

20 24 ANNUAL REPORT



*Koht' aene
xodze'k' a xodza' a*

OUR PEOPLE FOREVER

HONORING OUR GROWTH

The 2024 CRNA Annual Report

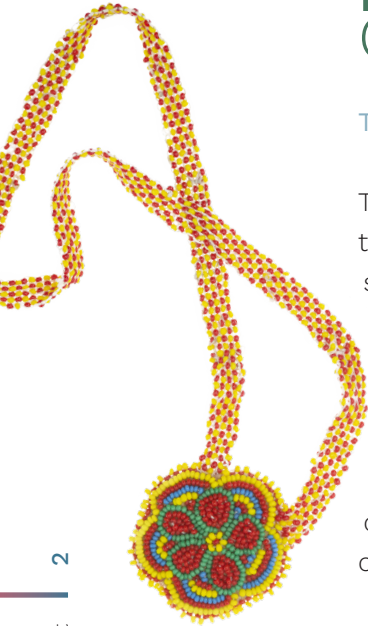
This annual report is more than a summary of the past year — it's a reflection of the ongoing story of the Copper River Native Association.

For tribal members, it offers a clear view into the meaningful work being done across our communities — the programs we've expanded, the lives we've touched, and the cultural values we continue to uphold. It's a celebration of progress, rooted in tradition.

For the CRNA team, this report is a compass. It highlights where we've made meaningful impact, illuminates areas for continued improvement, and reinforces our shared mission of service and unity.

For partners and stakeholders, it's a powerful demonstration of accountability and trust. Every number and narrative in these pages underscores our dedication to careful stewardship, long-term sustainability, and the well-being of the people we serve.

The 2024 Annual Report is not just a look back — it's a forward-facing declaration of who we are, where we're going, and how we'll get there — together.



MEDICAL SERVICES

The Medical Services Department offers Urgent Care, Primary Care, and Pharmacy Services.

Patients the Clinics Served:

Cantwell Health Clinic	50
Gakona Health Clinic	30
Gulkana Health Clinic	23
Kluti-Kaah Health Clinic	N/A
Mentasta Health Clinic	83
Tazlina Health Clinic	84
Robert Marshall Primary Care Patients Served	1,437
Prescriptions the Pharmacy Has Filled	16,114

BEHAVIORAL HEALTH

The Behavioral Health team is dedicated to providing Mental Health Counseling, Addiction Counseling, Stress Management, and Youth & Family Support.

Patient Encounters Provided	2,713
New Patient Intakes	144
Behavioral Health Aide Encounters	633
Village Outreach Events	44
Community Outreach Events	5
Number of Participants at Village Outreach Events	776

DENTAL

CRNA Dental is a full-service dental office catering to all ages.

Patients Served	658
New Patients Reached	163

WELLNESS SERVICES

The Wellness Services team focuses on providing whole-body wellness, including Physical Therapy, Chiropractic Care, Massage Therapy, and the Smoking Cessation Program.

Patients Served	270
Tobacco Cessation Participants	127
Compacting Tribal Members Assessed for Social Determinants of Health	68

ELDER SERVICES

The Elder Services Department offers meals, homemaker, and maintenance services to qualifying Elders.

Meals Provided to Elderly Beneficiaries	20,766
Hours Offered of Homemaker Service Technician Services	1,125.5
Hours Completed of Outdoor Chore Services	771.5



TRIBAL COMMUNITY SERVICES (TCS)

The TCS is committed to empowering the region through diverse programs that benefit compacting tribal members, including Food Bank, Workforce Development, Environmental Protection, and Tribal Child Welfare services.



Number of College Credits for Tribal H.S. Students	36
Number of High School Credits for Tribal H.S. Students	18
Youth Taken to Conferences	22
Outreach Events	132

TRIBAL RESPONSE PROGRAM

The Tribal Response Program oversees social and environmental health for beneficiaries, including the environmental protection and sustainability of Native lands.

Number of Vehicles Removed	15
Pounds of White Goods Removed	200
Pounds of E-waste Removed	600
Pounds of Local Garden Herbs and Vegetables Harvested	370

YOUTH DEVELOPMENT

The Youth Development Program offers academic and behavioral support systems for Alaska Native Youth, with a focus on culturally centered and tribally focused activities.

In-School, After-School, and In-Service Days Provided	205
Students Served Across Different Support Settings	57
Outreach Camps Hosted	7
Emerging Leaders Participants	5

CHILD DEVELOPMENT

The Child Development Program, a benefit for organization employees, comprises three classrooms for infants, toddlers, and Pre-K children focuses on kindergarten readiness and fostering a sense of cultural identity while preparing children to overcome life challenges with self-confidence and resilience.

Kindergarten Readiness: Preschoolers entered Kindergarten in the Fall of 2024.	6
Backpack Giveaway	290+
Young Beneficiary Professional Development: Employees who are getting continuing education and coaching to grow their careers and reach their full potential.	4



VILLAGE PUBLIC SAFETY OFFICER (VPSO)

The VPSO Program officers respond to calls across the region from Mentasta to Chitina while also supporting Troopers in McCarthy and Eureka.

Community Events Assisted	26
Calls Responded To	370

Recognition for Regional Public Safety Officer:

John Peratrovich & Saephan Souchoy

MAINTENANCE DEPARTMENT

The Maintenance Department attends to the operational maintenance of the facility.

Gallons of Drinking Water Delivered	64,000+
Work Orders Completed	1,500+
Patient Transport Tickets	1,125+

Projects Completed:

Parking lot resealed, Replaced hot water generator, Roof repairment, Siding upgrade, and the Turn lane.

Awards:

Carl Griffin - Certified Water Operator II
Rodney LaFromboise - Provisional Level 1 Water Operator

HEALTHCARE QUALITY & ACCREDITATION

The Healthcare Quality & Accreditation department ensures patient satisfaction, accreditation compliance, risk management, and strategic grant portfolio management.

Average Patient Wait Time	7.1 Minutes
Average Patient Satisfaction Rating	4.7 out of 5

Awards Received:

**HRSA Advancing Health Information Technology
CARF Accreditation was successfully renewed
for the next three years.**



HUMAN RESOURCES

The Human Resources team manages recruitment, employee relations, compensation planning, labor law compliance, and training.

Average Number of Employees That Attended Quarterly Trainings	126
University Tene Employee Students (CRNA Paid Education)	14
Employee Retention Percentage Improved Over Last Year	11.86%

INFORMATION TECHNOLOGY

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

Employee Devices Managed	200
Average Number of Monthly Tickets Addressed	193
Ransomware Attacks	0

MARKETING

The Marketing department raises awareness of essential services by sharing operational information, and patient and employee stories through a variety of digital and print platforms.

2024 Major Projects Completed:

52nd Annual Meeting - Report, Advertising, and Livestream

2024 Health Services Guide - 44 Pages, Printed Booklets

CRNA Brand Guidelines - 6 Web Pages, Microsoft 365 SSO Integration

Village Recycling Video - Uploaded to YouTube and CRNA Website

2025 Calendar - 375 Distributed

PRC Magnets - Ambulance & Home

Ahtna Word Posters - Numbers and Body Parts

Cultural Values - 6 Posters with QR Codes to Videos

Marketing Advertising - Holidays, Programs, and Special Events

New VPSO Website

Elders & Youth Conference Website



SENIOR MANAGEMENT TEAM

Angela Vermillion

Chief Executive
Officer

Preston Callison

Chief Operating
Officer

Charity McConnell-Edwards

Tribal Community Services
Manager and VPSO Coordinator

Lezelda Fiebig

Medical Services
Director

Zachary Dysinger

Child Development
Director

Lacayah Engebretson

Youth Development Director
& Behavioral Health Director

Cecil Sanford

Tribal Community Services
Director & VPSO Director

Vincent Komok

Plant Operations
Director

Tim Dang

Information
Technology Director

Michael Witsil

PRN Dentist

If you have questions about the information presented in this CRNA 2024 Annual Report, please call our Administrative Offices at (907) 822-5241.

Navin Bissram

Chief Financial
Officer

Brit Peek

Human Resources
Director

Sharla Huckabey

Elder Services
Director

Abigail Nagengast

Wellness Practice
Manager

Jennifer Price

Director of Strategy
and Analytics





COPPER RIVER
NATIVE ASSOCIATION

(907) 822-5241 | crnative.org