and Coeur d'Alene, Idaho.

Recently hired to manage the new program, Allison Stuart will begin hiring and training two outreach teams—each comprised of one adult and one youth—

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Holiday message from Cathy Doran:

“YFA exists to help families in crisis.....all of our programs work toward helping people help themselves out of crisis and into hope.”



Cathy Doran, CEO

As the holidays approach, many of us look forward to happy gatherings with family and friends, warm homes with cheerful decorations and special feasts shared with loved ones. The season brings families together for celebrations and traditions passed down for generations.

Sadly, for some in our community, the holidays bring another painful reminder of family crisis and dysfunction. During the holiday season families in crisis tend to become even more isolated. This has been an especially difficult year for the economically disadvantaged.

YFA exists to help families in crisis. Our highly trained and incredible staff comes to work every day prepared to help people in our community who are homeless, indigent, struggling with addiction and mental illness. They cobble together resources from the community and hope to make a difference.

Our Residential Youth Services shelter provides food, shelter and other basic needs for kids in our community who oftentimes have nowhere else to turn. All of our programs work toward helping people help themselves out of crisis and into hope.

Please take a moment in this busy holiday season to feel gratitude for all that you have and hopefully find it in your heart to help us help others by making a donation in the enclosed envelope.

May this holiday season be full of gratitude and hope for you and yours.



2008-2009

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YFA Chemical Dependency Program Increases Client Retention to 92%

“Keeping clients in treatment is one of our biggest hurdles,” says Tom Murphy, YFA’s Adult Treatment Services Director. “It is well documented that the longer a client stays in treatment, the better the chances for success in recovery. So we’re always looking for ways to improve retention,” Murphy said.

YFA is not alone in struggling with retention in treatment. It’s one of several issues that treatment providers struggle with across the state and the country. To help providers, DASA (WA State Division of Alcohol and Substance Abuse) and the National Institute on Drug Abuse formed a research project with 200 treatment providers across 5 states. The resulting partnership, called NIATx200 (Network for the Improvement of Addiction Treatment), studies key issues facing treatment

providers and recommends changes or *process improvements* based on their research.

“The opportunity to try a project to improve retention with support and individual coaching from NIATx200 was a natural for us,” said Murphy, “Especially since it could mean better outcomes for our clients.” By offering attendance certificates and other incentives like watches, clock radios and gift cards to clients at certain key intervals during their treatment process, YFA was able to improve retention from 78% to 92%.

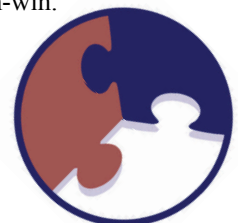
While the project seemed simple on the surface; reward clients for staying in treatment; incorporating the model into YFA’s agency culture proved more complicated.

“Counselors had to be on board to get the clients on board and the incentives had to be offered at specific intervals,”

said Murphy. “And that process had to be studied to be understood.”

“Now,” Murphy said, “the NIATx model for change has started to become a part of our agency culture. Whenever staff members are brainstorming ideas for improvements, they often say ‘that sounds like a NIATx project’.”

“Besides improving our own retention rate, our change project was selected by NIATx for their November 2008 newsletter and is also featured on their website as a success story,” said Murphy. “The hope is that other providers can see what we did, tailor it for their own population and increase retention. It’s a win-win.”



YFA Board of Directors

YFA Board of Directors Welcomes Andrea Crumpler and Bob Neubauer

YFA is governed by a group of committed volunteer board members. These men and women donate their precious time, talent and resources to help maintain the agency's strength and effectiveness and to ensure YFA's long tradition of service continues to benefit the Spokane community.

We are pleased and proud to introduce the two newest additions to our board: Bob Neubauer and Andrea Crumpler.

Bob Neubauer joined the YFA board in May 2008. He brings previous experience on nonprofit agency boards as a member and officer of Lutheran Social Ser-

vices (Lutheran Community Services) and Spokane Aids Network. For the past 15 years, Bob has been a volunteer with the Strength for the Journey Retreat for people living with HIV/AIDS sponsored by the United Methodist Churches. Bob became Professor Emeritus of Social Work, Eastern Washington University, in 2001 after 27 years of teaching and administrative assignments. He has been a WSU Extension/Spokane County Master Gardener for seven years.

Andrea Crumpler joined the YFA board in June 2008. With both MSW and JD degrees from Washington University in St. Louis, An-

drea brings a unique perspective to YFA's board. Currently with the Spokane County Public Defender's Office, she often works with clients who access services at YFA. "I was impressed with the level of service my clients received at YFA," Andrea said, "and wanted to become involved to help further the work of this agency."

We are proud to welcome Andrea and Bob to the board and thank all of our directors for their dedicated service.



New board members Andrea Crumpler (above) and Bob Neubauer (below)



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that will distribute resource information and survival supplies; provide counseling and referral assistance, and address emergent needs at areas frequented by runaway and homeless youth. Original posters have been designed and will soon appear in places where street youth are likely to see them.

"I've worked with youth for a long time," said Allison, "and am very excited about this unique opportunity."

The primary function of the outreach teams will be to engage with street youth in ways that establish trust and allow relationships of integrity to be built that will in turn create feelings of hope.

YOUTHREACH hopefully will provide runaway and homeless youth the

opportunities and supports necessary for them to leave the streets, access needed services and find safe housing.



YOUTHREACH poster and flyers for distribution where street youth congregate in Spokane and N. Idaho

CRC Wish List

Hoodies in dark solid colors
Boxers in all sizes
Socks
Travel size shampoo & conditioner
Hairbrushes & combs
Toothbrushes
Toothpaste
Deodorant



Arts & crafts supplies





Mailing Address:

PO Box 3344 Spokane, WA 99220

Adult Programs & Administration

22 South Thor Spokane, WA 99202
509.532.2000 FAX: 509.532.2005

Crisis Residential Center

201 West 6th Ave. Spokane, WA 99204
24/7 Crisis Hotline 509.624.2868

www.yfaconnections.org

**Prevention, Intervention,
Education and Treatment
Services for Youth, Adults
and Families in Conflict or
Crisis.**

Ways to make unique non-cash contributions...



Donate that old vehicle that's too expensive to fix and guzzles gas anyway; and be sure to designate YFA to receive the proceeds. Call 928-1900 to arrange for a tow and get all the details. It may even be tax-deductible.

Thank you!

Search the Internet or Shop Online for YFA

GoodSearch.com is a Yahoo-powered search engine that donates half its advertising revenue to charities designated by its users. Go to www.GoodSearch.com and answer the question, "Who do you GoodSearch for?" by typing in YFA Connections. Our name will pop up as *YFA Connections (Spokane, WA)* for verification. Then, start your search. You can even add GoodSearch to your toolbar or make it your homepage by following directions on the site.

GoodShop.com works the same way. Big national stores like Gap, Amazon, Best Buy, Old Navy, Wal-Mart, Macy's, Nordstrom and hundreds more have agreed to donate a percentage of what *you spend with them* to the charity of *your choice*. Like GoodSearch, the donation comes from ad revenues so it isn't added to your purchase price. Link from GoodSearch or go directly to www.GoodShop.com and answer the question, "Who do you GoodShop for?" by typing in YFA Connections and our name will pop up for verification. Click on the retailer of your choice and shop.

Please consider playing Santa's helper this holiday season and throughout the year. *It doesn't cost you or YFA anything and can generate hundreds or even thousands of dollars in donations annually.*