

# Success Story Exchange



2018 Summit art by Ruby Germaine

## A Collection of Stories

From the

2018 NCW Community Success Summit

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**IRIS 2020 Legacy Project**

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## 2018 NCW Community Success Summit Story Exchange

### **A Monument to the Methow** Contact: Chuck Borg, borg10231@aol.com



**Successful Outcome:** Prior to the development of the Methow Monument relatively few visitors and residents were aware of the native people who lived at the confluence of the Methow and Columbia rivers. Since the dedication of the Methow Monument in May 2017, thousands of people have had a chance to learn about the Methow People and their descendants who continue to live and work in this beautiful landscape.

**Situation:** In January 2016 a committee of three Tribal members, and three non-Tribal members formed to create a site in the Lower Methow Valley that would fill a long-standing need to provide historic and cultural information about the Methow Indian Tribe to the public. Early discussions among this widely dispersed group - from Wenatchee to Winthrop and Nespelam - focused on what, where, and how they would accomplish this goal and raise the funds needed to complete the project.

**Challenge:** The biggest challenge was coordinating the many aspects of the project among the widely dispersed committee members when there were so many things going on at the same time. Daily emails, phone calls, and numerous meetings coupled with sincere commitment of all involved helped meet that challenge. It was also important to make sure that the themes and the messages incorporated into the exhibit were reviewed and validated by each of the partners. Similarly, the group worked hard to include many other community members in the design and development of the exhibit and to keep their respective contributions on track with the dedication date.

#### **Key Activities:**

- Formed a small group of skilled individuals representing key partners to serve as the project team including Joanna Bastian, Jackie Cook, Randy Lewis, Mark Miller, Crystal Miller, Richard Hart, Chuck Borg, and Jord Wilson. Regular conference calls, coupled with a strong spirit of cooperation, helped keep the project on track.
- Secured endorsements from City of Pateros, Colville Confederated Tribes, Douglas County PUD, and Okanogan County Historical Society before launching the fundraising campaign that yielded \$44,452.
- Utilized lodging tax dollars to cover site development costs and 49 private donations to cover the cost of the art and exhibit materials.

## 2018 NCW Community Success Summit Story Exchange

**Apple Pie Jamboree in Pateros** Contact: Tracy Miller, [tracymiller36@gmail.com](mailto:tracymiller36@gmail.com)



**Successful Outcome:** The Pateros community has been connecting people and raising funds for youth enrichment programs through the Apple Pie Jamboree, a celebration they have hosted each July for 71 years. Fueled by passion and appreciation for their community, organizers work together to create an event that connects generations, welcomes people to their community, and generates up to \$20,000 each year for safety and enrichment programs that

range from swimming and ski lessons to fieldtrips and special events such as the Missoula Children's Theatre.

**Situation:** As a community of less than 600 people, Pateros community leaders recognized the need to pull together to provide enrichment and safety programs for their youth that they might not be able to access otherwise. Started in 1947, Apple Pie Jamboree has changed over the years along with organizers and priority community needs. It has always provided a venue for community groups such as the Pateros Booster Club and the Loup Loup Ski School to raise funds to buy helmets for the ski program and football team. A parade, games, and entertainment have always been part of the celebration with water events, such as jet ski races, bring added more recently.

**Challenge:** In such a small community, the biggest challenge associated with organizing and convening the Apple Pie Jamboree is finding enough volunteers to manage the various elements of the event. An equally significant challenge is recruiting local business sponsors at levels that are sustainable and not burdensome.

### **Key Activities:**

- Consistently convening the event on the third weekend in July so restaurants, hotels and motels, vendors and event participants can plan ahead.
- Ensuring access by keeping it free, providing parking for disabled, and providing camping space for the many reunions that are scheduled around the event each year.
- Cultivating cross-generational leadership and community service. Organizing roles are passed down through families, weaving new leadership into the community over time.
- Year-round planning coupled with response to the overwhelmingly positive feedback we get helps make the event better each year. We are always looking to expand partnerships and to identify new community needs the event can help fill.



## 2018 NCW Community Success Summit Story Exchange

**Back to School in Grant County** Contact: Donny Guerrero,  
Donaciano.Guerrero@molinahealthcare.com



**Successful Outcome:** By the end of a new round of Back-to-School events in Grant County, three cities had been served and more than 600 kids acquired supplies they needed for the 2017-2018 school year. The 26 community partners and agencies that collaborated to host the series of events had the opportunity to engage with parents about year-round support and services available throughout the county, outreach they believe will lead to more engaged and healthier communities.

**Situation:** Staff with Catholic Charities Housing Services of Grant County and the Salvation Army of Moses Lake recognized that while Moses Lake and Quincy have large Back-to-School events, community

members in smaller cities within Grant County did not have access to them and the supplies distributed there due to travel constraints. They reached out to Molina Healthcare for assistance and together they started planning for the first events in Mattawa, Warden, and Royal City.

**Challenge:** Since 2017 was the first time back-to-school events would be done for these three cities, we weren't sure about the community's needs or how many kids and their parents would attend. We soon realized that we hadn't reached out to retailers for donations as early as we needed to. Subsequently, a lot of the items we needed had to be purchased by the event creators and the partnering agencies participating at the events.

### **Key Activities:**

- Planned events around cities where Catholic Charities had housing to serve as venues.
- Recruited community partners and agency representatives who could share valuable information: Aging and Adult Care, Health Plan Finder, Health Alliance, Inspire, Work Source, New Hope, Big Bend Community College, Job Corps, Grant County Integrated Services, Mattawa and Royal City Sheriff departments, WA Office of the Insurance Commissioner, Columbia Basin Health Association, Catholic Charities of NCW, and Columbia Legal Services.
- Secured school supplies via donations from Molina Healthcare, Salvation Army of Moses Lake, Catholic Charities Housing Services of Grant County, Mattawa Fire Department, Amerigroup, Coordinated Care, Costco, Moses Lake Community Health Center, Quincy Community Health Center, Wahluke Community Clinic, and WA Department of Social and Health Services.

## 2018 NCW Community Success Summit Story Exchange

### Chelan Valley Community Nurse

**Contact:** Michelle Jerome, 509-679-9059



**Successful Outcome:** There is now a community nurse available to do preventive and educational home visits to the vulnerable and frail adults of the Chelan Valley. Grant and donation funded, with the goal of assisting people to access resources to allow them to remain in their homes, there is no charge for the service.

**Situation:** The gaps in services in our health care system are widening. The Chelan Senior Living Initiative survey done in 2015-2016 showed there is an overwhelming majority of adults in the valley who prefer to age in place, meaning their own homes, for as long as possible. Safety issues

particularly around hospital discharges, medication management and physical layout of homes, may all be addressed. The nurse is able to be part of a community team, or safety net, of providers working together to achieve this goal. By working with the client and family in their home, assessments that may trigger individualized changes can be initiated. This individualization is an efficient way to provide services in that the changes are more readily accepted and implemented. Acting more as a conduit, the program makes no attempt to duplicate existing services in the home or for which the client is eligible.

**Challenge:** The biggest challenge has been being a one-person program at the outset. Envisioning, attracting and nurturing a support network has been essential and challenging. As the program has been initially well accepted, the time has come to grow this dream into a full program with a board and co-workers. This will be the challenge for the coming year.

#### **Key Activities:**

**Collaboration and teamwork.** Close work with hospital and medical providers; case managers through Health Homes, Confluence Health, Dept of Health and Social Services, Veteran Administration, Chelan Valley Hope, Tender Loving Care for Seniors, the Foodbank; Chelan Senior Center; local pastors and congregations, Chelan Rotary, Lions and Kiwanis; community members, and especially with the families and loved ones of the clients.

**Fundraising.** Grant writing, community presentations, media interviews, developing a “Go Fund Me” site and a fundraising campaign in June that involved a radio challenge call-in show through KOZI.

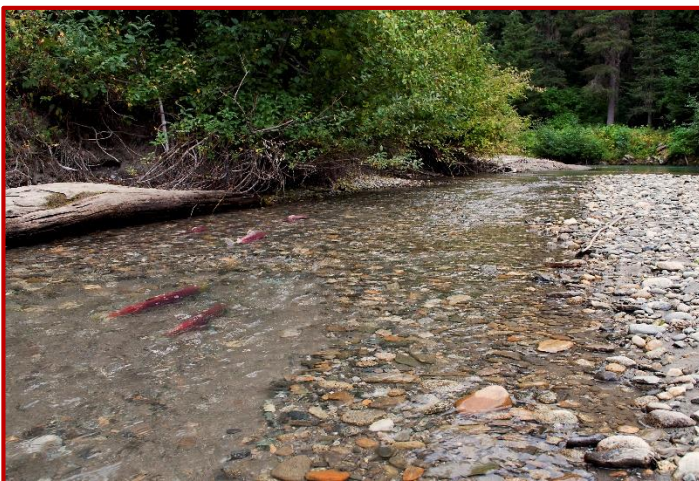
**Professionalism.** Throughout all the roles, having a clear definition of abilities and boundaries.

**Showing Up.** Being present with our seniors at community meals, Senior Center activities, providing free blood pressure screening clinics at different locations, and being willing and available to listen.

## 2018 NCW Community Success Summit Story Exchange

### Cold Water Refuges for Salmon

**Contact:** Barbara Carrillo, [barb.carrillo@ucsrb.org](mailto:barb.carrillo@ucsrb.org)



**Successful Outcome:** In 2017 the Upper Columbia Salmon Recovery Board (UCSRB) created a video, *Cold Water Refuges* to raise awareness about how important cold spots are to salmon as they migrate upriver. The video has proven to be a very successful educational tool that also explains how the increasingly dry and warm climate of the upper Columbia region will affect salmon populations in the future.

**Situation:** The upper region of the Columbia River has long been neglected when it comes to fostering resilience in salmon populations. Following the intense droughts that our region experienced in 2015, the area experienced one of the hottest and driest summers in recent history. Salmon populations suffered from low river flows and high water temperatures, resulting in the loss of large portions of the salmon and steelhead populations returning to the upper Columbia. The UCSRB recognized the lack of knowledge in the community about how the health of rivers directly impacts the health of salmon populations and our communities. So, we worked with Russ Ricketts of Colchuck Media to create an educational video that would explain the importance of cool, healthy water in our region and appeal to the communities directly affected by these salmon populations.

**Challenge:** Like many projects, the UCSRB recognized the need for funding to create such a video as *Cold Water Refuges*. We eventually applied for and got a small grant from the Western Division of the American Fisheries Society that supported the collaboration among the numerous production companies needed to complete the video in the summer of 2017 when the information and message would be the most relevant.

#### **Key Activities:**

- Worked side-by-side with Colchuck Media Footage, Voortex Productions, and Bantam Design to create an evocative, and educational video.
- Ensured that the video fit into the American Fisheries Society's mission to promote science-based management, conservation and understanding of fisheries resources.
- Facilitated a broad impact across numerous different audiences. The first in a series of educational videos on science and salmon recovery, the video is also used outside of our region to communicate the importance of thermal refugia and climate change.
- Visit <https://www.youtube.com/watch?v=Ff8kab4yHX0&feature=youtu.be&a>



## 2018 NCW Community Success Summit Story Exchange

**Coming into Place in Sagebrush Country** **Contact:** Kmbris Bond, Kmbris.bond@tnc.org



**Successful Outcome:** A series of educational experiences designed by the Wenatchee Valley Museum & Cultural Center (WVMCC), the Wenatchee Arts Education Consortium (WAEC), and The Nature Conservancy (TNC) enabled nine young girls and boys to explore Moses Coulee in a 1-week summer field class. By providing a variety of touchpoints each of us was able to identify how we connect with the surrounding landscape and with our inner world as well. Creating these connections and encouraging students to find their most meaningful path is how we create meaning for our spaces and how

we create a community committed to caring for this one.

**Situation:** Youth need summer experiences that build character, are educational, and help them appreciate their community. This summer a partnership was reconnected that allowed some local youth to experience the Moses Coulee landscape. School may have been out for the summer, but learning was just beginning. The WVMCC and WAEC connected with TNC to try a new approach to summer camp that included exploring the environment while learning about land and wildlife conservation, art appreciation, cultural sensitivity and scientific data collection in one week.

**Challenge:** Budgeting is always a factor to make programming happen along with trusting your collaborative partners to quickly and effectively work well together to make a new endeavor happen. Trusting that a good idea can work even though it 'hasn't been done that way,' is always a challenge.

### **Key Activities:**

- Before heading into the field, Randy Lewis from the Wenatchi tribe walked students through the museum exhibits and talked about how the Tribes' story continues to unfold as artifacts are found. He encouraged students to touch, feel, and smell found artifacts and then to put them back so their story can still be told.
- A team of women artists, scientists, land managers, and parents led students through a mix of experiences in Moses Coulee that connected them to place using a variety of methods such as collecting data that showed that pygmy rabbits are scientifically proven to be cute!
- Outdoor sessions allowed students to explore and connect with several places throughout the Coulee while painting landscapes and nature journaling helped them record their reactions to what they experienced.
- While aware of the risks of encountering snakes, hiking and paddle boarding allowed us to be out in the world, fully immersed in the surrounding environment.

## 2018 NCW Community Success Summit Story Exchange

### Connecting People with Nature

**Contact:** Katie Tachman, tackmakr@gmail.com



**Successful Outcome:** Team Naturaleza is working to bridge cultures through a bilingual natural resource education program that emphasizes outdoor activities. In 2017 we reached 4,000 people, about 65% Latino, through a series of 31 events. This year we are on our way to reaching a similar number of people with a higher percentage of Latino participants. Guadalupe Kaech, said that she always brings her family and invites friends to the events/activities with her.

**Situation:** The Wenatchee Watershed is an amazing place rich in ecological and cultural diversity. However, our diversity is not reflected in our public lands. With support from a National Science Foundation grant the Environment for the Americas conducted a 3-year survey from 2009-2011 to clarify the reasons for this. The survey identified practical barriers such as time, cost, and transportation, that kept low income families from getting outside and experiencing nature. The survey also suggested that a respected liaison between the Latino communities and public organizations conducting nature education programs would improve communications and help foster conservation across generations. Consequently, Team Naturaleza was formed in 2012 to play this liaison role and hired a part-time Latin community liaison with the support of small grants from the U.S. Forest Service.

**Challenge:** We have found our biggest challenge to be funding along with effective advertising that draws people to our events. This year we have applied for some additional grants that will hopefully increase our ability to promote events through advertising, social media, and other outlets.

### **Key Activities:**

- Free events throughout the seasons including after school programs at Wenatchee School District, fishing day at Beehive Reservoir, guided hikes and snow shoeing along the Columbia River, Foothills, and Lake Wenatchee.
- Raise awareness of our organization by hosting booths at events including Fiestas Mexicanas, Apple Blossom Festival, naturalization ceremonies, and the Salmon Festival.
- We have over 10 different partners who volunteer to lead and help sponsor our events. In return our liaisons help with Latino outreach, Spanish translations, and making our partners more bilingual and accessible to our diverse community.
- Team Naturaleza also finds Latino-based groups and offers to organize outings. We have found that using established groups with trusted leaders in conjunction with our leaders helps to boost attendance and fun!

## 2018 NCW Community Success Summit Story Exchange

**Donation Enables Land Conservation** Contact: Jerry DeBacker, jerrydebacker@gmail.com



**Successful Outcome:** A four-year effort to permanently protect more than 1,500 acres of farm and rangeland through a conservation easement culminated in 2016. The Olma family of the Okanogan Valley generously donated half the financial value of the easement, providing the matching funds needed to complete the project.

**Situation:** Current and future development pressures threaten agricultural lands that are vital to the region's economy and character. Okanogan Land Trust works with willing landowners to protect these lands through conservation easements. Funding for the easements is increasingly difficult to secure, especially since funders require project managers to acquire additional matching funds from other sources. The Olma family's strong desire to protect their land and strengthen their ranching operation for the next generation prompted them to donate the

funds needed to match a farmland preservation grant obtained by Okanogan Land Trust, thereby enabling us to complete the conservation easement.

**Challenge:** Political headwinds made the funding application process a bit more difficult than usual. Lack of funding at the federal level made securing the matching funds all but impossible. Obtaining the funds and making the Olma project financially "whole" proved to be the biggest challenge in completing the conservation easement transaction.

### **Key Activities:**

- Developed a strong relationship with the Olma family as we sought to understand their unique situation and needs.
- Explained Internal Revenue Service (IRS) rules about charitable donations and the unique benefits and opportunities available for agricultural producers.
- Partnered with flexible people. Ultimately, our success came down to the landowners. The Olmas have been exemplary partners - their flexibility, patience, and generosity were directly responsible for the project's success.
- As an added benefit, the Olmas remain a valuable partner, lending their voice and sharing their story. Noreen sits on the OLT board and Derek discusses CEs with fellow ranchers in the area.

## 2018 NCW Community Success Summit Story Exchange

**Drinking Water Partnership** **Contact:** Mary Sutton Carruthers [MarySuttonC@cascadiacd.org](mailto:MarySuttonC@cascadiacd.org)



**Successful Outcome:** A new coalition supported by the Drinking Water Providers Partnership (DWPP), aims to reach and educate at least 50,000 residents and visiting outdoor recreationists about the importance of water quality and conservation in Chelan County. As part of that effort, Cascadia Conservation District has been conducting outreach this year to educate local and visiting outdoor recreationists about how to conserve and protect drinking water in Chelan County.

**Situation:** Chelan County's rural residents predominantly rely upon groundwater wells as their source of drinking water. The City of Wenatchee has four reservoirs that all together provide 15 million gallons of storage capacity. Known as the East bank Aquifer, these reservoirs are located near Lincoln Rock State Park where they are re-charged by the Columbia River. City of Chelan residents rely on water from Lake Chelan for their drinking water while most Leavenworth residents and business owners rely on water from the Icicle River. Because maintaining good water quality in the rivers and lakes that supply our drinking water is such a high priority, Cascadia has teamed up with the City of Leavenworth, the Okanogan-Wenatchee National Forest, the Washington State Department of Health, and Leavenworth Mountain Association to educate the growing number of residents and visitors to our area about recreating responsibly in our shared watersheds.

**Challenge:** The Icicle sub-basin, with opportunities for scenic hiking, mountaineering, accessible climbing and camping, road biking, kayaking, and swimming, is becoming increasingly popular as evidenced by an 800% increase in Enchantment lottery applicants in a six-year period. In addition to these recreational opportunities the Icicle also provides habitat to threatened and endangered salmon and steelhead and provides a water source for the City of Leavenworth's 3,000 full-time residents and up to 30,000 weekend visitors.

### **Key Activities:**

- Formed a private-public coalition including Cascadia Conservation District, the City of Leavenworth, WA Department of Health, US Forest Service, and Leavenworth Mountain Association.
- Created and distributed outreach materials including trailhead signage and brochures for use at community events including farmers markets and the Leavenworth Salmon Festival as well as social media, Cascadia's newsletter and local newspapers.
- Talked directly with recreationists at trailheads and campsites in the Icicle Basin



## 2018 NCW Community Success Summit Story Exchange

### **Dryland Wheat Cover Crops**    Contact: Leslie Michel, 509.422.0855 x106



**Successful Outcome:** Dryland wheat farmers in North Central Washington teamed up with Okanogan Conservation District (OCD) and Washington State University to learn new ways to incorporate cover crops into their farming rotations and to improve the health of their soils. This partnership allowed farmers to test the use of cover crops on their respective farms and generated a large data set that OCD and WSU can use to develop guidelines for other farmers.

**Situation:** Soils in NCW suffer from widespread degradation -- a situation that prompted the interest among farmers in using cover crops to improve soil health needed to meet long-term production goals. Cover crops are known to reduce erosion and increase soil health and fertility. While farmers want to work together to find creative solutions for improving soil health on their farms, they often don't have the resources or time to gather quantitative information to make management decisions. In 2014, OCD began working with farmers to plant cover crops and monitor the impact of those crops on soil health and crop production. Information on crop yield, soil health, and water content was collected and analyzed for the past three years providing information on how cover crops impact farmers' soils and cash crops.

**Challenge:** Our biggest challenge has been overcoming the mentality of 'it won't work here.' Cover crops, such as oats, peas, and radishes are known to improve soil health in many parts of the world. In NCW we have low rainfall, little of which falls during the growing season when plants need it the most. So we approached this project with limited knowledge of what would work along with the patience and determination to figure it out over time. We have learned something new every year and are slowly making progress towards using cover crops to improve and protect the soil.

#### **Key Activities:**

Worked with 18 farmers in Okanogan, Douglas, Grant and Lincoln counties to plant cover crops and collect data on changes in soil health.

Listened to farmer's values and concerns from the beginning. If the practices wouldn't work for them during the project, they wouldn't work for them when it was done. We included farmers in discussions to ensure we stayed true to their priorities and to keep them engaged.

Maintained flexibility. Farmers have many demands on their time and resources; we worked with each to ensure the project fit within their farming operation.

## 2018 NCW Community Success Summit Story Exchange

### Everyone Counts at Valley Tractor

**Contact:** Dale Hall, dale@valleytractor.com



**Successful Outcome:** Since 1946 when Valley Tractor began selling tractors to orchardists in the Wenatchee Valley the business has expanded to offer a wide range of specialty farm and residential equipment in a service area that includes Chelan, Douglas, Okanogan and Grant counties. When revenues dropped in 2009 and layoffs were imminent, managers worked together to implement company-wide pay cuts that kept the team together while increasing efficiencies, service, and profits. By December 2009 revenues had increased and

the company was able to pay back its employees, with interest, right before Christmas. Profits have continued to increase; today Valley Tractor has increased its regional market share to 56%.

**Situation:** Valley Tractor's revenues dropped 40% in the spring of 2009 as the country fell into a deep recession. Trends showed they would have a \$200,000 loss that could force this family-owned business to lay off five of their 27 employees. Instead the management team including Bruce Haupt, Jan Mauser, Gayle Weithman and Jake Reimer proposed to the company owners, Buell Hawkins and Brian Nelson, that all employees take a 17% pay cut until profits came back up. Hawkins and Nelson embraced the idea and offered 3% interest on all monies withheld from each employee once full pay was restored. They also directed their staff to focus on providing the best service they could to their customers, a strategy that helped the company retain existing customers and cultivate new ones.

**Challenge:** All staff had to live on less income for a year without knowing for sure when the profit levels would rise enough to restore their regular pay. They also had to stay productive with fewer customers, a situation that empowered them to find other ways to reduce costs and increase revenues.

#### **Key Activities:**

- The management team felt empowered to approach the owners with a plan to prevent layoffs which would have included the youngest, most recently hired staff.
- Owners agreed to pay staff back for pay cuts plus 3% when profits returned to normal, unleashing the entrepreneurial spirit of the employees.
- Staff felt empowered to look for other cost-saving measures and to provide customers with the best service – an action that increased their share of the market.
- Employee faith in management grew as customer base and profits reached record levels after 2011.

## 2018 NCW Community Success Summit Story Exchange

### Elder Speak in Leavenworth

**Contact:** Theresa D-Litzenberger, [tdlitz@flymail.net](mailto:tdlitz@flymail.net)



**Successful Outcome:** Elder Wisdom is brought back into the community. Elder Speak is a program of The Ripple Foundation, a local non-profit dedicated to growing healthy communities. Elder Speak began in 2015 with the goal of connecting generations. Our local community gathers together for two hours each year on Grandparents Day at Snowy Owl Theater in Leavenworth to hear the wisdom of four elders chosen specifically for each year's event. Elders are heard, honored, and recognized for their lifetime of experience which in turns supports all generations during their own life experiences.

**Situation:** Our present society diminishes the vital role our elders play in supporting and sustaining our communities.

By returning the voice of elder wisdom into our day-to-day life, our communities can make wiser and more informed choices. Originally, Elder Speak was meant as an opportunity for elders to find their own wisdom and voice; as many discussions emerged, community members found support for their own life experiences. The wisdom of elders became a welcome and supportive guide.

**Challenge:** The biggest challenge is for elders, first, to believe they have wisdom and second, for elders to understand the wisdom that comes from their life experiences. So often their lives are lived without the perspective of how others can learn from the defining wisdom gained from their many experiences. Through a process of multiple discussions with peers, students and other younger generations, elders begin to tease out the wisdom they gained and can easily share with others.

### **Key Activities:**

- Students from the Wenatchee Valley College's Cinematography class film interviews with four elders then use them to create a film; 2016-17 film creator is Jose Garcia Gaytan.
- Deb Pobst and Theresa D-Litzenberger facilitate Mindful Aging discussions with residents at Mountain Meadows and other Leavenworth community members.
- Deb and Theresa interview four elders who will be on stage for Elder Speak using a Wisdom Worksheet as a template to support finding their wisdom from life experiences.
- Each year, Elders such as Jane Hensel, pictured here, discover more about themselves and the deeper meaning of their life experiences that can be shared cross-generationally through their tireless efforts of exploring both delightful and painful memories.
- For more information see [www.TheRippleFoundation.org](http://www.TheRippleFoundation.org)

## 2017 NCW Community Success Summit Story Exchange

### Fish Management Water Tool

**Contact:** Meaghan Vibbert, mvibbert@dcpud.org



**Successful Outcome:** There has been a robust return of sockeye to the Okanagan River. The Canadian entities who operate the Fish Management Water Tool have won various awards for environmental stewardship, resource protection, and salmon enhancement. There is restoration of food, societal and cultural fisheries by Okanagan Nation Alliance and the

Colville Confederated Tribes.

**Situation:** In 1994 only 1,662 sockeye salmon destined for the Okanagan River (Okanagan sockeye) passed Wells Dam. Wells Dam, owned and operated by Douglas County PUD, is the last main-stem Columbia River dam that Okanagan sockeye must pass in their journey from the ocean to their spawning grounds in Canada. As part of the 1990 long-term settlement agreement with fish management agencies and tribes, Douglas PUD agreed to produce 200,000 hatchery sockeye smolts annually. With lackluster hatchery production results, Douglas PUD searched for an alternative to hatchery production to meet its mitigation requirement for Okanagan sockeye. It was necessary to learn why they were not thriving in their natural setting to reverse the population decline.

**Challenge:** Because Okanagan sockeye spawn and rear in Canada, Douglas PUD worked internationally with three different entities who had not worked together before and who all had different goals. The Canadian Okanagan Basin Technical Working Group (COBTWG) was formed and comprises Department of Fisheries and Oceans Canada, British Columbia Ministry of Water, Land and Air Protection and Okanagan Nation Fisheries Commission (now represented by Okanagan Nation Alliance). This created a forum at which other utilities or agencies are now able to discuss topics with these Canadian entities.

#### **Key Activities:**

- The COBTWG worked together to develop an internet-based, data-intensive, collaborative computer model that uses real-time snowpack measurements along with historical statistics to forecast annual inflows to the Okanagan Lake Regulation System lakes.
- The FWMT provides users with both data and computational tools to forecast the probable outcomes of water-management actions and the consequences of those outcomes for all of the critical resources including recreation, flood control, domestic and irrigation water supplies, and fish survival.
- The tool helps water managers meet the Okanagan Basin's water needs while protecting Okanagan sockeye and Okanagan Lake kokanee.



## 2018 NCW Community Success Summit Story Exchange

### Forest Ridge Wildfire Coalition

**Contact:** Jerry Holm, [jholm@nwi.net](mailto:jholm@nwi.net)



**Successful Outcome:** Every year more property owners participate to reduce bio-fuels and support Forest Ridge Wildfire Coalition's (FRWC) efforts financially. FRWC is successfully working with surrounding stakeholders to enlarge the perimeter fuels break. FRWC is celebrating its 8th year as a Firewise community and is supported by many local and state agencies.

**Situation:** The Greater Forest Ridge/Upper Squilchuck Valley is located in

an area of high wildfire risk, bordered by Squilchuck State Park, Scout-a-Vista Boy Scout Camp and the Mission Ridge Ski Area. A century of fire suppression policy has left the entire Upper Squilchuck Valley with abnormally high levels of fuels. Nine years ago, in order to create a more wildfire resistant community, Chelan County Fire District 1, Cascadia Conservation District and WA Department of Natural Resources encouraged property owners in the subdivision to organize and become a Firewise Communities USA participant. This action was precipitated by a National Fire Plan Grant that created a 200-foot canopied fire break around the development that needed to be maintained. Interested property owners recognized the need for their involvement in wildfire mitigation efforts and the Forest Ridge Wildfire Coalition (FRWC) was formed as a 501(c)(3).

**Challenge:** FRWC's all-volunteer board undertook the challenge to build wildfire awareness in the community in the absence of a homeowner's association. Many lots initially were undeveloped. FRWC needed to build a grassroots wildfire mitigation organization that could be sustained with volunteers. We needed to educate ourselves and build relationships with local agencies to guide our development as we became stewards of the Upper Squilchuck Valley. FRWC needed to engage with and convince property owners that becoming Firewise was in our community's self-interest.

#### **Key Activities:**

- Renting a wood chipper annually encouraging removal of bio-mass.
- Hosting an annual Firewise Community event and publishing a community newsletter.
- Maintaining a community telephone tree for emergencies.
- Securing grant funding to reduce fuels and extend canopied fuel break.
- Training FRWC members to conduct property wildfire assessments.
- Donating a digital thermal detection infrared camera to Chelan County Fire District 1.
- Initiating the review of the 2005 Community Wildfire Protection Plan.
- Working with WA State Parks to reduce fuels in Squilchuck State Park.
- Winning the National Fire Protection Association award as an outstanding National Firewise community in 2014.

## 2018 NCW Community Success Summit Story Exchange

**GEAR UP for Success in NCW** **Contact:** Louis Deenik, [deenikl@cwu.edu](mailto:deenikl@cwu.edu)



**Successful Outcome:** Central Washington University's GEAR UP program has increased the percentage of students graduating from North Central Washington school districts and the number of students enrolling in and attending post-secondary education after high school. Through numerous programs, GEAR UP has exposed regional students to a variety of opportunities designed to increase success in and after middle/high school.

**Situation:** As with rural school districts across the United States, schools in North Central Washington face challenges that are compounded by isolation and distance. The unique needs of rural schools often limit opportunities for students and require additional resources and attention to address. Central Washington University's GEAR UP program has committed itself to making opportunities across the state available to our students with the goal of encouraging them to return to their communities with the education and experiences necessary to promote growth and development in their home towns.

**Challenge:** The biggest challenge Central Washington University's GEAR UP program faces is integrating our program into the communities that we serve. Trust needs to be built between educators, students, parents, and the wider community to ensure that the best interests of students are always put first.

### **Key Activities:**

- Organizing science, technology, engineering, & math (STEM) fieldtrips to such places as the Olympic Peninsula, the San Juan Islands, Microsoft, Boeing, etc.
- Visiting university and college campuses including many public and private four-year universities and two-year trade and technical programs and community colleges.
- Sponsoring VEX Robotics leagues including sending students to tournaments around the country.
- Providing numerous school-based activities and interventions designed to increase student achievement, graduation and enrollment in PSE.

## 2018 NCW Community Success Summit Story Exchange

**Leaving a Community Legacy** **Contact:** Jennifer Dolge, [jennifer@cfncw.org](mailto:jennifer@cfncw.org)



**Successful Outcome:** The first year of the Give 10 campaign has shown success by: 1) increasing awareness about opportunities to leave a legacy for the community, and; 2) providing local nonprofits with the tools and resources to share with those that support their causes. We also know that while many people are private about their philanthropy, several individuals have said YES to Give 10 and have made plans to leave 10% of their will/estate to support local nonprofit organizations.

**Situation:** The Community Foundation of NCW (CFNCW) manages a permanent, charitable endowment that supports nonprofit organizations in Chelan, Douglas, and

Okanogan counties that aim to improve the quality of life in NCW. Currently, the \$74 million endowment provides roughly \$4 million each year that is disbursed to nonprofits across the region through grant-funding and capacity-building activities. Over the next two decades, our nation will see the largest surge of families passing on their assets to the next generation. CFNCW conducted a study to assess the potential impact if each of those individuals and families left 10% to endow charitable causes in NCW, directly or through the Community Foundation. The study showed that if everyone left 10% we would have \$18 million more per year to support nonprofit work. That's over four times the amount we disburse now. Imagine what our communities would look like with those resources!

**Challenge:** “What is a legacy? It’s planting seeds in a garden you never get to see,” as a line from Hamilton the Musical explains. The biggest challenge is inspiring people to think about the legacy they want to leave when they are gone. Primarily, families want to ensure their children are cared for and many may not feel that they have the means to leave a charitable gift. Legacy gifts are often the most important gift to an organization, as they help to provide long-term sustainability. Our goal is to help people realize that they can take care of their family *and* the causes they care about. Give 10 encourages all people to participate in supporting their community, regardless of wealth.

### **Key Activities:**

- Arranged for a study to understand potential impact
- Created an awareness campaign to include different types of media to reach people, including an inspirational video
- Created a Planned Giving Toolkit for our partner nonprofits to begin sharing information about legacy gifts with people who care about their cause
- Established relationships with Professional Advisors that can help their charitable clients

## 2018 NCW Community Success Summit Story Exchange

**Happy Hens in Chelan**    **Contact:** Lars and Anne Clausen, 509-885-2262



**Successful Outcome:** We sell Happy Hen premier eggs in five stores in the Chelan Valley. We feed 600 hens on food waste collected from three restaurants, two breweries, and two grocery stores reducing the amount of garbage going into the landfill. Scraps of the chicken feed are then mixed with the chicken manure and wood chips to generate soil-enriching compost that can be used in gardens.

**Situation:** Local stores and restaurants had to find another source of eggs when Lauerman Farms in Waterville and Happy Hens in Manson went out of business in 2017. We already had 25 hens in our home garden, feeding on food scraps, laying eggs, and improving our soil, so we decided to scale up and help fill the need for locally-produced eggs. We built portable chicken caravans, installed electric poultry net to fence in their pasture, and got a livestock guardian dog to protect them from predators. The 200 adult hens we bought started laying eggs immediately. We raised 400 chicks in 2017 that are now producing eggs.

**Challenge:** Demand for our eggs is greater than our capacity to deliver them, so thankfully, sales is not a challenge. Creating and managing a zero-waste flock that enriches the soil and keeps the hens happy takes more effort on the input side, including traveling a daily route to pick up and deliver waste food and clean containers to our network of food source sites. On the output side we have to pay attention to creating soil from the chicken droppings, food wastes, and wood chips we secure from local tree service businesses. We are also challenged to manage ongoing chicken flock issues such as heat, cold, and the lack of winter sunlight, all of which affect egg production.

### **Key Activities:**

- Designing the infrastructure to support a "soil-centered" flock that produces a steady supply of eggs for market along with compost that goes into the garden.
- Developing relationships with groceries and restaurants that supply food scraps, breweries that give us spent barley grain, and tree services that are happy to unload their wood chips.
- Sharing the story with city council, schools, service organizations and local residents and increasing awareness of the benefits associated with soil-focused farming. For example, one acre of wheat feeds 30 chickens per year or seven people. Our food-scrap-flock frees up 20 acres of wheat that could instead feed 140 people.
- Acting locally, thinking globally, and imagining the future.



## 2018 NCW Community Success Summit Story Exchange

**Health Homes Coordinates Care** **Contact:** Deb Miller, [deb.miller@communitychoice.us](mailto:deb.miller@communitychoice.us)



**Successful Outcome:** By building capacity to deliver integrated care coordination services through a community coordination network, Community Choice Health Homes program helped reduce the annual costs associated with elderly, poor and disabled Medicare and Medicaid clients by \$67 million statewide. Clients experienced fewer emergency room visits, lower hospital readmissions, and with the help of their community care coordinators, an increasing sense of hope. A portion of the cost savings associated with this model are being passed

on by the state down to agencies in the community care coordination network.

**Situation:** In the early 21<sup>st</sup> century it has become increasingly apparent that many other factors contribute to human health besides clinical care. So, to improve the health of our population in North Central Washington and beyond we need to expand the focus of health care to address the full array of circumstances that effect a person's well-being, i.e., the social determinants of health including access to food, housing, income, race, geography and more. (See [Social Determinants of Health](#)) Integrating the management of these factors with clinical health care is most effective when delivered by a network of care coordinators, a community-based system that is reviving some of the connections that used to foster health prior to the advent of modern medicine

**Challenge:** Coordinating care services to people at their homes rather than having them come to clinics and other service sites increases the overall cost of that care. It is also challenging to locate people who are eligible and will benefit from integrated services since many are transient or homeless. In addition, a common system for care coordinators to use in assessing a person's service needs were not available so each Health Homes organization was using their own. So, another challenge has been to develop common systems that allow all of them to capture and report data on the various social determinants of health services.

### **Key Activities:**

- Built a network of agencies that could hire care coordinators
- Developed a tool to document care so that care can be tracked electronically
- Worked with statewide advocacy groups to educate legislators about how coordinated care will ultimately reduce health care expenses for elderly, poor and disabled people
- Community Choice served as a catalyst for bringing a new program that will expand the Community Care Network services in the North Central region.

## 2018 NCW Community Success Summit Story Exchange

### Healthy Kids & Adventure

**Contact:** Dorry Foster, [dorry@wenymca.org](mailto:dorry@wenymca.org)



**Successful Outcome:** Heading into our third season, the families and kids participating in Columbia Valley Community Health's Healthy Adventures program are utilizing the YMCA to become more active together! The Wenatchee YMCA is doing our part in this program to help create cultural and systemic change for kids and their families by providing 23 family scholarships thus far that total \$5,000

**Situation:** Columbia Valley Community Health's Healthy Adventure program is designed to fight childhood obesity. Upon learning what the biggest challenges were, the YMCA jumped in headfirst to help. The YMCA awards family memberships to participating youth for the duration of the program, providing opportunities outside the scope of the program to become more active as a family unit. Healthy Adventure participants and their families come to the Wenatchee YMCA to swim, workout, play ball, scale the climbing wall, or just hang out in the Youth & Teen Center. This adds value to an already incredible and free program but it also allows the YMCA to track program use and measure outcomes of program benchmarks.

**Challenge:** The need for additional recreational opportunities for the families in the Healthy Adventure program was the catalyst for the YMCA to help. Even though a free opportunity is presented that would allow families the chance to be active together, we also hope that this will help deepen their commitment to the needed changes for a healthier life. We also see that some families are not utilizing the YMCA at all. The other challenge is the cost of the scholarship itself.

#### **Key Activities:**

- Healthy Adventures provides both parent and child education about nutrition and physical activity, as well as behavioral coaching and guidance.
- The YMCA provides group orientation with bilingual staff, presenting other opportunities like free camp weeks, free YSplash (Safety Around Water) options, reduced swim lessons, and physical activities for the children during group time.
- Families have a chance to learn about options and resources available to them at the YMCA outside of the Healthy Adventures program.

## 2018 NCW Community Success Summit Story Exchange

### Helping Leaders Build Bridges

**Contact:** Alex Schmidt, 509-548-7012



**Successful Outcome:** In 2010 Alex Schmidt, pastor at Faith Lutheran Church in Leavenworth, began offering Building Bridges workshops to help organizations and their people learn and consider alternatives for relating to people who are different from them. Over the past four years he has facilitated 12 workshops with nearly 375 participants who say afterwards that they experienced changes in self-awareness and perception coupled with deeper understanding of the complex issues of culture and racism.

**Situation:** Recent national political and social events have reminded us that there are significant issues that polarize and divide not only our nation but the very communities in which we live. It's as if a Pandora's Box of intolerance, fear, and exclusion has been tragically opened, perhaps more so than in recent history. In order to address and promote community and organizational conversation and engagement regarding these critical issues, Alex developed the day-long Building Bridges workshop to help grow tolerance and understanding. The son of refugee parents who fled from the Soviet Union to Germany during WWII, Alex designed the workshop to ensure that the setting will be safe, confidential, and free from intimidation.

**Challenge:** In facilitating these workshops Alex says his satisfaction has come from the many times participants have risked sharing their authentic and personal stories of struggle, failure, and growth. There is joy in witnessing "aha!" moments when folks reach a new level of self-awareness which allows for a change in world views and personal biases. "If there are frustrations," he says, "they are to be expected." Many organizations and community leaders are not aware that they have these issues of intolerance or racism in their midst. "It is sad" Alex admits, "when I hear 'we really don't have a problem and this kind of workshop will only create tension and division.' Nevertheless, he is encouraged when groups do actively seek to host such an engaging and challenging workshop.

### **Key Activities:**

The power point workshop provides a 20+ page workbook and incorporates a variety of learning methods including viewing a series of photographs, small group and plenary discussions, Southern Poverty Law Center DVD, personal and organizational self-evaluation, and visual images to stimulate discussion. To learn more about the workshops visit <https://sites.google.com/view/buildingbridges>



## 2018 NCW Community Success Summit Story Exchange

### Highway 97 Crossing Campaign

**Contact:** Jay Kehne, [jkehne@conservationnw.org](mailto:jkehne@conservationnw.org)



**Successful Outcome:** The Mule Deer Foundation, National Fish and Wildlife Foundation and Conservation Northwest teamed up this year and have so far raised 150,000 of the \$300,000 needed to purchase and install the first underpass for safe wildlife passage on Highway 97. All efforts are being coordinated with Washington Department of Transportation (WDOT) and will be used to gain additional legislative funding support in 2019.

**Situation:** In North Central Washington, two important movement corridors intersect Highway 97 in the Okanogan Valley. One is a vital north-south transportation and freight corridor and the other is an east-west habitat connection for wildlife, specifically thousands of mule deer that move between public and private open lands to browse shrub steppe habitat on both sides of the valley. This stretch of highway has among the highest number of auto-deer collisions in the state – something that presents a huge safety hazard. In fact, more than 350 deer are needlessly killed along just a 12-mile stretch of this highway every year. These accidents cost drivers, insurers, and tax payers more than \$2,275,000 annually with an average cost of \$6,500 per accident that includes vehicle damage, Washington State Patrol and other emergency response, the value of the deer, and site cleanup by WSDOT.

**Challenge:** The biggest challenge has been securing local and political support needed to raise funds necessary to adequately protect people and wildlife in this critical area. The solution, including underpasses, fences, and need for cattle-guards is expensive. But so is continuing to do nothing. Fortunately, no fatalities have yet occurred on this stretch of highway; when fully funded this project aims to cut auto-deer collisions by 95%.

#### **Key Activities:**

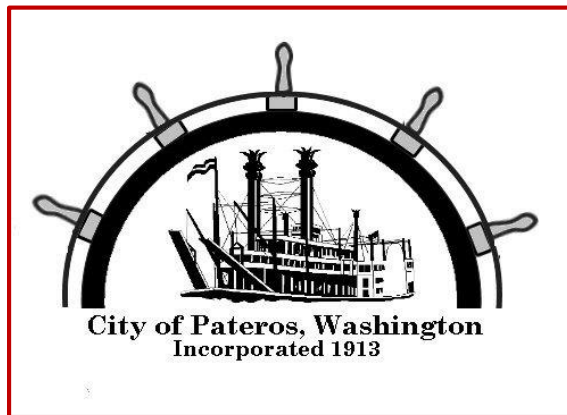
- The Okanogan Trails Mule Deer Foundation Chapter made this their flagship project and have supported this effort with banquets, fund raisers, mule deer summits, informational kiosks, and high school scholarships since forming in 2014.
- Local support was achieved through a Working for Wildlife Initiative, Mule Deer Foundation volunteer work, workshops with WSDOT, media outreach, word of mouth, and informing local elected officials.
- This support has been generated through key partnerships with Mule Deer Foundation, National Fish and Wildlife Foundation, National Wildlife Federation, Colville Confederated Tribes, Central WA Latino Fund, City of Omak and many others.



## 2018 NCW Community Success Summit Story Exchange

### Improving Pateros Water System

**Contact:** Jord Wilson, paterosparks@outlook.com



**Successful Outcome:** The City of Pateros has launched a project that will make significant improvements to our water system by 2019 including a new 500,000- gallon reservoir, two new wells, additional fire hydrants, and improvements to the water distribution lines.

**Situation:** In 2013 the City met with the WA Infrastructure Assistance Coordinating Council Technical Team to develop a plan for improving our failing water system. The two existing reservoirs,

84 and 68 years old, were not elevated in the 1960s when the town was moved to accommodate the Wells Dam and Reservoir Project. Consequently, water pressures have been low. The City also has very poor water quality with high manganese clogging residential plumbing to the point that complete household systems have had to be replaced. Also, the City's deteriorating 50-year-old wells are unable to meet the high demands for water in the summer and in emergencies. This was clear when the City drained the two 150,000-gallon reservoirs within two hours fighting the 2014 Carlton Complex Fire. The system was further debilitated when the controls were run-over by that same firestorm.

**Challenge:** The biggest challenge for a project of this scale is securing the \$7.4 M we needed -- a cost that breaks down to \$23,642 for each of the 313 water users. Recognizing that this would be too much to ask of the community, the City Council, mayor and staff began looking for other funding.

#### **Key Activities:**

- Pursued funding with every agency that would listen to us including the Governor's office, legislators, and state departments of commerce and health. The City received grant funds from the CDBG Economic Opportunity Grant program (\$2.7M), direct appropriations from the State (\$2.9 M), FEMA Hazard Mitigation Program (\$153,000), and a US Dept of Agriculture Rural Development \$1.7M loan.
- Completed an exchange with the Pateros Cemetery District for land needed to build the new reservoir. In return the city installed a new pump station and automatic irrigation for the cemetery district, an improvement that will free their staff from manual watering so they can focus on other maintenance priorities.
- Generated community buy-in which has helped us secure sites for wells and pump stations. The new sites have tested to be exponentially better in water quality than the existing supply.

## 2018 NCW Community Success Summit Story Exchange

### Kids in the Forest

**Contact:** Amanda Newell, [Amandal@cascadiacd.org](mailto:Amandal@cascadiacd.org)



**Successful Outcome:** The Kids in the Forest Project provides teacher training, classroom workshops and forest field experiences for third to eighth graders to learn about forest and wildfire ecology. The goal is to help the students learn what healthy and unhealthy forests look like and how wildfire and forest management play an important role in maintaining healthy watersheds.

**Situation:** Our kids' contact with nature keeps shrinking. Getting kids into forests and helping them learn about sustainability is good for forests and good for kids. Kids in the Forest will focus on enriching the link between people and forests. By creating baseline knowledge, students will learn to talk about forest management and wildfire in their community in a way that supports sustainable approaches to land management. Critical to the success of the program is integrating project partners into the field

experience to provide students an opportunity to connect with professionals in the resource management field and ask questions about their jobs and how they got to where they are. Early exposure to natural resource management as a fun, exciting, and realistic career path will help to keep forest management and stewardship of public lands a valued career path in future generations.

**Challenge:** Teachers are stretched so thin for time and funding that we needed to provide a program that satisfied some of their requirements in a fun, hands-on way for students. All of our programs are grant-funded. The first year of this program is funded by the Sustainable Forestry Initiative (SFI), a non-profit organization that serves communities in the U.S. and Canada. We are currently seeking funding for additional years.

### **Key Activities:**

- Partners for this program include: Wenatchee Valley Museum and Cultural Center, Sustainable Forestry Initiative, Washington State SFI Implementation Committee, Columbia Breaks Fire Interpretive Center, North Central Washington Forest Health Collaborative, and The Wildfire Project.
- Teachers trainings are led by Columbia Breaks Fire Interpretive Center and Wenatchee Naturalists
- Field day activities and planning led by Cascadia Conservation District, Columbia Breaks Fire Interpretive Center, the Wildfire Project, and community volunteers.

## 2018 NCW Community Success Summit Story Exchange

**Listening & Learning at WSD** **Contact:** Kris Cameron, WenatcheeEA@gmail.com



**Successful Outcome:** As a result of collective willingness to listen, overcome differences, and move forward, the Wenatchee School District (WSD) and Wenatchee Education Association (WenEA) now have a listening & learning process that is focused on creating the best possible working and learning environment for students and staff. WenEA is the union and professional association of over 520 professional educators in the WSD.

**Situation:** The 2015 negotiations between WenEA and the WSD broke down resulting in a first-ever strike vote after months of unsuccessful talks and State mediation. This process spilled into the local media, resulting in rancor and mistrust on both sides. While all were pleased with the ultimate contract settlement, hard feelings persisted.

**Challenge:** The first step was the most difficult; just sitting down together and being willing to listen and consider each side's perspective and experience related to the difficulties. It was also necessary to get past the human need to focus on grievances and perceived wrong-doing by others.

### **Key Activities:**

- WSD Superintendent Brian Fones and WenEA president Kris Cameron began meeting to debrief and share perspectives. Then they coordinated opportunities for the bargaining teams, district administrators, and union leaders to work together with Lynn Yialelis, formerly of the Wenatchee Valley Dispute Resolution Center.
- As trust and understanding began to grow, the WSD and WenEA joined the Northwest Teachers Union Reform Network (NW TURN) whose work indicates student achievement increases when labor and management work effectively together.
- The Wenatchee labor-management team learned that structural aspects of a school system result in unions and districts hearing different things about what is going on in classrooms and in schools. They took the next step and formed a WSD-WenEA District Learning Team and launched on-site "Listening & Learning Tours" with small groups to hear directly from district employees together.
- Listening to our employees together has resulted in some concrete, immediate improvements in resource allocation as well as policies, procedures, and problem solving.
- Annual trainings and other supports for our site-based Learning Improvement Teams were created to strengthen this collaborative work in each building on campus.

## 2018 NCW Community Success Summit Story Exchange

### **Making Tunk Valley Safe for Grouse** **Contact:** Allisa Carlson, [allisa@okanogancd.org](mailto:allisa@okanogancd.org)



**Successful Outcome:** Over 40 volunteers installed 14,000 fence markers on private lands in the Tunk Valley, east of Riverside in an effort to conserve one of the state's only populations of sharp-tailed grouse. The markers prevent grouse from flying into fences they cannot see, thus saving their lives. This project creates a legacy of close

collaboration between partners and landowners to assist in the recovery of the Tunk's grouse.

**Situation:** Small portions of the state support sharp-tailed grouse populations where only 2.8% of their historic range remains, prompting the WA Fish and Wildlife Commission to list the species as State Threatened in 1998. While Tunk Valley has one of the remaining populations, the land has been divided into smaller parcels and fenced. Those fences pose a hazard to grouse that fly to their mating grounds, or leks, before dawn and are unable to see the wires in the dark. An effective solution is to install white plastic markers every three feet along fence lines to increase visibility, a practice that the Bird Conservancy of the Rockies says decreases the risk of collision by 58%. The Okanogan Conservation District (OCD) received a grant to coordinate grouse habitat enhancement projects with WDFW and volunteers.

**Challenge:** The biggest challenge occurred in 2015, when the Okanogan Complex Fire burned through the Tunk Valley, altering critical sharp-tailed grouse habitat. Without knowing how many birds survived the fire, state biologists suspected that grouse might come to breed in areas of the valley that did not burn. During surveys in the spring of 2016, no grouse were heard doing their mating displays on their leks.

#### **Key Activities:**

- The OCD and Washington Department of Fish & Wildlife (WDFW) biologists identified high-risk fence collision locations and asked neighboring private landowners to help mark them.
- Okanogan Boy Scouts and the Omak Future Farmers of America created approximately 14,000 fence markers and installed them on eight miles of fences.
- The OCD is seeking funding and coordinating with WDFW to identify additional fence lines for marking, as the lek locations can change annually.



## 2018 NCW Community Success Summit Story Exchange

**Mindful Aging in Leavenworth** Contact: Deb Pobst, [siam@nwi.net](mailto:siam@nwi.net)

**Successful Outcome:** An open discussion on the art and grace of growing older. Elders and members of the community meet to discuss topics related to the experience of aging. Some topic



examples are: Forgiveness, Time, Sadness, Wisdom, Authority, Relationships, and Mystery. For the past three years, younger people in the community have learned from elders who have already faced the challenges of aging. Through Mindful Aging discussions they have gained wisdom that they can apply to themselves and their own lives.

**Situation:** Our present society diminishes the vital role our elders play in supporting and sustaining our communities. Grandparents are often far away or have passed on when we realize that we too are growing older. Who can we turn to for advice on aging with grace and humor? To whom do we direct our hard questions? Mindful Aging gives us a forum where we can ask questions of the elders who have already experienced the losses we may fear. The wisdom of our elders became a welcome and supportive guide.

**Challenge:** The challenge is to facilitate the group so that the elders can hear and be heard. Speaking loudly, listening without judgment, and welcoming different perspectives allows everyone the freedom to feel and express their thoughts. "Fixing" is discouraged; instead it is a space for supportive listening. It is also important to keep bringing life stories back to the wisdom gained from the experience and to reflect back to the speaker and the group how that wisdom is tied to the topic of discussion.

### **Key Activities:**

- Theresa D-Litzenberger and Deb Pobst offer a series of weekly, one-hour discussions at Mountain Meadows Senior Living Campus. We often meet from 10-11am on Tuesdays, 3 times per month throughout the winter.
- Each year, elders delve into deep philosophical topics and get the chance to speak about things that are not commonly spoken of in their community. They support one another as they realize the commonality of their painful and joyful experiences. The younger community members who are present find that they are being given a possible road map to aging with grace and dignity.
- To learn more about Elder Speak and the programs of The Ripple Foundation visit us at [www.TheRippleFoundation.org](http://www.TheRippleFoundation.org)

## 2018 NCW Community Success Summit Story Exchange

**NCRL Bookmobiles Driven to Serve NCW** **Contact:** Luke Ellington, [bookmobiles@ncrl.org](mailto:bookmobiles@ncrl.org)



**Successful Outcome:** The North Central Regional Library (NCRL) serves roughly 250,000 people across a massive five-county area -- the square mileage of Massachusetts and Connecticut combined. This year, we've significantly expanded our Bookmobile Outreach program to further the mission of NCRL, to promote engagement with local library branches, and to provide a better means of access for many communities and individuals across North Central Washington.

**Situation:** Demonstration bookmobiles were an integral part of the NCRL from its formation in 1961 until the development of the Mail Order Library program in 1968. While many residents fondly recall visiting a NCRL bookmobile in the 1960s, NCRL did not operate one for roughly 40 years. The bookmobile that operated between 2008 and 2017 focused on serving rural school children and proved that this old model of service was uniquely suited to reaching remote populations in North Central Washington. And as that vehicle neared the end of its life, NCRL had to decide how to best respond.

**Challenge:** Despite having access to library branches in 30 communities, along with the opportunity to use the Mail Order Library service, many residents encounter barriers to utilizing library resources conveniently. Still more are simply unfamiliar with public library use and the scope of services and materials NCRL offers. The challenge for NCRL is in finding ways to meet residents outside of library walls, to break down the barriers that limit patron access, and to encourage ongoing engagement with library services.

### **Key Activities:**

- Oversaw the design and construction of two custom bookmobiles including a smaller Rural School Bookmobile and a larger, full-service Community Bookmobile.
- Increased the bookmobile staff from three to six librarians.
- Increased the duration of many rural school class bookmobile visits and added in-class storytimes to those visits
- Expanded the number of bookmobile stops to serve 15 senior living facilities, two federal Job Corps campuses, two residential programs for adults with developmental disabilities, and ten more remote communities including Plain, Riverside and Wauconda.
- Built NCRL's capacity to respond to community needs and opportunities as they arise including participating in dozens of regional parades and community events

## 2018 NCW Community Success Summit Story Exchange

**NCW Women's Resource Center** Contact: Laurel Turner, wrclaurelturner@gmail.com



**Successful Outcome:** The Women's Resource Center of NCW (now known as WRC Housing and Supportive Services) weathered a potentially agency-ending crisis and is still a viable organization, serving many of the most vulnerable in our community. Our amazing staff works together as a cohesive team with the mindset that we must do whatever it takes to help people find and keep stable housing, our primary focus.

**Situation:** In 2014, the Women's Resource Center suffered two significant losses. First, the Executive Director retired after several years at the helm and second, the Regional Support Network (RSN) pulled an \$80,000 a year grant from our Bruce Transitional Housing program. The RSN grant represented a third of the Bruce program budget. This budget shortfall forced the closure of a couple of underperforming programs and the sale of our former office space which included a large shop building. Without the shop building we could no longer conduct our weekly food bank. These were not popular decisions, but we believe that focusing on what we do best, namely, housing, kept our agency afloat while we worked out budgetary issues.

**Challenge:** The biggest challenge was actually the web of issues that presented themselves all at once. There was an overall culture of competitiveness at the agency, I think due to the lack of resources. The staff felt unsupported with the leadership change adding more stress to already stressful work. The community in general was confused about our direction and we came close to losing the support of some of our most dedicated donors.

### **Key Activities:**

- We spent a lot of time assessing our "assets and liabilities," the strengths of each program, and the fit with our mission.
- I also spent time reaching out to the community. I think that I had a coffee date with at least one colleague or supporter every week for my first four or five months. There were many misunderstandings that needed to be ironed out.
- We also accepted every opportunity possible to speak to service groups, churches and other supporters. We needed a clear and consistent message. I really believe that in any organizational "crisis" one needs to be authentic, transparent and proactive.

## 2018 NCW Community Success Summit Story Exchange

**North Cascades Smokejumper Base** **Contact:** Bill Moody, wdmoo39@gmail.com



**Successful Outcome:** The success of the 1939 smoke jumping project established the Methow Valley as the national *Birth Place of Smoke Jumping* operations. Since the 1970s there have been several attempts to centralize smoke jumping operations in central Oregon with “as needed or seasonal operations” out of the Methow. Although down-sized, the base survived for many years thanks to strong support from the Okanogan National Forest Supervisor and federal legislators. In 2017 the base was threatened again with possible relocation to Wenatchee or Yakima. But with strong local, county, state, and national support, the USFS chose to retain the base at the current location. It is now ranked as the Region’s highest priority for facility improvement funding.

**Situation:** The need for action was prompted when the Okanogan-Wenatchee National Forest conducted two studies - one in 2015 to look at demolition and rebuilding costs and one in 2017 to review fire occurrence and response time, implementation time and cost, socio-economic impact and other criteria and to identify optional locations for the base in NCW. Strong support for retaining the jumper base was awakened after the devastating 2014 and 2015 fire seasons that resulted in the loss of human lives along with hundreds of structures and livestock. Led by the non-profit TwispWorks, a community group advocated for keeping the base, given its importance to the safety, history, culture, and economy of the Methow Valley and Okanogan County.

**Challenge:** As a manager the challenge is to provide cost effective firefighting services while making the case for retaining decentralized operations when the national trend has been to centralize ranger districts, forests and specialty services. When operations are centralized “something is lost” -- centralization does not necessarily save money, service is compromised, and connections with the community are lost.

### **Key Activities:**

- Persistence – don’t give up – believe in what you support and be passionate about it!
- Maintain highly effective operations
- Meet in person with supervisors, local elected officials, and community partners to gain their support and develop strategies for engaging others
- Capitalize on past successes that enabled the base to survive previous attempts to downsize or close the base



## 2018 NCW Community Success Summit Story Exchange

### Okanogan Farmstand

**Contact:** Shannon Gilbert, okanoganfoodworks@gmail.com



**Successful Outcome:** The owner of what she calls "an urban farm in a rural town," Shannon Gilbert of 8<sup>th</sup> Street Greens opened Okanogan Farmstand in downtown Okanogan in 2017. Serviced by an on-farm certified kitchen, her business expanded opportunities for buying and adding value to locally grown food in the Okanogan Valley. Fifteen years in the making, these integrated businesses have been successful in leveraging relationships, knowledge and capital needed to build a stronger market for locally-grown food.

**Situation:** When Shannon Gilbert moved to Okanogan from the Olympic Peninsula in 2000 she saw an opportunity to grow and market

fresh organic greens. Starting with a 1-acre field, she has today grown her working field space to a 3.5-acre farm on their 6-acre property in downtown Okanogan. Back in 2000, while she worked at Filaree Farm in Okanogan, she learned more about how to grow crops, pack for quality and market her produce. She started marketing her own "pop-up" produce stand, Okanogan Farmstand, in 2016 operating a couple days a week out of the old Nelson's Floral shop. When it became clear that the fixer upper location wouldn't pencil out financially, she accepted the offer of another downtown property owner to finance the purchase of her lot. With her father's gift of design and building she now has a new quality storefront at a site where the previous business, Peggy's Place, had burned down.

**Challenge:** While Shannon has benefitted from project planning and construction support from her father and husband in developing the Okanogan Farmstand, the farm and store generates just enough income for her to break even. Her biggest challenge is increasing her income through in-store and wholesale market sales to pay herself for the hours she works and to pay for additional employee hours.

### **Key Activities:**

- Recognized an opportunity to use the farming skills she developed on the Olympic Peninsula to fill an empty market niche for greens in the Okanogan.
- Spent three years working at Filaree Farm in Okanogan learning about farming in a dry environment, quality packing of orders and developing shared approaches for marketing local food.
- Built support and appreciation among her customers and collaborators gradually to ensure reliable delivery of a consistent product.

## 2018 NCW Community Success Summit Story Exchange

**Okanogan River Airshed Partnership** **Contact:** Kris Ray, Kris.ray@colvilletribes.com



**Successful Outcome:** The Okanogan River Airshed Partnership includes participants from every level of government, local programs and organizations that are concerned with air quality in our communities. We have gathered information, proposed and implemented projects, and conducted education and outreach activities. Our efforts to decrease our exposure to fine particulate matter and smoke have already received awards.

**Situation** The emphasis area for the Airshed, that extends from Malott to Riverside and up to 1,200 feet elevation, is exposed to smoke including fine particulate matter 2.5 microns or smaller from sources that include wildfires, prescribed fire, yard debris burning, wood heating, industry and agricultural fires. An air monitor in Omak has operated since 2009 and measured concentrations high enough to be of concern on an annual basis. When you combine all of the sources our community can be exposed to elevated levels of particulate matter for most of the year. Exposure to elevated particulate matter can cause health problems for sensitive groups and for healthy people during prolonged events. The community became highly aware of these issues during the 2014-2015 fire seasons when non-wildfire sources contributed to lower air quality, particularly during the fall and winter.

**Challenge:** Keeping up with communications and providing relevant information is the biggest challenge. Using multiple media to inform a multi-cultural community that includes people from diverse economic and educational backgrounds motivates the partners to try new approaches and to provide high quality outreach products. Other challenges are conveying concerns to the community, identifying projects to reduce our exposure, and obtaining funding for those projects.

### **Key Activities:**

- Completed an Okanogan County community air quality survey, started conducting woodstove change-out, buy-back program, and installed a sensor network to help the community understand air quality status over time in cooperation with WA Dept of Ecology and the Colville Tribes Air Quality Program.
- Worked with partners to develop and distribute education and outreach materials.
- Worked with Okanogan Elementary School first grade teacher and students to make compost from vegetative yard debris and to explored with the Okanogan Conservation District, the feasibility of using chipping as an alternative to burning.

## 2018 NCW Community Success Summit Story Exchange

### Orondo Fire District Auxiliary

**Contact:** Sharon Podlich, 509-679-1481



**Successful Outcome:** With regularly scheduled trainings Douglas County Fire District #4 (DCFD #4) has become a better functioning group of volunteers who respond to emergency calls with increased professionalism. The Orondo Fire District Auxiliary makes it easier for volunteers to leave their work and family to attend the trainings.

**Situation:** Orondo is a large district extending from part way up McNeil Canyon on the north and meeting the East Wenatchee Fire District boundary to the south. In the past, the district consisted of large tracts of orchards sparsely populated by land owners and farm workers. Now, within the nearly 30 linear miles of our district, development has created several clusters of dense population, with diverse groups of residents who chose to live here for many different reasons. In addition to traditional orchard operators and workers, we have retirees, commuters and seasonal home owners. The result is an increased demand for emergency services that continues to grow each year. As the number and complexity of calls rises, we also need to grow our volunteer force. Continuous recruitment and training to meet the needs of our residents becomes more and more critical.

**Challenge:** When DCFD #4 started almost everyone was raising fruit. People were involved in many of the same activities. Essentially, you knew your neighbors well. Due to recent land use changes we have several sub-groups of citizens that we try to tap for volunteers. This means our potential volunteers have different cultures, age groups, life activities and perspectives. They may not even know each other. The activities of the Orondo Fire District Auxiliary give them time and opportunity to meet and get to know each other on a personal basis. As their understanding of each other grows, they can work together better.

**Key Activities:** Volunteering often means being pulled away from family activities; training is time consuming. The Auxiliary attempts to reduce the stress of volunteering by:

- Organizing and preparing a meal at the fire station for extended evening trainings.
- Honoring our volunteers in May for Firefighters Day.
- Holding a holiday celebration for volunteers and families which includes a meal, awards presentation, games and fellowship that show our appreciation of all members.
- Convening an annual holiday open house at our main station to showcase the facility and our volunteers. Santa attends, volunteers offer public service, such as blood pressure checks, and all are served cocoa and cookies.

## 2018 NCW Community Success Summit Story Exchange

**Partnership Makes History in Quincy** **Contact:** Harriet Weber, [officeqvhsm@gmail.com](mailto:officeqvhsm@gmail.com)



**Successful Outcome:** The partnership between the City of Quincy and the Quincy Valley Historical Society & Museum (QVHSM) has supported the development of an historical interpretive center that has gone far beyond its initial vision. Today, its campus includes facilities and programs that serve a growing number of student fieldtrips, community events, and volunteers. With well-established credibility the partners have also agreed on a plan for the museum's future that includes a searchable archive of interviews, artifacts, and photographs.

**Situation:** Quincy resident Loren Simmons deeded the historic Reiman Simmons house to the city for community use in 1995. Recognizing that a non-profit would be needed to raise funds for the restoration and management of that and future facilities, a committee, including representatives from the city and the community, formed the Quincy Valley Historical Society in 2002. Some of the original committee members and founding board members, including Harriet Weber from the museum and Gar Pilliar, have provided consistent and committed leadership over the years and maintained regular communication with city staff, including City Administrator Tim Snead, strengthening this public-private partnership.

**Challenge:** One challenge is matching the city's annual allocations with other public funds and community investments to ensure that the museum remains a community-owned and driven organization. The cost of the new Heritage Barn has far exceeded expectations forcing the museum to go back to the city and community to seek more donations. The museum accounts for every dollar they take in and reports back to the community on a regular basis, a practice that is challenging with an all-volunteer organization but one that has earned them the trust of the community.

### **Key Activities:**

- QVHSM and the city share maintenance of the grounds; when the opportunity to expand the campus arose the city purchased land for parking and landscaped areas.
- Museum volunteers regularly participate in trainings to increase their skills and capacity to manage the operation.
- Museum volunteers work in committees to conduct needed building and site maintenance and to develop and deliver programs for the schools and the community.
- The city and the museum collaborate to provide a regular series of bus tours using the city's bus to introduce people to the geology, business, agriculture and history of the Quincy Basin.



## 2018 NCW Community Success Summit Story Exchange

### **Pateros Library is Rooted in Community**

**Contact:** Shari Houck, pateros@ncrl.org



**Successful Outcome:** Much of the success of the Pateros Library is due to the strength of its community. We offer programs and services that serve the whole family. Last year we circulated 7,300 items, had 1,000 people use our computers, and 20,500 people come through our door.

**Situation:** Open Tuesday through Saturday, the Pateros Library is located near the Pateros Post Office and Sweet River Bakery which makes it convenient

for picking up something to read or a DVD to watch while out running errands. Three stations provide internet access and library staff are available to answer questions and secure materials people request. Children are served with weekly Friday morning story time-crafts sessions and summer reading programs. A strong Friends of the Library group, open to all citizens, provides support with commitment to enrichment and education.

**Challenge:** In 1954, there was no library in Pateros, Bridgeport, or Brewster. A group of people wanted to change that so every family would have access to a resource for solving problems and finding information to enrich and improve their lives. As the founders said, they wanted everyone to be able to access “adequate recreation ideas for home decoration or tips on farm management.” There was no budget for creating a library in Pateros so a group of citizens decided to take it on.

### **Key Activities:**

- A committee including the Junior Women’s Club, the town council, a volunteer fireman, and a member of the Sportsman Club organized a meeting in 1954 and opened the library later that year that was managed by Mrs. Walton, the town’s first librarian.
- The Sportsman Club, which overlooked the Columbia River, generously shared part of their clubhouse to house the initial book collection.
- Recognized as a valued part of the community, the library collection was moved to Pateros City Hall in 1957, across the street from the Ives Hotel. The shelving in the current library came from that earlier library.
- In 1962 Pateros citizens voted to become part of the North Central Regional Library system, greatly increasing the community’s access to books, magazines and other materials.
- In 1967 when the town was moved to make way for Wells Dam, the library was relocated to its new and present home.

## 2018 NCW Community Success Summit Story Exchange

**Prescribed Fire Restores Forests** Contact: Dale Swedberg, swedbergdale@gmail.com



**Successful Outcome:** In 2005 Washington Department of Fish and Wildlife conducted its first prescribed burn on a recently logged part of Sinlahekin Wildlife Area and repeated it again in 2014. In 2015 when the Okanogan Complex Fire moved into that area the fire slowed down and even burned out in some

places. Today, photos show how much more resilient the prescribed fire-treated forests are to wildfire than those with thick, decadent stands of trees.

**Situation:** During the 16 years I managed the Sinlahekin Wildlife Area I learned how critical fire is for maintaining the health of the ecosystem over time -- how the existing forest had been influenced by the “no burn” policies that have dictated land management for the past 100 years. So, in 2001, I began promoting the idea of using prescribed fire to reduce fuels and reinvigorate grasses, forbs and other deciduous vegetation that support wildlife. This practice has been met with resistance from those who have suffered from the heavy smoke associated with regional wildfires between 2014-2018. However, because we live in fire-adapted ecosystems we simply do not have the choice to exclude fire. We are now paying for the 100 years of putting fires out with heavy smoke and the cost of fighting wildfires. The more prescribed burning we do the lower the fuel load becomes and the less smoke there will be when we have wildfires.

**Challenge:** To most of us, the words prescribed, controlled, or managed wildland fire make us think about the fires featured on the evening news that are devastating to people, communities and livelihoods. But success in our relationship with fire requires that we accept it as a force that has been shaping life on earth for the past 430 million years. The biggest challenge in using prescribed fire has been convincing co-workers and the public of the need for fire. Additional challenges included securing funding and hiring qualified people to do prescribed burning.

### Key Activities:

- Learning about fire ecology, fire effects and fire by-products and staying focused on the vision of using prescribed fire as a tool for restoring fire-dependent wildlife habitat
- Giving presentations and networking with land managers and policy-makers about the need for prescribed fire as a tool for land management in Washington, e.g., WA Cattlemen's Association, Conservation NW, WA Conservation Commission, WA Forest Protection Association

## 2018 NCW Community Success Summit Story Exchange

### Prescription Drug Take-Back

**Contact:** Stacey Okland, [stacey@okcommunity.org](mailto:stacey@okcommunity.org)



**Successful Outcome:** In 2010 Okanogan County Community Coalition (OCCC) launched a take-back program to prevent misuse and abuse of prescription drugs, particularly among youth. By 2012 a survey showed youth use of prescription drugs had dropped by 70%. The program has also increased awareness among the community about how to dispose of their unwanted prescription drugs. Since 2010 the Omak Police Department has collected and disposed of 2000 pounds of prescription drugs.

**Situation:** OCCC staff who secured the grant to launch the program spoke to local law enforcement and school personnel in 2010 and confirmed that prescription drug abuse by youth was on the rise, mirroring a national trend.

Survey data showed that 12.8% of 10th grade students and 4.6% of 8th grade students reported using a painkiller to get high in 2008. Building on the success they had in reducing the number of methamphetamine labs in the county in 2008, Coalition members began mobilizing a community-wide effort to reduce youth access to prescription drugs.

**Challenge:** In addition to the sheer number of prescription drugs in use, the challenge has been developing a network of drug take-back sites that are accessible to the public across Okanogan County. Law Enforcement operated drug take-back sites in parking lots in the county twice a year in partnership with the Drug Enforcement Agency. In 2012, Okanogan County got its first permanent drop box site at the Omak, Oroville and Twisp Police Departments. Oroville and Omak drop boxes can be used 24 hours a day.

**Key Activities:** OCCC used four strategies to reduce youth prescription drug use:

- Provided safe disposal of unwanted prescription drugs by working with Omak Police Department and Okanogan County Sheriff's Department to host Rx Drug Take-Back Days.
- Used a variety of media to provide information to the public about which drugs can be disposed of at various locations, e.g., public service announcements, flyers, Facebook posts.
- Provided medicine lockboxes to the community so that they could lock up medications they currently use at home, which helped reduce diversion of medications to unintended users.
- Organized training sessions for 43 medical professionals and 101 community members on addiction and safe prescribing methods for pain management after a procedure.

## 2018 NCW Community Success Summit Story Exchange

### Quincy Valley Explorers Program

**Contact:** Kieth Siebert, 509 -787-4718



**Successful Outcome:** The new Quincy Explorers program provides a chance to expand on a tested national model that helps adult mentors connect with students in life-changing ways, particularly with regard to understanding the field of law enforcement. “You never know who you are going to touch through mentoring,” Quincy Police Chief Kieth Siebert says, “and one life is worth the world.”

**Situation:** Kieth Siebert remembers what

it was like growing up in Quincy where there was not a lot to do beyond school, sports, and church. Recognizing that boredom can breed all kinds of mischief, he decided to offer an interesting alternative for youth - the Quincy Explorer program. Modeled after that started by Rick Pitt with the Grant County Sheriff's office in Moses Lake, the Quincy Explorer program will pair mentors from all fields of law with curious students from 14- 20 years old so they can learn about law, understand how it applies to their lives, and channel their activism into becoming productive adults. He also sees this program as a way to connect youth with their neighbors, a function of the Quincy community that has faded as screen time on indoor devices has increased and other issues have closed people off from their community.

**Challenge:** There is a lot of interest among the Quincy Police Department in helping with this program particularly among the 25% who grew up in Quincy area and understand the community. The challenge is having each of them devote the time needed to complete the certification process that is required by the Scouts of America Explorer program. An additional challenge involves vetting the mentors to keep would-be predators out.

#### **Key Activities:**

- Recruiting through the schools, program participants meet mental and physical fitness requirements. Students grow in rank as they move through the years and program
- Providing students with an opportunity to sample careers, learning about criminal and constitutional law, defensive tactics, rank structure, mock traffic stops, police "ride-alongs"
- Expanding the sphere of contacts for a given student through interactions with mentors and community at events such as "Cops and Kids shopping event at Christmas time"
- For more information see <https://www.exploring.org/law-enforcement/>



## 2018 NCW Community Success Summit Story Exchange

### **Saving Grand Coulee History**    **Contact:** Birdie Hensley, 3birdie@bigdam.net



**Successful Outcome:** Four years ago, the Coulee Pioneer Museum started a crusade to rescue the old Vlachos Museum items from the building that was falling down around them. With help from the community, the last artifact was pulled from the building and moved to the Coulee Pioneer Museum in June.

**Situation:** In 2007 the Coulee Pioneer Museum was established to promote and preserve the history of the Grand Coulee

Dam area. Since 2001 an earlier museum, the Vlachos Museum, has stood as a reminder of a great inventor that was said to be 100 years ahead of his time. Each year the Vlachos was more in need of tender loving care; if it was torn down or fell down before the treasures were saved we would lose some really valuable history. Four years ago, the Coulee Pioneer Museum volunteers contacted the lawyer in charge of the Vlachos. Letters, phone calls, and personal visits to his office went unanswered. This continued into 2018 even after the City of Grand Coulee condemned the building. Finally, in May 2018 the Coulee Pioneer Museum got permission from Vlachos' lawyer to remove items from the Vlachos Museum. Within days a team of citizens with trucks, trailer, jacks, saws, and hammers gathered at the Vlachos to pull the last of those artifacts – the famous 1945 “Phibian” car, once powered by a thermohydraulic motor, out of the building.

**Challenge:** The first challenge was trying to establish communication with the lawyer that had control of the property, since the closest living relative was in West Virginia and had no interest in the property. There was no response until the City of Grand Coulee put pressure on him, four years after the Coulee Pioneer Museum started the process. The second challenge involved gathering a crew from the community to tear open a wall of the Vlachos, pulling a 1,500-pound car off of its blocks, and rolling it onto the trailer that moved it to the Coulee Pioneer Museum.

#### **Key Activities:**

- Researching who had control of the Vlachos Museum property; looking for any living relatives of the owner who passed away in the 1980s.
- Steady and persistent attempts to establish communication with the property owner.
- Mobilizing community volunteers. We live in one of the greatest communities where when you ask for help everyone steps up!

## 2018 NCW Community Success Summit Story Exchange

**Shared Leadership Delivers Impact**    **Contact:** Craig Nelson, [craig@okanogancd.org](mailto:craig@okanogancd.org)



**Successful Outcome:** Okanogan Conservation District staff turnover has decreased and the rate at which they effectively complete projects has increased as a result of changes made in the way the team managed their work during and after a succession of fire relief and recovery actions between 2014-2018. Today the staffs feel a greater sense of ownership in shared outcomes, are free to express their vulnerabilities without fear of retribution, and are constantly learning new things.

**Situation:** The magnitude of the destruction associated with the 2014 Carleton Complex Fire prompted the Okanogan Conservation District's six-person staff to change the way they worked together in order to provide the best service they could to those who had been affected by the fires. Job descriptions and organizational charts were set aside; all staff stepped up to lead a variety of projects, to delegate duties to their peers, and to call meetings to ask for input and to share information as circumstances changed. Everyone was in the know on every project which enabled them to make the best use of their limited capacity. Following the fires, it became natural to maintain this flat management system, even collectively interviewing applicants to expand the size and skills of their team.

**Challenge:** This system will only work when every person lets the common vision take precedence over their own ego. While staff understood that the ultimate decision was with the district manager, Craig Nelson, he is careful to not overthrow the group's decision even if he does not agree with it. While it is easier to share the stress and the workload with this flat management structure it is harder to manage grants since many people are involved in different parts of the grant. Funders may also seek information about the staff hierarchy which can conflict with the flat team structure and culture they have adopted.

### **Key Activities:**

- Craig has a one-on-one meeting every quarter with each employee to assess what is working
- Craig is available for questions at any time and expects that his staff will help him too
- He also fosters a think tank culture at the office through informal conversations that challenge the staff to be creative and to make recommendations
- Everyone participates in shoveling snow, stuffing envelopes, etc.; once a month they have their staff meeting at a local restaurant

## 2018 NCW Community Success Summit Story Exchange

### South Wenatchee Stories

**Contact:** Amelia Egbert, [ameliajudithyokel@gmail.com](mailto:ameliajudithyokel@gmail.com)



**Successful Outcome:** Over the 2017-2018 school year, 25 students from Brock Hurt's 8th grade AVID class at Pioneer Middle School were offered a special video production class, led by Amelia Egbert, that would focus on capturing stories specific to South Wenatchee. In addition to team-building, technical, and creative skills, these students also learned the art of interviewing and listening, and developed an expanded appreciation for the many cultures and diverse history that make South Wenatchee great.

**Situation:** The renovation project underway at Methow Park created an opportunity to branch out into the community with a team to tell the stories of this

neighborhood. From there, the purpose of exhibiting the videos at the Wenatchee Valley Museum and Cultural Center, was developed. As the students became involved, an opportunity for relationship building with their community members and leadership became apparent. Each interview subject was chosen by the students themselves. Some children chose grandparents or parents who had a story about South Wenatchee to tell, and others chose faculty members at their school or community leaders. Our purpose was to teach these students the craft of documentary filmmaking and to extract a message from the films that was personal to them.

**Challenge:** The largest challenge that we faced was creating an individual learning environment that both highlighted the creativity of each child and included the whole 25-person class. To ensure each project's success, we broke the students up into groups of two and three. From there, they received personal training from teacher assistants and faculty. These smaller groups allowed for the one-on-one attention that's necessary for filmmaking, as well as balancing the limited amount of equipment we had for production and editing.

### **Key Activities:**

- Kicked off the project with an exciting field trip to Icicle Creek Center for the Arts in Leavenworth to introduce the students to video production skills and techniques.
- Organized students into small workgroups that planned and produced a single story with the assistance of the project director and teaching assistants.
- Convened a diverse team of partners including Pioneer Middle School, The Trust for Public Land, Washington State Arts Commission, Art Education Consortium, Wenatchee Valley Museum and Cultural Center, Icicle Creek Center for the Arts, Wenatchee Learns, and several other local organizations.

## 2018 NCW Community Success Summit Story Exchange

**Sustainable Wenatchee** Contact: Jana Fischback, sustainablewenatchee@gmail.com



**Successful Outcome:** Sustainable Wenatchee, a new non-profit just a few months old at the time, hosted our first event for the community. Its purpose was to celebrate the Earth and provide education about what we can do in the Wenatchee Valley to protect our planet. The fair was so well attended that we will continue to host this event each Earth Day at Pybus Public Market.

**Situation:** We realized that two nearby towns, Chelan and Leavenworth, had long-standing, successful Earth Day Fairs. Wenatchee, however, had a variety of Earth Day-related activities but no one had organized a fair. There are so many wonderful organizations and businesses working to preserve land, educate children and adults about environmental issues, encourage resiliency against wildfire, reduce waste and provide healthy local food, clean hydropower and public transportation in Wenatchee. We wanted to provide an opportunity for them to share what they offer. We also wanted to celebrate our Earth by having fun children's activities and by giving out free coffee and organic lemonade to whoever brought their own reusable cups.

**Challenge:** Sustainable Wenatchee has just one part-time staff member. So, a big challenge was having only one person dedicated to planning the fair. It was crucial that our Executive Director used her time as efficiently as possible to plan the event, and that we utilized a small but passionate group of volunteers. As a new non-profit, another challenge was establishing contacts in order to recruit vendors to come to an event put on by an unfamiliar organization. Another challenge was finding an affordable space to hold the event in April which can have unpredictable weather.

### **Key Activities:**

- Planning ahead, efficient time management, partnerships and helpful volunteers
- The dedication of the organizations who participated really brought the event to life. We promoted the fair and provided the space, but it was the fifteen local organizations who came with so much energy and passion that made the event a success
- The partnership with Pybus Public Market provided a location with already high traffic on a Saturday. We were fortunate to have a sunny albeit windy day
- Generous sponsorships by the Chelan PUD and Link Transit covered the cost of renting the space and promoting the event



## 2018 NCW Community Success Summit Story Exchange

### **TLC Keeps Seniors in Their Homes** **Contact:** Claudia Swenson, [tlcprogram4@gmail.com](mailto:tlcprogram4@gmail.com)



**Successful Outcome:** The Tender Loving Care for Seniors Program has been in operation for eight months. Currently 25 volunteers care for 24 seniors. The program has enrolled 38 seniors, provided 351 visits (average two hours/visit), and driven 3750 miles with many positive client outcomes documented.

**Situation:** In 2015, citizens of Chelan and Manson began formal discussions around the needs of seniors and in-home and residential options in our valley. The community has only

one assisted living facility after the loss of our nursing home in 2015. It was estimated that there were 2,223 seniors in Chelan Valley, many with yearly incomes below \$25,000, with a 50% increase in seniors expected by 2030. Many of these individuals would not have resources to pay for “in-home care.” In 2016 a Senior Living Initiative summit was held attracting over 100 individuals. Focus groups helped identify the key components they valued for a proposed “campus of care” and “in home services” for the Chelan/Manson area. The “in home services” group has championed the “TLC for Seniors” program as well as a community nurse program. Studies show that nonmedical visit programs for vulnerable seniors are associated with better health and reduced need for emergency and hospital services.

**Challenge:** After the successful funding phase, the biggest challenges have been the integration of a “volunteer in-home service” into the care of seniors in the community. Numerous meetings with organizations providing senior services have been conducted. Efforts at recruiting seniors involved many community organizations, churches and senior center meetings. The most effective referrals have been within our “in home services” group, the Chelan Valley Visiting Nurse and Health Homes Coordinator. An initial joint meeting has been useful for our most complicated clients. Other good referrals have been from Chelan Valley Hope and the families of seniors.

#### **Key Activities:**

- The Senior Living Initiative Discussions and Summit in 2016 galvanized the community around the needs of seniors in the Chelan Valley. Repeat Summit in fall 2018 will update everyone on our successes thus far and plans for the future with our community.
- Key individuals in this effort include: Amanda Ballou, Heritage Heights administrator; Kathi Fedor, concerned citizen and volunteer leader, Kathy Miller, Senior Meals and Aging and Adult Care, Mary Murphy, RN, MS consultant and grant writer, Claudia Swenson, PharmD, TLC Program Coordinator, Michelle Jerome, RN, Chelan Valley Community Nurse, Jill Milner, RN, Health Homes Coordinator.

## 2018 NCW Community Success Summit Story Exchange

### Main Street in Waterville

**Contact:** Lisa Davies, [watervillemainstreet@gmail.com](mailto:watervillemainstreet@gmail.com)



**Successful Outcome:** The Waterville Main Street Association encourages the economic vitality and preservation of Waterville's Historic Downtown District while maintaining the small-town quality of life. An increasing number of people are stepping up to help with this all-volunteer community project. One indicator of this success

is the 2018 Waterville Days, an event they organized that attracted 2,000 people along with the biggest parade the town has hosted in many years.

**Situation:** The increase in big box stores in Wenatchee over the past 20 years, along with the number of Waterville area residents who commute there for work, has made it harder for local businesses to compete. As more businesses closed and storefronts emptied a concerned group of citizens decided to form a local chapter of the WA Main Street Association in 2013 to help them save the historic buildings and agricultural heritage of their downtown, promote existing businesses, and attract new ones that the community can use.

**Challenge:** The low property taxes in Waterville tend to make some owners of empty storefronts disinterested in taking measures to preserve their buildings or to find new tenants when other businesses close. Another challenge is motivating the community to buy local and support local businesses. And while WA Main Street provides valuable training, support and networking opportunities, their idea of a small town – 10,000 people – is big compared to Waterville's 1,155.

#### **Key Activities:**

- Built the program at a pace that matches the town's capacity to get involved.
- Completed visible projects that show steady progress such as painting storefronts and street light poles, planting flowers, and posting historic quilt designs on buildings.
- Maintained a transparent, fair, and persistent approach when dealing with property owners by listening and seeking to understand their particular situation.
- Conducted assessments to help property owners identify actions they can take to enhance their storefronts.
- Used free platforms such as Facebook and Google to advertise Waterville Main Street events and to promote local businesses.
- Network broadly throughout the community. Board members and staff are accessible and integrate understanding of the Main Street goals and programs into other community organizations from the schools and library to the recycling center and churches.

## 2018 NCW Community Success Summit Story Exchange

### YWCA Stands Against Racism

**Contact:** Jenny Pratt, [jennypratt@ywcancw.org](mailto:jennypratt@ywcancw.org)



**Successful Outcome:** Our Stand Against Racism speaker series has succeeded in enabling marginalized individuals to share their thought-provoking stories and lectures while also cultivating an educational space for hundreds of community members to listen, understand, and challenge the status quo of racial injustice.

**Situation:** The YWCA has a historical focus on breaking down barriers that affect women and racial minorities and empowering them with solutions from homeless housing to political advocacy. Stand Against Racism is one of the YWCA's more recent forays into issue education and fostering dialogue in communities. Being on the eastern side of Washington, Wenatchee is isolated from the socially progressive political climate of western Washington and lacks their racial and ideological diversity. Our Stand Against Racism event is a part of our effort to fill a void and raise awareness about the negative effects of institutional and structural racism that people in this community may not see, experience, or understand. A critical part of this is creating a more conscientious community that has the tools to understand, voice concern, and take effective action.

**Challenge:** Our first Stand Against Racism event was met with hostility by local businesses that were reluctant to offer their support. This initially made it difficult to create the impact we had envisioned and start the conversation that we felt our community needed. However, with our persistence and some opening minds, the community's perception has warmed and it is now an event that many individuals, from a diversity of backgrounds, attend.

### **Key Activities:**

- We cultivated a partnership with Wenatchee Valley College, which offered logistical and administrative support and a space to host the event on the Wenatchee and Omak campuses.
- We integrated speakers into the event, such as professors and activists from out of state, while also including the voices of local individuals and WVC students.
- We obtained a proclamation signed by the mayors of Wenatchee and Omak, which were read at their respective city council meetings.
- We continued to host the Stand Against Racism series in spite of an initial hostile reception by the community.