



**THE GATHERING  
ZONE**

**AT THE HILLYARD  
COMMUNITY  
CAMPUS**

ACTION PLAN & REPORT  
OCTOBER 2021

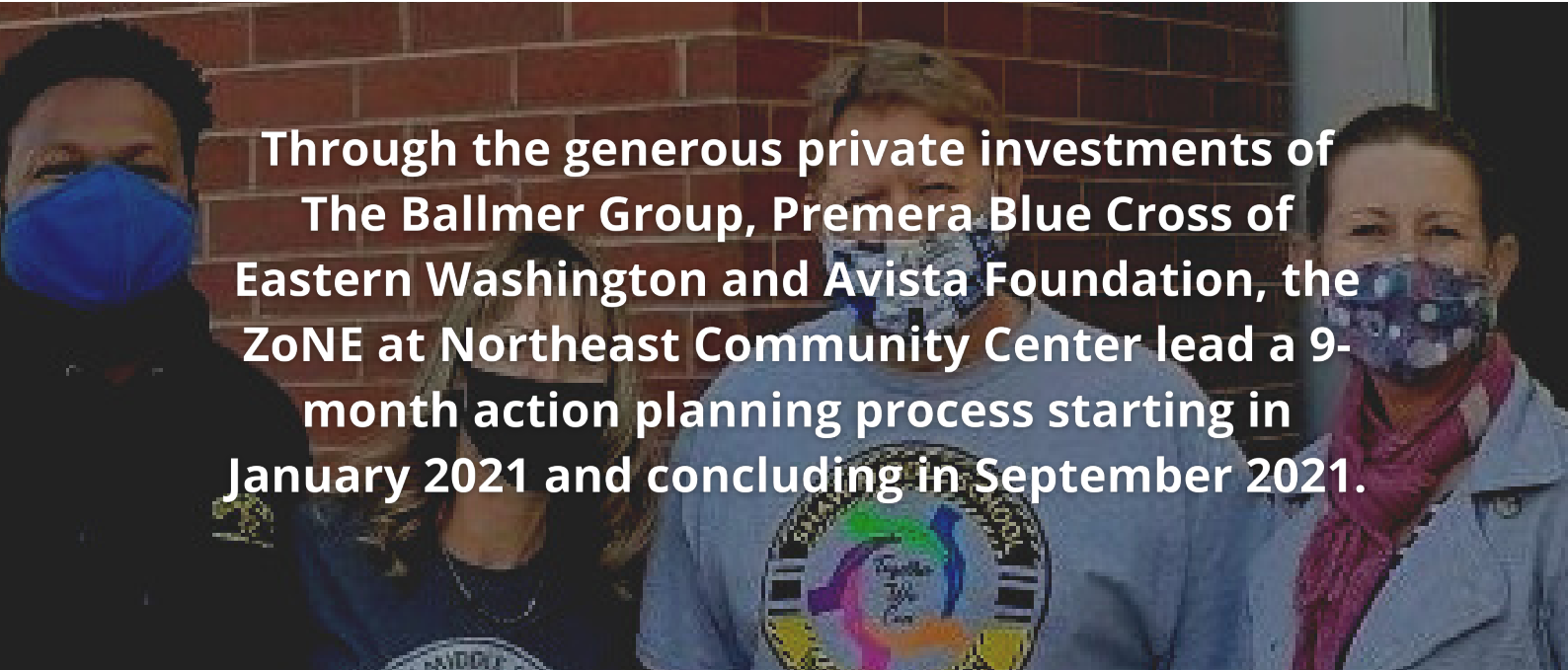
**PREPARED BY**

The ZoNE @ The Northeast Community Center

## CREATING AN ECOSYSTEM OF OPPORTUNITY IN NORTHEAST SPOKANE

The Northeast Community Center (NECCA), Spokane Schools, NEWTech Skill Center, and Hillyard Public Library share 33 acres newly named the Hillyard Community Campus in NE Spokane. Over \$95 million in public dollars have been invested in a new library, two new Spokane Public Schools buildings (Shaw Middle School and Lisa Mattson On Track Academy), new transit and street infrastructure, new walking paths, fields and playgrounds.

The Northeast Community Center is home to medical, dental, pharmacy, early learning, senior programs and social service agencies which provide 131,952 units of service for low to moderate income households annually. By working together as one campus, and bringing residents and other multi-sector organizations to engage in actionable strategies, we can create positive impact in our community for all residents.



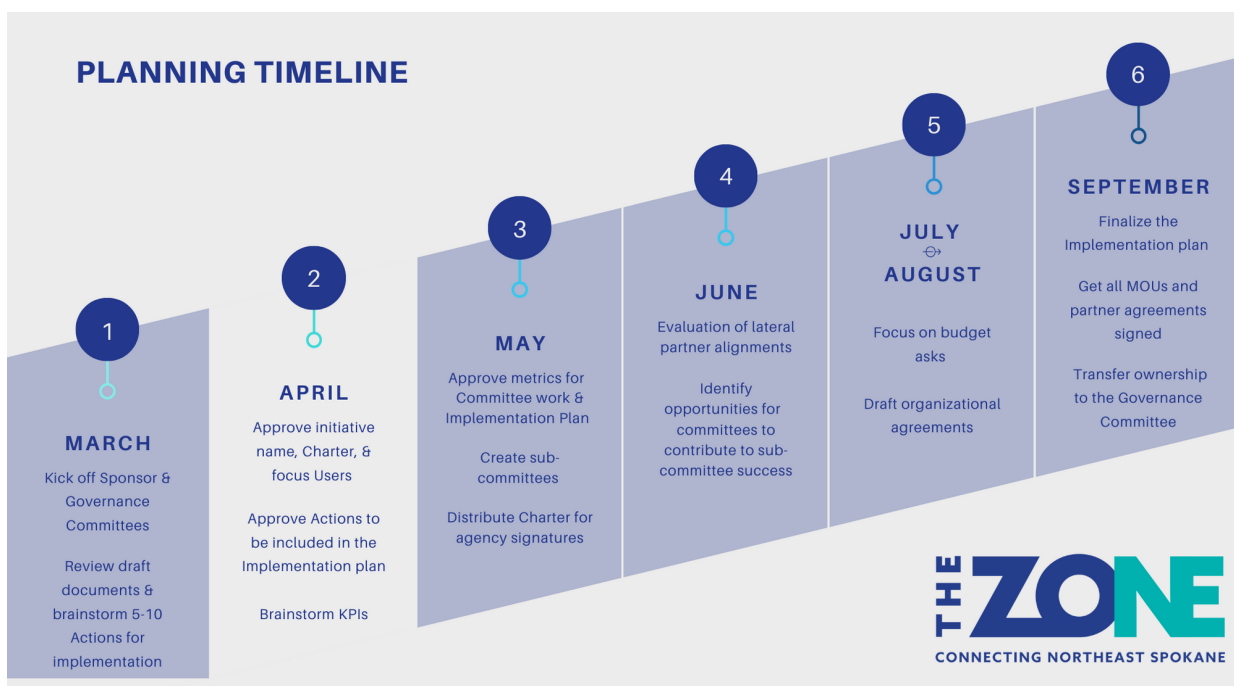
**Through the generous private investments of The Ballmer Group, Premera Blue Cross of Eastern Washington and Avista Foundation, the ZoNE at Northeast Community Center lead a 9-month action planning process starting in January 2021 and concluding in September 2021.**

# THE GATHERING ZONE

Aligning all agencies with seamless referrals and increased partner collaboration on the Hillyard Community Campus to support expanded and wholistic use of mental, physical, and educational services and resources by Northeast Spokane residents

NECCA staff worked to develop lists of partner agencies, resident leaders, school leaders, key decision-makers, and health and workforce entities on and off campus, many of whom were already engaged in either the campus design or ZoNE action teams, to participate in the implementation planning process. The outcome of the nine-month implementation plan delivers clear actions, activities, leads and measures of success to use as a roadmap moving forward.

The Gathering ZoNE Governance Committee members have jumped to work on sub-committee activities, as evidenced by Key Successes (p.4). At the fall Governance Committee meeting members will formally assume ownership of implementation and accountability. NECCA is Chair and will also staff the Committee to assist with team communication, data collection, and sharing out progress toward full implementation with Committee members, residents and community leaders.



## SPONSOR COMMITTEE

**Avista · Gonzaga University · Northeast Community Center · Northeast Public Development Authority · Premera · Sonderen Packaging · Spokane City Council · Spokane Community College · Spokane County · Spokane Library · Spokane Public Schools**

Two committees were formed in January 2021 to develop both the strategic and operational aspects of the plan. Each met monthly. The Sponsor Committee was comprised of community level leaders including elected officials. Their purpose was to break down any barriers the Governance Committee elevated as the Implementation Plan was developed. The Governance Committee is comprised of residents and leads from each agency or organization.

### Key Successes Achieved to Date:

- Agency eligibility and capacity survey complete
- User checklist for coordinated campus referrals developed
- Campus Coordinator and Family Liaison both funded and hired
- Career Sampler Series with local employers and SCC info Nights happening now
- 8-week Essential Skills Class piloted
- Old Hillyard Library building transferred to the City of Spokane, ARPA funding request submitted for building upgrades, and use of building for mental health services solidified
- Traffic quieted on Cook Street

## GOVERNANCE COMMITTEE

**Bemiss Neighborhood Council · Children's Home Society · Communities in Schools · Gonzaga University · Greater Spokane Incorporated · Hillyard Senior Center · HUD Office of Field Policy Management · Innovia Foundation · INW Association of General Contractors · Jubilant HollisterStier · Lisa Mattson On Track Academy · Logan Neighborhood Council · MultiCare · NECC Head Start · NEWTech Skill Center · Northeast Community Center · Northeast Public Development Authority · Providence Healthcare · Rogers High School · Shaw Middle School · SNAP · Spokane Community Colleges · Spokane Housing Authority · Spokane Library · Spokane Workforce Council · The ZoNE · Unify Health · WIC · World Relief**



The Gathering ZoNE committees identified and prioritized key campus actions. Sub-committees were formed within the Governance Committee around the individual actions in the emerging plan. Actions were broken down into measurable activities contributing to each action. While the Sponsor Committee was disbanded after the Implementation Plan was finalized (9/30/21), the Governance Committee will remain as the body responsible for implementing activities and oversight of timeline and measures of success. These organizations have signed The Gathering ZoNE Charter, indicating willingness to implement and contribute to the actions in the plan.

**Overview of The Gathering ZoNE Implementation Plan Actions and Activities**

**Develop a Coordinated Referral System**

- Create a checklist of services available for clients to access while on campus for referral purposes and to increase use of campus assets (policy change)
- Create training for and implement a trauma informed protocol shared by all partners on campus including warm client handoffs and information about eligibility and capacity of partners (process change)
- Gather user feedback for continuous improvement centering user experience
- Create an inter-agency shared campus calendar so that we can cross message opportunities to campus users

**Increase Mental Health Access**

- Build a Behavioral Health Clinic on Campus in the old library space

**Create a Welcoming Space**

- Hire two full time campus outreach coordinators to help navigate users and coordinate agency messaging and collaboration
- Train front line staff so that all services on campus are trauma-informed and culturally-responsive (includes Motivational Interviewing)
- Students and families easily find what they are looking for including campus navigators, maps, and a self-service kiosk
- Greater multi-lingual supports on campus including shared translation and interpretation

**Increase Youth Leadership & Skill Building Opportunities**

- Coffee Kiosk at NECC to build youth employment skills
- Create a Student Ambassador program for campus tours
- Increase service-learning opportunities
- Build world of work mentorship opportunities
- Students offer workshops on home improvement as leadership opportunities

**Increase access to Adult Employment /Education**

- Gather data to focus on local high demand family wage pathways
- Provide adult training programs on campus (ex: Head Start to the Construction Trades, Providence certification courses, pre-employment essential skills series)
- Provide career info sessions on campus with local businesses seeking employees
- Provide education and career navigation for residents
- Develop Higher Ed partnerships on/off the campus (includes info nights)
- Integrate a Workforce/Education Navigator on the campus
- Improve access to childcare during non-traditional work hours