

**City of Bainbridge Island Community Service Report
Bainbridge Youth Services (BYS)
January- December 2017 Summary**

I. Summary of the activities undertaken in providing the scope of services described in Attachment A.

Note: The Project objectives and measurable results are highlighted in red. Also highlighted are involvement of other partners in the project.

1) Free and Confidential Psychotherapy Services:

Summary:

- We provided 2319 counseling sessions in 2017
- # Unique clients served: 328 youth and parents/families in 2017 (Goal was 180 unique clients.) Approximately 95% of these were from Bainbridge Island.
- # of client care contacts: 2854 in 2017
- 4648.5 therapist hours were provided for clients in 2017

BYS therapists provide free psychotherapy counseling to local teens and their families. Our counselors also provide professional services in forms of consultations to the teen's support network (ie, parents, teachers, social workers, guardian ad litem, medical providers), referrals to relevant resources, and outreach work with the community (ie, PTSO presentations, meeting community stakeholders). In addition, therapists regularly meet to consult and supervise on cases and receive in-service training so that we are providing quality services and are knowledgeable about other community referral network and current local teen issues.

We currently have 9-part time counselors, five that hold a master's level counseling degree or higher.

This year we have focused on strong internal clinical system improvements. We have a new clinical director and formed a counseling oversight committee, led by a physician and a clinical psychology professor.

Reasons for Visits - 2017 in a snapshot:

Anxiety and depression are consistently the most common symptoms we see in teens that come seek therapy. These symptoms are often accompanied by struggles with substance use, academic stress, grief/loss, eating issues, cutting and family relationships.

Academic pressure is a large contributing factor.

Family issues continued to be a common theme all year, whether it is fueled by communication challenges, arguments about rules and boundaries, or sibling conflict.

This fall we saw a large rise in the number of requests for appointments. Our counselors also reported an increase in the severity and complexity of issues in the youth they are seeing.

A number of events occurred this fall that contributed to more students seeking support:

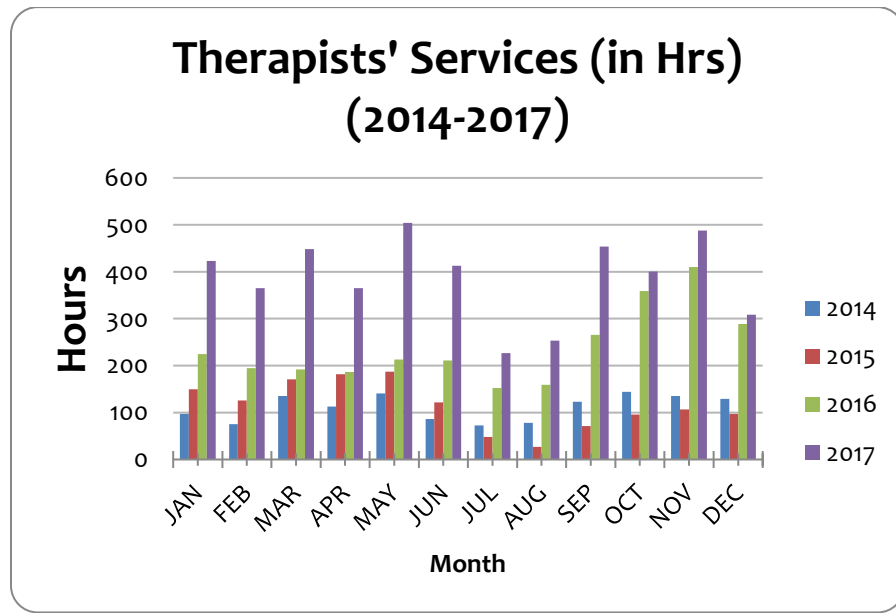
On October 23, a 15-year old Bainbridge High School student died by suicide. BYS provided counseling support as part of the crisis intervention team, offered walk-in hours for students that needed support for four days after the event and organized a grief support group for friends of the student.

On November 16th, reports of a gunman at the high school led to a system wide school lockdown. At the time, students were told this was not a drill. Fortunately, the threat was found to be false, yet students were still impacted by this traumatic event.

Finally, on November 27th, a local father and his 14-year-old son were tragically killed in a DUI hit and run over Thanksgiving break. BYS again increased our walk-in support services.

Suicide contagion was a concern this fall with an increase of reports of attempted suicide by physicians, counselors and local psychotherapists. This led BYS to host a suicide prevention talk for parents in December.

As the year came to a close, for some students, being on winter break meant reducing the stress, while for others, not having an “escape” or the structure of a school day, was a potential challenge. In both cases, therapists worked to ensure that the teens had a plan for the tough days, since our offices were closed during the break as the building has minimal heat during this time. Teens (and families, as needed) were empowered with safety plans and crisis support numbers, talking through what their challenges might be over break, and brainstorming activities and support systems to utilize when needed.



Therapist Services (Hours)*:

2012: 1,074 hours provided for clients
2013: 938 hours provided for clients
2014: 1,699 hours provided for clients
2015: 1,354 hours provided for clients
2016: 2856.2 hours provided for clients
2017: 4648.5 hours provided for clients

(*all professional activities, including direct therapy, consultation, outreach, reports, meetings, etc.)

Who made the request?	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	2017
Family	8	5	15	10	11	11	7	7	11	6	11	7	109 (44.5%)
Friend	1	1	1	2	1	0	0	0	0	0	0	0	6 (2.5%)
Other/Blank	4	4	1	0	2	2	0	0	2	0	0	0	15 (6.1%)
School	1	2	1	0	2	1	0	0	4	2	0	3	16 (6.5%)
Self	12	9	4	7	12	5	1	2	13	14	12	8	99 (40.4%)
Grand Total	26	21	22	19	28	19	8	9	30	22	23	18	245

Appointment referrals come from a variety of sources including:

Bainbridge High School (Counselors, nurse, school administrator, Student Assistance Professional, academic counselor), Eagle Harbor High School, Sakai, Woodward, Odyssey, Bainbridge Pediatrics, Helpline, etc.

Client Stories:

1) We have a client at BYS who has been coming to see us for a long time. When she first started, she could barely speak about herself and her chaotic family life and had extreme difficulty with expressing any emotions. In fact, early on, she spent some time just listing emotion words on the white board and talking about fictional scenarios when one might feel a particular feeling, just so that she could wrap her mind around how to talk about feelings. “How do you feel?” was not a question she could answer.

Fast-forward a couple of years, and a lot of hard work by her and her therapist. She’s been working to express her needs effectively and establish healthier boundaries in the family, and successfully advocated for herself and changed the custodial arrangement to gain more stability in her home life. She still has challenges, and remains in therapy regularly, where she is able to really dig into her painful emotions, and slowly find ways to heal and let go of some of it.

It’s been a remarkable process, and it’s been a privilege to be able to support her in her journey.

2) We have a parent who sought our services a number of years ago, when the family was fostering a teen and wanted support during that time. Recently, there was another change in the household, where one of the children moved back home after not living with them for a couple of years, among other issues, and stress was increasing in the family. Given all the changes in the family dynamics, the parent reconnected with us in order to discuss various stressors, and to take

a look at the boundary and communication issues that are becoming challenging. Although we often meet parents in the process of working with the teen first, we sometimes get cases like this where parents seek our assistance, with the goal of working on issues at the parenting/adult relationship level, in order to provide stability for the family. (As a general practice, we try to provide support for the parents who seek assistance if our schedule allows for it, although we try to limit it to during school hours, since after school hours usually have waiting lists.)

3) We don't always see clients who WANT to come to therapy. Sometimes, it's a student who is not yet 13, and so a parent consents for (and insists on) the therapy service.

We've been working with a younger client who came to therapy this way, for "screen time issues". He did not want to be there, and his parents felt like they were locked in a power struggle over this one specific issue. As we worked with the client and the family over the months, we started to uncover the bigger picture; a family with a special needs person that took a lot of the family's bandwidth; a parent who needed to travel many days for work; communication challenges that frequently ended in angry outbursts; limited skills to mend hurt feelings; and everyone desperately feeling stuck and unable to solve the issues. In addition to working weekly with the primary client, we also had another BYS therapist provide parenting consultations, with the therapists supervising on the case behind the scenes to keep the message on the same page.

Over the months, the angry outbursts have subsided, and there has been more communication across the family. They've realized that the screen time issue was only a symptom of a larger conflict, and they are currently working on establishing healthier relationships with each other. More recently, when the primary client was asked if he wanted a break from therapy for the summer, his response was to say no, he wants to keep coming – this (BYS) was HIS place to talk, and he was not going to give it up.

4) A client struggled for the past year with depression and had difficulty attending school due to symptoms. Client saw BYS on weekly basis for the past 1 ½ years to reduce symptoms of depression and was able to successfully graduate high school and continue on to college. Client thanked BYS and said if it wasn't for the counselor's help and guidance graduation and attending college would not be possible.

2) Prevention and Education

Over the course of the year, BYS supported numerous prevention and education activities which are outlined in our quarterly reports. Below are some highlights of our multiple efforts:

- In January 2017 BYS collaborated with BI School District, Raising Resilience and Rotary Club to present "What's the Harm? A Panel Discussion on Substance Use," attended by 334 parents.
- 97% of feedback evaluations listed that this was a worthwhile use of their time.
- Parents heard from a UW substance abuse prevention expert and local professionals. Roleplays were acted out by local youth and adults. Information from a survey of 234 parents informed the panel on items of interest to parents.

- Monthly parenting articles appeared in the Bainbridge Review the last issue of the month under the heading "The Teenage Pressure Cooker." **Circulation for this edition of the paper is 11,076. Goal: 60 parents will report an increase in knowledge based on attending an event.**
- February 8th @ BIMA, the "Unslut" movie was shown and discussed with students who run the Students Against Sexual Assault for **63 participants (both teens and their parents).**
- **At the request of Woodward Middle School, BYS** ran a pilot lunch support group for 6 consecutive weeks starting on April 13th for **eighteen 7th and 8th grade girls** at WMS. The final group meeting was held in May, and we asked the students to fill out a brief survey to let us know what they thought. We heard some wonderful feedback from the students, and a general consensus that we could dive into more detail with many of the topics.
- **The Bainbridge Healthy Youth Alliance Teen Council worked with Bainbridge High School (BHS)** in launching nine stress reducing **"Brain Breaks"** in the spring and fall, 2017. These are short, teen designed and implemented activities to promote fun and social connection and decrease stress during exam-laden times during the school year. **These activities reached all 1200 students at BHS.** Evaluations were extremely positive. BHS administration is expanding this pilot project next year as one strategy to support social/emotional learning. **Goal: 300 students reached**
- BYS hosted a discussion group on July 19th with siblings and friends of two island students who committed suicide in the recent past. A follow up session was held on August 16th.
- **BYS supported both the Tyler Moniz Project Kick Off (August 3rd) with 100+ attendees and the Out of Darkness Walk (Sept 23rd),** which had 350+ walkers and generated \$35,000 for awareness. As a partner we are aware of the increase in suicidal ideation being discussed by youth on our high school campuses.
- BYS:newsletters:
 - "Mask we Live In" (boy development movie) link plus Parent Guide provided to 1,255 residents through our BYS April newsletter where: 31% = 389 emails opened!
 - Provided information on the students focus group results in May newsletter for 1,235 residents, 28% open rate (345 opened).
 - Grief and Loss information provided for parents in June newsletter for 1,227 residents, 25% open rate (306 opened).
- A Youth Focus Group was held on May 8th with 32 high school students (both BHS and EHHS), facilitated by the **Bainbridge Healthy Youth Alliance, BYS and BISD.** Students were asked: "What does it look like for kids to have meaningful and relevant information on drugs and alcohol use, coping with stress, etc.?" Their answers have been used by BHS Administration to shape new endeavors for the 2017-2018 school year. They include:
 - Bring in more outside speakers that youth find credible to share stories and useful information and resources
 - Create advisory periods so prevention and promotion efforts occur in all grades
 - Add more discussion on healthy coping skill building and sexual assault

- Introduce stress reduction and healthy coping skill building into more classes
- **BYS Partnered with BISD Freshman Health class teachers** to provide guest lecturers on a variety of subjects including: mindfulness and stress coping, substance abuse prevention, sexual assault prevention, healthy sexuality, anxiety and depression, and more.
- On 12/7/18 **BYS partnered with BISD and the Tyler Moniz project** and hosted Jennifer Baron, a suicide prevention expert from UW, educating 150 parents on ways to speak to youth about suicide.

3) askBYS.org

askBYS.org is a website where a youth or parent can ask a question to a doctor or counselor, make an appointment with a BYS counselor for a one to one session or access a variety of resources.

askBYS web data from Google Analytics:

askBYS web analytics	JAN	FEB	MAR	APR	MAY	JUN
# of first time web visits	342	268	483	328	516	484
# of returning visits	147	116	174	161	192	154
# of unique page visits	2419	1997	3039	2192	3234	2860
# of askBYS questions posted	0	1	3	2	4	1
Cumulative # on-line appt req	12	18	28	38	54	67
Cumulative # page visits	2419	4416	7455	9647	12881	15741

askBYS web analytics	JUL	AUG	SEP	OCT	NOV	DEC
# of first time web visits	506	581	514	1319	491	356
# of returning visits	152	155	227	336	225	109
# of unique page visits	2704	2801	3181	5905	3123	2006
# of askBYS questions posted	0	0	3	0	1	0
Cumulative # on-line appt req	75	84	109	119	129	143
Cumulative # page visits	18445	21246	24427	30332	33455	35461

We reached 35,461 page visits. Our goal in year one was to have 20,000 page visits.

We continued to update and improve www.askBYS.org website. Now, most of the appointments are made through our online request form. Our Director of Clinical Services follows up with either a phone call consultation or a text/email back to the client with an appointment time.

Our social media presence continues to cover posts on emotional well-being, info about BYS, content to end the stigma around mental health and advice for teens and parents. We provide content on Facebook 3-5x/week and 593 people like our Facebook page. Last year, our average reach was 272 per post.

The askBYS mobile app is downloaded by freshman on the recommendation of Link Crew leaders during freshman orientation. That allows all freshman to know about our services and easily connect with resources and make an appointment.

Sample of the 15 Question and Answers posted on askBYS during 2017:

Quarter 4 Sample Posted Question and Answers on AskBYS.org:

Question: My mom yells at me every day. My dad insults me and brings me down. They are both mean in general to me; every single day. My brothers (both a year or two younger) bully me beyond the norm for siblings. They hit me, kick me, scratch me, swear at me, tell me to kill myself, and tell me I'm worthless. My entire family hates me and I know it. The only person (or otherwise) in my house that somewhat cares for me is my dog. I cut frequently and often feel suicidal. I would never commit suicide (or so I tell myself) because of guilt. I would feel bad for my dog and the very few people at school I can call friends. I don't know what to do. My family makes me feel worthless. Could any of that be considered abuse? (I don't want to report them or anything. I just want help because I hate feeling worthless. It's awful even though I deserve it.)

Answer: Hello. Thank you so much for reaching out to us. From what you've said, it sounds like you've been working on all these challenges for a long time on your own, and doing your best to not let it get worse.

Let's start with the most serious issue. You say that you sometimes think about suicide, and that's a major safety concern. When you start thinking about it, the most important thing you can do is talk about it and get help.

We strongly recommend that you talk with a trusted adult - it might be your parents, or another person, such as a school counselor, nurse, coach, pastor, a friend's parent, etc. Ask them to help you get some professional help so that you can address this. If you are local to our office (on Bainbridge Island, WA), then you (or an adult who is helping you) can make an appointment with us through askBYS.org, or find a local therapist at bainbridgepsychotherapy.org which is a web registry of local clinicians. Or, you can ask your doctor or the local hospital for recommendations of clinicians in your area.

The therapist can also then work with you on issues like bullying, self harm, ADD, and anxiety too. But when suicidal thoughts get in the way, it's hard to work on other issues, and the first goal is to keep you physically safe.

Another information that's important to have is that there are people you can talk to 24 hours, 7 days a week, when you feel stuck. Here are two numbers that I think would be a good idea to program into your phone, just in case:

Suicide Prevention Lifeline - a national hotline for suicide prevention. Their website will also have information on how to chat/text with them.

<https://suicidepreventionlifeline.org>

1-800-273 TALK (8255)

Your Life Your Voice - a crisis support service specifically for teens, and they also offer crisis phone calls and texts

<http://www.yourlifeyourvoice.org>

1-800-448-3000

I really encourage you to consider asking for more professional help, so that you don't have to tackle these challenges alone; professional therapists are trained to work and help people who struggle with challenges like yours, because it's not easy to solve these challenges on your own. I hope you take another step forward to keep making your situation better.

Take care,

BYS Counselor

4) Summer Intern Program

Total of 25 employers and 35 interns were exposed to the world of work through 6-8 week summer work internships this past summer. This is a **joint project of BYS and Rotary Club** and allows any business to help teach important life skills through introducing youth to the world of work.

Goal: 30 employers and 45 youth. We faced challenges in growing the program to meet this goal. Many youth were not able to commit for 6-8 weeks and many employers were not able to commit the time and resources to mentoring a teen. Those who did participate on average found it highly worthwhile.

- 5/35 interns returned feedback evaluations. **100% of respondents reported an increase in knowledge of workplace skills and tasks and built confidence on the jobsite. Goal: 90% of interns report increased knowledge about working.**
- 13/25 employers returned feedback evaluations. **100% of respondents reported satisfaction with the program. Goal: 90% report satisfaction with program.**

Quotes:

- “Emily showed much interest in the tasks given and by the end of the summer began to take a leadership role amongst the group...we couldn't have asked for a better intern.” - Employer
- “Working with kids was a new challenge for him, but he was flexible and adaptive to the situation.” -Employer

- “Thank you for changing my life!” –Intern
- “I'd like to thank you again for such a wonderful opportunity, I'll never forget it.” - Intern
- “This was a really great experience for us. We really enjoyed Giselle!” – Employer
- "I am much more confident in my work related abilities now that I know I can handle a full time job. (Even if it is only for 8 weeks)."-Intern

5) Link Crew

64 Link Crew Leaders were chosen to help mentor 300 incoming freshman. They experienced a two-day leadership training in August and put on Spartan Startup orientation, facilitating team building exercises. The Link Leaders stayed in touch with their freshman throughout the year with a variety of activities, such as an ice cream social and "cocoa and cram" study sessions.

Goal: 50 peer leaders working with 300 freshmen.

6) Think Tank Tutoring

BYS offers free peer tutoring for primary and secondary students as well as senior citizens. Our tutors often come multiple days a week to tutor a peer or group of fellow students, often picking an area of interest, such as chemistry or a language. Having tutors in our office after school helps the tutor, the student and also decreases the stigma of coming into our offices. We work collaboratively with all schools, helping them to be aware of this service.

Every Monday a small group of students walk to the Senior Center and teach senior citizens how to use their smart phones or offer computer support.

2017 Recap for Think Tank Tutoring:

- 45 students were peer tutors
- 177 individual peer tutors
- 768 tutoring sessions
- 550 hours of tutoring
- 21 students were tech tutors
- 84 hours of tech tutoring to seniors

All those being tutored report increase in knowledge with the exception of three students whose tutor was not a good match for their needs.

Goal: 30 tutors, 50 students and 25 senior citizens.

Tutoring moments:

We've had a student who came to Think Tank tutoring last year every week, twice a week, for support in Spanish. He really struggled but kept at it. He passed the class but did not do exceptionally well. It is really hard for him. The student is back this year, coming twice a week, every week. His mom emailed Susanne on 12/7/17 to let her know that he thinks his new tutor is great and that he got an A- on his most recent test. We celebrate his hard work!

Taylor J. recently worked with a group of **seven** young women to help them prepare for an upcoming chemistry test, helping them understand what is often a difficult subject. Taylor is an amazing young person. She is a senior and tutors in our Think Tank peer tutoring program at BYS **four days a week, every week**, helping fellow chemistry students! She works with as many as 11 students each week. Taylor was our November tutor of the month.



7) Compassionate Action Awards

The Compassionate Action Awards took place on 11/19/17 at Grace Church. **160 teens** were acknowledged for their acts of service, compassion and kindness. The event was very positively received. The police chief, superintendent of schools and the BHS Principal were there to celebrate the acts of compassion and service.

Goal: 100 students

8) Adverse Childhood Experiences (ACEs) Awareness

Through one three hour professional development training, five 11/2 presentations and a one hour movie, **over 300 adults on Bainbridge Island were introduced** to the potential life long impact of early childhood toxic stress on social/emotional and physical health and ways to increase resilience.

Goal: 30 Island organizations and 150 participants receive ACEs training

9) Expert Speaker on Wellbeing

Over 150 parents attended a presentation by Clay Roberts on social and emotional wellbeing on 10/2017 entitled, "What Kids Really Need to Succeed." This event was hosted by Raising Resilience with support from Bainbridge Youth Services and the Bainbridge Health Youth Alliance. **Goal: 100 parents, educators, and youth workers.** Raising Resilience chose not to do a post event survey.

10) Publish second state of the youth report

The second "Beyond the Report Card" report was mailed as a hard copy to all **2,365 families** that have a child in the Bainbridge Island School District and **600 copies were distributed to private schools and organizations.** This twelve page, 8 1/2 x 11" magazine contains select Healthy Youth Survey data, introduces the mission, vision and goals of the Bainbridge Healthy Youth Alliance, showcases the many ways organizations and individuals are making a positive difference in the lives of youth and gives concrete information on ways parents can support the social and emotional health of their children.

Goal: 3,100 parents

New this year is a monthly BYS newsletter with a mailing list of 1,492 people. The open rate was an average of 28.3%. The newsletter lists upcoming events and makes our services known. Parenting articles are often included.

II. Please see above highlights in red for project objectives and specific measurable results.

This year, the increase in peer tutoring was an unexpected positive outcome. Some youth tutor a peer almost daily and the confidence they are gaining from their volunteer service is wonderful to witness.

An unexpected challenge seen this year was a jump in the mental health challenges faced by youth and the rapid increase in demand for our services. We were able to meet that need due to COBI funding for our services.

Another unexpected challenge was getting the word out about the summer internship program and the number of youth who do not have six weeks available in their summer to partake in the program as it currently exists.

The total number of Bainbridge Island residents served by us over the course of the year is approximately 1500 youth directly served through counseling, Link Crew, peer tutoring, brainbreaks, summer internships and 2000 adults through all of the adult outreach activities we offered. Indirectly, we affected approximately 11,000 residents through our awareness building activities and newspaper articles.

IV. Involvement of partners identified in the project proposal.

Partners on projects listed above are highlighted in red. BYS is a strong partner in the Bainbridge Healthy Youth Alliance ("the Alliance"), a collaborative partnership of organizations and teens working to support positive youth development from cradle to career. BYS serves as the backbone support and fiscal agent for the Alliance. The Alliance teen council meet every other week in our offices. The City funding helped us with the capacity to increase our services and outreach after a crisis event and grow our counseling, peer mentoring and summer internship programs, thus improving our relationships with the school district, Rotary club and individual businesses. Yes, having the City funding made our other grant applications stronger, such as one to the Kitsap Commission on Children and Youth.

V. Budget versus annual expenses (Please reference the attached budget pdf)

Our human resource expenses were higher than budgeted as we made a conscious decision to increase the number of counseling hours to meet an increase in demand. We were able to fundraise to meet these extra needs. Our operations expenses were under budget due to careful monitoring. Insurance was higher than expected. Our internship program was also under budget as we partnered with Rotary.

VI. The Funding for our services has allowed BYS to support our youth in times of increased need. Around the country and on Bainbridge Island, youth are reporting increasing rates of disabling anxiety. Depression is an ongoing concern and this fall we lost a 15 year old girl to suicide. There were also a number of youth who attempted suicide. In short, youth are struggling for a variety of reasons and these struggles can potentially last a lifetime. Prevention and early

intervention of social and emotional difficulties are key to restoring health and well-being. COBI funding helped us to provide increased support and skill building for youth and parents.

We have included short stories above that tell a bit about how BYS impacts lives. Just last week a mom shared with me how their 19-year-old was struggling with some issues and how grateful she is for the support BYS has given her daughter.

BYS is making a difference in helping to end the stigma of seeking help during times of difficulty. Now more than ever, our counselors are vitally important in helping youth learn positive coping skills that will serve our clients for a lifetime.

Currently, we have no recommendations for future funding cycles.