



# Koht'aene Bende'

OUR PEOPLE TOMORROW

2023 Annual Report



# SHOWCASING OUR JOURNEY

## The 2023 CRNA Annual Report

This annual report is more than just a document for the Copper River Native Association; it's a cornerstone of our journey.

For tribal members, it's a window into the heartbeat of our collective efforts, showcasing the strides we've made and the challenges we've faced. Through the statistics from various departments, it tells the story of our impact on individuals, families, and traditions.

For our CRNA team, it's a roadmap, guiding our decisions with concrete data on where we've excelled and where we can grow.

And for all stakeholders, it's a testament to our commitment to transparency and accountability, demonstrating how we steward our resources to uplift and empower our people.

This annual report isn't just about numbers; it's about honoring our past, navigating our present, and shaping our future together.

All the statistics provided are from 2023.

## MEDICAL SERVICES

Offers Urgent Care, Primary Care, and Pharmacy Services.

Patients the Clinics Served:	
Cantwell Health Clinic	60
Gakona Health Clinic	28
Gulkana Health Clinic	5
Kluti-Kaah Health Clinic	14
Mentasta Health Clinic	79
Tazlina Health Clinic	51
Robert Marshall Primary Care Patients Served	1,503
Prescriptions the Pharmacy Has Filled	14,157

## BEHAVIORAL HEALTH

Provides Mental Health Counseling, Addiction Counseling, Stress Management, and Youth & Family Support.

Patient Encounters Provided	253
New Patient Intakes	147
Outreach Events / Overall Participants	62 / 423

## WELLNESS SERVICES

Provides Occupational Therapy, Chiropractic Care, Massage Therapy, and the Smoking Cessation Program.

Patients Served	319
Compacting Tribal Members Assessed for Social Determinants of Health	166
Tobacco Cessation Participants	71

## DENTAL

Offers full-service dental care to all ages.

Patients Served	622
New Patients Reached	107

## ELDER SERVICES

Offers meals, homemaker, and maintenance services to qualifying Elders.

Meals Provided to Elderly Beneficiaries	22,834
Hours Offered of Homemaker Services	1,111
Hours Completed of Outdoor Chore Services	592

## TRIBAL COMMUNITY SERVICES (TCS)

Offers Food Bank, Workforce Development, Environmental Protection, and Tribal Child Welfare services.

Individuals the Food Bank has Served	2,983
Families the Food Bank has Served	1,482
Persons Served Through BIA Financial Assistance Program	20

## TRIBAL RESPONSE PROGRAM

Oversees social and environmental health for beneficiaries.

Pounds of Discarded Tires Removed	11,520
Pounds of Local Garden Produce Harvested	200
Participants in the HAZWOPER Certification	25

## VILLAGE PUBLIC SAFETY OFFICER (VPSO)

Responds to calls across the region from Mentasta to Chitina while also supporting Troopers in McCarthy and Eureka.

Number of Call Responses Department Wide	911
Average Number of Call Responses Per VPSO Annually	130
Trainings a Year Per a VPSO	3



# YOUTH DEVELOPMENT

Offers academic and behavioral support systems for Alaska Native Youth.

Students Who Received Academic Interventions	45
Students Enrolled in After-School Programs	35
Students Who Received Graduation Support	4

# CHILD DEVELOPMENT

A benefit for CRNA employees.

Children Enrolled in Kindergarten Readiness	7
Pediatric Care Coordinations	23
Young Beneficiary Professional Development	8 Native Teachers Under 30 Years Old

# MAINTENANCE DEPARTMENT

Attends to the operational maintenance of the facility.

Gallons of Drinking Water Delivered	64,000
Work Orders Completed	1,400
Patient Transport Tickets	1,125

# INFORMATION TECHNOLOGY

Supports the needs of all Robert Marshall and Village Clinic staff.

Employee Devices Managed	209
Average Number of Monthly Tickets Addressed	158
Ransomware Attacks Prevented	95

# HEALTHCARE QUALITY & ACCREDITATION

Ensures patient satisfaction, accreditation compliance, risk management, and strategic grant portfolio management.

Average Patient Wait Time	>20 min
Average Patient Satisfaction Rating	4.8 / 5.0
Awards Received	2



HRSA 2023 Award - Covid 19 Public Health  
Champion (Health Resources & Service  
Administration)



CARF 2023 Award  
(Commission on Accreditation of  
Rehabilitation Facilities)

# MARKETING

Raises awareness of essential services by sharing operational information and stories through digital and print platforms.

People Reached On Social Media	103.2K
Video Impressions On YouTube	19.3K
Likes/Reactions/Shares/Replies On Social Media Content	6.4K

# HUMAN RESOURCES

Manages recruitment, employee relations, compensation planning, labor law compliance, and training.

Average Number That Attended Trainings	111
University Tene Employee Students	27
Retention Improved Over Last Year	13.56%

# SENIOR MANAGEMENT TEAM

**Angela Vermillion**  
*Chief Executive  
Officer*

**Neal Schanbeck**  
*Chief Operating  
Officer*

**Navin Bissram**  
*Chief Financial  
Officer*

**Brit Peek**  
*Director of  
Human Resources*

**Lezelda Fiebig**  
*Director of  
Medical Services*

**Amy Diffley**  
*Director of  
Behavioral Health*

**Zach Dysinger**  
*Director of Child  
Development*

**Lacayah Engebretson**  
*Director of Youth  
Development*

**Sharla Huckabey**  
*Director of  
Elder Services*

**Katherine McConkey**  
*Director of Tribal  
Community Services*

**John Dye**  
*Director of  
Plant Operations*

**Abigail Nagengast**  
*Wellness Practice  
Manager*

**Rosemarie Peters**  
*Dental Practice  
Manager*

If you have questions about the information presented in this CRNA 2023 Annual Report, please call our Administrative Offices at (907) 822-5241.



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