

Ketchikan Indian Community



2011
Annual
Report

KICTHC MISSION STATEMENT

“The KIC Tribal Health Clinic in partnership with our patients and with respect for Native cultures, will provide high quality professional services to promote and improve the health of Alaska Natives and American Indians”

Ketchikan Indian Community

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General Manager's Message



Debbie Patton
General Manager

This has been an exciting year for KIC through growth in funding, expansion of programs, completion of the Elder Housing Units, opening of the Tribal House Drug Store and the Southern Southeast Alaska Technical Education Center (SSEATEC), to name a few.

KIC employs an average of 175 jobs annually with a peak over 200 during the summer season, which ranks us 6th among the largest employers of Ketchikan. KIC has grown over the last few years by expanding its revenue sources to an operating budget that is over \$31 million. This is up from \$21 million in 2006. KIC has worked to support tribal hire, support tribal businesses and keep our money in our community. Annually, KIC spends around \$8 million in salaries and \$13 million in spending through local businesses, organizations and service providers. This has a significant economic impact on the community of Ketchikan, through direct employment and indirect employment as spending ripples through the local economy. We take pride in being a stable presence in our community during these difficult economic times for our nation.



Tom Gubatayao
*Chief Administrative
Officer*

One of the primary issues addressed in 2011 was the reinstatement of the Advisory Health Board. KIC Tribal Council listened to the membership's overwhelming response in support of this during the 2011 elections. During our strategic planning session this year, we spent a significant amount of time working on this so that by the 2012 elections the board could be on the ballot. We also established new AHB By-Laws which were adopted last fall.

The other primary issue for the Council was Constitutional Reform. A Constitution Committee was established and has spent the entire year working through the critical issues of any constitution – membership, jurisdiction, Council make-up and processes, elections and powers. The next step is to ensure that the By-laws and Ordinances adhere to the Constitutional amendments, so there is still much to do. We will be holding a referendum vote on these matters in 2012 prior to the 2013 elections.

In 2011, the Tribal Council developed a new Section 17 Charter which established the Ketchikan Indian Community Business Corporation (KICBC). This allows the tribe to operate businesses under a separate Charter, protecting the assets of the Tribe. In business there are no guarantees and we wanted to protect the Tribe and its property. A separate board will be established and eventually a CEO will administer these companies reporting to the KIC Business Corporation Board of Directors, similar to the GM reporting to the Tribal Council.

We also filed the paperwork with the State of Alaska to establish a non-profit company called the Heritage Foundation. It has been a strategic goal for many years as there are existing opportunities including funding sources, that we are not eligible for as a Tribal Government but will be as a Tribal Non-Profit. These two organizations will work alongside KIC to accomplish our mission.

It has been a busy year and the staff at KIC has worked diligently. We look forward to another successful year for KIC in 2012 with the completion of the commercial kitchen, the expansion of Behavioral Health Services when they relocate to their new facility, possible renovation of the Deer Mountain Tribal Hatchery & Eagle Center and other economic ventures that support our mission along with the healthcare, programs and services KIC already provides.

A handwritten signature in cursive script that reads "Debra Patton".



Ketchikan Indian Community Tribal Health Clinic

Mission: To ensure the highest quality of health care available is provided within the KIC Tribal Health Clinic.

Overview

The Ketchikan Indian Community Tribal Health Clinic (KICTHC) provides a wide range of health and social service programs to KIC tribal members and Alaska Natives/Native Americans. The KICTHC departments consist of: Administration, Medical/Lab, Nursing, Pharmacy, Contract Health Services (CHS), Dental, Social and Behavioral Services, Medical Records and Business Office.

The KICTHC budget (along with associated indirect funds) was in excess of \$15 million for FY 2011. Over 75 employees work directly for KICTHC.

2011 KICTHC Accomplishments

Major accomplishments will be outlined for each KICTHC department. However, the following is a broad list of major accomplishments and projects:

- Implemented Electronic Health Records in Medical, Dental and Behavioral Health.
- Began implementation of the Indian Health Service Improving Patient Care (IPC) program.
- Major upgrade to computer server hardware that operates the RPMS clinic system.
- Installation of new lab equipment that provided better quality assurance and saved funds by reducing labor costs.
- Conducted 2 mock surveys in preparation for the AAAHC accreditation survey scheduled for February of 2012.
- As requested by the tribal community and with help from the Tribal Council Health Committee, a new set of Advisory Health Board (AHB) by-laws were written and approved by the KIC Tribal Council. A new AHB will be elected and seated in January of 2012.

2012 KICTHC Goals

Each KICTHC department is developing a set of program goals along with goals for the three department-wide initiatives of:

1. Provide a Better Patient Experience at KICTHC.
2. Increase and Leverage Revenue.
3. Develop Comprehensive Outreach Programs.



KICTHC – Administration

The KICTHC Administration consists of:

- | | |
|-----------------------------|--------------------------------------|
| 1 Health Administrator | 1 Deputy Health Administrator |
| 1 Quality Assurance Manager | 1 Executive Administrative Assistant |



Brent Simcosky
Health Administrator



Steve Hudson
Deputy Health
Administrator



Amber Nix
Chief Executive
Assistant

2011 Major Accomplishments for Administration

- Successfully implemented Electronic Health Records (EHR) and began full implementation of the Improving Patient Care (IPC) program.
- Successfully complete 2 AAAHC mock surveys in preparation for full survey in February of 2012.
- Successfully implemented new accounting systems including departmental management of budgets.
- Implemented new Patient Advocate and Alternate Resource positions.
- Conducted department “improvement” summits around CHS and Business Office that resulted in significant operational improvements.
- Completely reorganized departments of Behavioral Health and Lab.
- KIC signed an MOU with the Veterans Administration.

Quality Assurance

- Conducted safety drills and risk assessment inspections.
- Conducted annual employee safety fair.
- Purchased and installed new credentialing software.
- GPRA measures improved with implementation of EHR.
- All GPRA screening measures are up along with immunization and diabetes measures.

2012 Administration Goals

- Develop departmental program goals that include measurable outcomes.
- Develop Clinic-wide goals around 3 initiatives of:
 - Provide a Better Patient Experience
 - Increase and Leverage Revenue
 - Develop Comprehensive Outreach Programs
- Began capital improvement projects for 3rd floor nursing station and for 2nd floor Patient Services entry.
- Become more goals and report driven with common set of reports for executive staff, Tribal Council and Advisory Health Board.
- Develop AAAHC calendar and maintain processes and committees on regular basis.
- Develop comprehensive set of operational workflow guidebooks.
- Improve staff orientation and training.



KICTHC – Medical Department

The Clinic has a current user population of nearly 3,000 patients and the KICTHC Medical Department consists of:

Medical Director	5 Physicians (includes Director)
2 Family Nurse Practitioners	1 Lab Technician
1 Licensed Clinical Social Worker	1 Phlebotomist
1 Medical Executive Administrative Assistant	

2011 Major Accomplishments for Medical

Electronic Health Records (EHR)

- Implemented the Indian Health Service EHR system.
- Implementation included: development of software templates, workflow processes and staff training.
- New flat screen panels were installed with swivels in each exam room for easy access and viewing by both provider and patient.

Improving Patient Care (IPC)

- Began implementation of the Indian Health Service IPC program by: creation of 2 medical/nursing teams, empaneling patients, and formed collaborative care teams with case managers, Behavioral Health, Pharmacy and Dental.

Operations

- Received COLA certification for Medical Director to act as Lab Director.
- Lab completely reorganized to include:
 - LabTrak LIS System that automates and tracks tests against orders and records
 - Medonic M-Series Hematology Analyzer
 - EasyRA Chemistry Analyzer

2012 Medical Goals

- Successfully transition all on-call responsibilities back to Ketchikan General Hospital (KGH) resulting in additional appointments available at KICTHC.
- Recruit and hire providers willing to make longer term commitments to KICTHC.
- Complete patient empaneling.
- Complete integration of lab systems into EHR system.



Dr. Vicky Malukar
M.D.



Dr. Robert Sasse
M.D.



Dr. Quoc Phan
M.D.



KICTHC – Nursing Department

The KICTHC Nursing Department consists of:

1 Director of Nursing	5 RNs
2 LPNs	4 CNAs
Referral Coordinator	



Maureen Northway
Family Nurse
Practitioner



Leslie Wheelless
MSN



Leanne Blanks
RN

2011 Major Accomplishments for Nursing

Electronic Health Records (EHR) and Improving Patient Care (IPC)

- Major reorganization of nursing duties with implementation of EHR and IPC. All patient referrals are now handled by Case Manager RNs and each Medical Team has a discharge CNA to ensure each patient has the proper education and follow-up appointments before leaving.

Policy and Procedures

- New manuals written for Infection Prevention/Control which is a new accreditation module for our AAAHC survey.
- Nursing policies reviewed and updated.

Operational

- Provided nursing coordination and staff support for 20 Specialty clinics including: Neurology, Urology, Ophthalmology, Orthopedics, Rheumatology, Hepatology, and Cardiology.
- Re-organized Employee Health and Infection Prevention services for organization.
- Initiated Point of care laboratory testing (urinalysis, pregnancy testing, rapid strep tests) performed by nursing staff in the clinic.
- Diabetic foot care training for licensed nurses. First Phase: Foot exam training.

Diabetes

- Operated 2 separate diabetes grants: Special Diabetes Program for Indians (SDPI); and Diabetes Prevention Program (DPP)
- Collaborative diabetes team formed with regular meetings including nursing staff which is allowed time to participate in delivery of diabetes services.
- Provide weekly diabetes clinics for patients.
- Began DPP diabetes prevention 16-week class. Additional 16-week classes scheduled for 2012.
- Members of Diabetes Team attended the PATHSTAR Alcatraz Swim program which “inspires active lifestyle and healthy nutrition practices in communities throughout Indian Country.”



KICTHC – Nursing Department

2012 Nursing Goals

- Improve appointment scheduling system.
- Integrate IPC concepts into clinic functions, in order to provide excellent acute, chronic, and preventive care.
- Empanel 100 % of active patients.
- Update continuing education program for nursing staff.
- Provide phase two of Diabetic foot care training: Foot and nail care.
- Update competency testing and orientation documentation for nursing staff.



Velia Turknett
RN



Roberta Minshall
RN



KICTHC – Pharmacy Department



Rebecca Magee
Director

The KICTHC Pharmacy Department consists of:

Director of Pharmacy
3 Pharmacy Technicians

4 Pharmacists (includes Director)

2011 Major Accomplishments for Pharmacy

- Establishment and Opening of the Tribal House Pharmacy retail operation.
- Complete conversion to a chart-free computer system.
 - Designed system for prescriber medication ordering to streamline prescription processing.
- Expansion and training of department personnel.
- Development of a new patient education initiative.
 - Complete overhaul of all patient information sheets to a more complete and patient-friendly format.
 - Focus on generating awareness for Poison Prevention, stressing importance among families in the community.
 - Creation of our first Smoking Cessation Program.
 - Reassessment and renewal of Coumadin Clinic Services.
- Improved efficiency by reorganizing workflow and layout of the pharmacy.
- Renewed and revised all active pharmacy policies and procedures to enhance current staff training and standardize daily operations.
- Pledged our participation in the Alaska State Prescription Drug Monitoring Program to reduce waste and abuse.
- Developed a plan to implement an automated prescription refill line to be installed in the coming year.
- Expanded the current drug formulary to better serve the needs of our patients.

2012 Pharmacy Goals

Operations

- Decreased wait times.
- Increase frequency of in-service presentations for medical staff.
- Decrease time to complete EHR maintenance requests and increase number of staff knowledgeable in EHR program adjustments.



KICTHC – Pharmacy Department

Retail Pharmacy

- Increase daily number of retail prescriptions filled.
- Increase number of contracted insurance companies.
- Increase number of retail claims that can be processed electronically.

Educational Outreach

- Reduce Coumadin prescription turnaround time.
- Increase number of participants at Smoking Cessation sessions.
- Increase number of patients reached by educational materials.
- Increase patient awareness of refill requirements.
- Increase patient awareness of Pharmacy services.



Lily Boardman
Pharmacist



KICTHC – Contract Health Services Department



Brehanna Johnson
Director

The CHS department mission is to manage contract health funds in a fiscally responsible manner that benefits the population as a whole while adhering to KIC and IHS policies, and rules and regulations. The CHS Department consists of Patient Travel; Accounts Payable (CHS Bills); and Referral Processing. The goals of CHS Department are to maximize alternative resources to increase patient care services, maximize quality of care with available funds, and increase patient care quantity and quality through patient and staff education.

The KICTHC Contract Health Services (CHS) Department consists of:

- 1 Director of CHS
- 3 CHS Technicians

2011 Major Accomplishments for CHS

- Reviewed and developed policies.
- Reviewed and authorized CHS exceptions.
- Developed/reviewed/revised handbooks and brochures.
- Presented written material for staff education through department and all-staff meetings.
- Provided patient referrals to Alternate Resource Technician and Behavioral Health staff that may have information or access to additional funding sources.

2012 CHS Goals

- Identify and prioritize CHS needs using the AAAHC Improvement Process.
- Determine annual cost thresholds for CHS fund distribution.
- Present annual orientation to Tribal Council and Advisory Health Board.
- Review denials upheld/reversed and report to Health Administrator quarterly to determine trends.



KICTHC – Dental Department

The KICTHC Dental Department consists of:

- Director of Dental
- 3 Dentists (includes Director)
- 1 Office Manager
- 4 Dental Assistants
- 2 Dental Hygienists (1 FTE)
- 1 Contract Orthodontist

2011 Major Accomplishments for Dental

Operational

- Implemented Electronic Dental Records Dentrix Software March 2011.
- Honorable Mention for most improvement category at the IHS National GPRA 2011 Dental Program Awards.
- Dental Student Extern – Patricia McClory - Ketchikan High School graduate, Harvard University.
- Dr. Taylor completed 40 hours of Continuing Education regarding dental implants, in preparation for new implant program in 2012.

Clinical/Community Activities

- Head Start educational/preventive activities.
- Healthy Tooth and Gum Club.
- Children’s Dental Health Month February 2011.
- Diabetic presentation – Dr. Taylor.
- Dental education presentations to Fawn Mountain, Houghtling, Saxman and Pioneer Home preschools.

2012 Dental Goals

- Installation of Digital Radiography-intraoral equipment.
- Implementation of Implant program.
- Provide MDCD orthodontic benefits.
- Provide VA dental benefits services.



Elmer Guerrero
DDS



Ron Taylor
DDS



McKinsee Weyher
DDS



Lauren Mirsky
RDH



Lisa Bezenek
RDH



Roberta Hull
CDA



Candy Williams
CDA / CDO

KICTHC – Family and Behavioral Health Services Department

The Behavioral Health Department went through a major reorganization this year that included changing the department name to Family and Behavioral Health Services. In addition 3 divisions were created to better provide services. The new divisions include: “Honoring Our Elders” Services; Tribal Wellness Services; and Behavioral Health Services. The KICTHC Family and Behavioral Health Services Department consists of:

1 Family and Behavioral Health Director 1 Executive Administrative Assistant

Staffing for our three new divisions consists of:

Honoring Our Elders Services	Tribal Wellness Services	Behavioral Health Service
1 Division Manager	1 Division Manager	1 Division Manager
2 Elder Care Coordinators	1 DV Advocate	2 BH Clinician II
	1 Intake Specialist	2 BH Clinician I
	1 GA Specialist	1 QA/Records Clerk
	1 ICWA Specialist	
	1 Cultural Specialist	



Bill Hardy
Director



Sue Pickrell
Elder Services Manager

Honoring Our Elders Services

KIC “Honoring Our Elders” Services provides activities, services and support to promote Tribal Elders’ ability to maintain their health, independence, to remain active and independent and in their own homes.

2011 Major Accomplishments for Honoring Our Elders Services

- Partnered with Ketchikan Pioneer Home to provide monthly Elder Dinners serving more than 500 congregate meals to Elders and their family members.
- Provided support services to more than 160 Elders.
- Started the State of Alaska training/certification process for two Elder Caregivers for the Behavioral Health Aide program for Medicaid reimbursable Elder Services in 2012.
- Secured continued funding from Administration on Aging for Elder Services.
- Partnered with the KIC Workforce Development and Diabetes program to create a new Chef Instructor/Dietitian position for the 2012 Meals-on-Wheels program.
- Purchased a 10-passenger, 3-wheel chair accessible van to begin providing transportation to Elders in 2012.
- Provided assessments, healthcare team consultations, transportation, durable medical equipment; incontinence, and diabetic supplies; nutritional supplements; respite care; help clients secure benefit information and gain access to service; assistance in obtaining official documents, IDs, and permits; provided basic resources, including food, fish and bus tokens for more than 85 elders.

2012 Honoring Our Elders Services Goals

- New Services: KIC will open a Meals-On-Wheels and Transportation programs starting April 2, 2012 at 615 Stedman.
- Elder Advice: Solicit Elders to participate in an Elders Advisory Committee to provide direction for the Elders Services.
- Maximize Existing Funding/Increase Revenue: KIC will develop a 3rd party reimbursable services with a Tribal Elder Personal Care Attendant program and continue state certification of existing caregivers in the Behavioral Health Aid program; apply for new Elder Services grants; implement a Volunteer Program and find donors to pay for specific Elder's Activities (i.e. – disease prevention activities).
- Disease Prevention/Education: Partner with the KIC Diabetes Program to promote disease prevention and health promotion activities for our Elders.
- Outreach: Implement an Elders and community stakeholder's media/outreach program.
- Expand Elder Activities: Integration of Social, Recreation, Cultural, Intergenerational, Educational, Wellness Clinic activities into Meals-on-Wheels, and Support Services Activities.



Lynn Quan
*Tribal Wellness Services
Manager*

Tribal Wellness Services

2011 Major Accomplishments for Tribal Wellness Services

- Began offering women's support groups to victims and survivors.
- Began offering a talking circle in the Ketchikan community.
- Continued to be a leader in establishing a Sexual Assault Response Team which included sponsoring a S.A.R.T. training in Ketchikan in November 2011.
- Received a Tribal Assistance grant through the Department of Justice, Office on Violence Against Women, increasing the budget to \$898,000 which will allow the department to increase services in 2012.
- Additional services are being created to address victims with disabilities.
- Coordinated a fundraiser for the Elder's Holiday Fund that raised \$2,500 that was given to Elders at Thanksgiving and Christmas.
- Partnered with behavioral health staff to enhance the general assistance program to provide services to clients in need.
- 10 Tribal members received burial assistance.

2012 Tribal Wellness Goals

- Establish a consistent schedule for talking circles.
- Create a domestic violence/sexual assault advisory committee.
- Maximize existing funding and increase revenue.





Stephanie Johnson
*Behavioral Health
Services Manager*

- Provide a domestic violence/sexual assault support group.
- Establish a developmental disability abuse response team.
- Integrate cultural and intergenerational trauma issues into individual and group services that address the effects of domestic violence and sexual assault.
- Develop a General Assistance database.
- Hire 2 staff to manage program budgets including data entry and clerical support.

Behavioral Health Services

2011 Major Accomplishments for Behavioral Health Services

- Native children were not removed from their home due to prevention efforts by KIC.
- Three new Native foster homes were recruited/licensed and are fostering children.
- Native children were returned to the Ketchikan community from out-of-state placements.
- Native children entered into adoptions and guardianships with relatives and other KIC members.
- Established an intake day to increase service availability.
- Continued adult and adolescent TAP groups and implemented talking circles into the service array.
- Collaborated with community stakeholders in developing a community action plan.
- Became State of Alaska certified to provide integrated assessments and treatment for both mental health and substance abuse and bill Medicaid for those services.

2012 Behavioral Health Goals

- Increase number of Native foster homes.
- Increase the number of children placed with relatives, other KIC members, and Native foster homes.
- Decrease the number of Native children in out-of-home care.
- Increase services to children and families to enhance tribal and family wellness.
- Maximize existing funding and increase revenue.
- Develop a sliding fee scale to offer affordable mental health and substance abuse services.
- Improve customer satisfaction.
- Maintain and enhance relationships with community stakeholders.

KICTHC – Medical Records Department

The KICTHC Medical Records Department consists of:

1 Medical Records Manager

3 Medical Records Clerks

1 Release of Information Clerk

2011 Major Accomplishments for Medical Records

- Maintained current staff of three (3) Medical Records Clerks, one (1) Release of Information Clerk, and one (1) Lead Medical Records Clerk.
- The implementation of Electronic Health Records (EHR) in July.
- Medical Records Clerks keep all filing up to date. All papers that come into the Medical Records Department that need to be filed are filed into the chart within 2 days of being received.
- The Release of Information Clerk is able to process any Release of Information (ROI) the same day it is received. Unless the patient is requesting information that goes back an extended amount of time which will usually take no more than 2 days to complete.
- The start of E-fax has been a huge success in our department.
- Re-organization of office space in the department.



Donna Hall
Medical Records Clerk

2012 Medical Records Goals

- Implementation of Vista Imaging system so that medical records can be completely digitized for Electronic Health Records.
- Transition of some staff within the organization as medical records workload transitions from paper to electronic.
- Volume charts need to be put into a better place, either with rolling shelves or a larger office with proper shelves.
- Deceased patient charts need to be stored away in a storage unit or sent away to our storage facility.

KICTHC – Business Office



Verna McKelvy
Business Office
Manager

The Business Office Mission is: *To obtain an accurate and complete patient profile to assist in patient care and continuity, and to maximize collections from third party insurance resources so that KIC Tribal Health Clinic can continue to maintain and expand healthcare services.*

The KICTHC Business Office outsourced all billing duties to ANTHC Business Resource Center at the beginning of 2011, which included the following duties: Coding, Billing, Posting, EOB (Explanation of Benefits), A/R (Aging Reports- and cleaning-up) for all Medical, Behavioral Health and In-Patient visits. Dental billing was retained within our facility with 1 biller to work and maintain. Beginning in July of 2011, the Business Office operations were moved under the Health Clinic management.

The KICTHC Business Office consists of:

- | | |
|----------------------------------|--------------------|
| 1 Director of Business Office | 2 Billing Clerks |
| 2 Registration Clerks | 1 Patient Advocate |
| 1 Alternate Resources Technician | |

2011 Major Accomplishments for Business Office

- Dentrix software installed for Dental providers use.
- Electronic Health Records coding installed for all providers.
- Clinic is now almost paperless for visits documentation, coding, billing.
- Mental Health visits now billable to Medicaid for reimbursement collections.
- Breast and Cervical State program screening being completed to KIC female patients assisting in billing for these services if eligible, to increase KIC revenue enhancement.
- Medicaid/Medicare Meaningful Use providers enrolled for the 6-year incentive program for utilizing and measuring health care goals.
- Dr. Coder presented a class for providers regarding the maximization of billable coding.

2012 Business Office Goals

- Re-establishing all billing duties within KIC facility, but continue to outsource the coding with ANTHC BRC.
- Meet / Exceed projected collections from 3rd party insurances.
- Medicaid/Medicare Meaningful Use completed with all providers, for Incentive payment to assist in the revenue enhancement collection.
- Implement TMAC (Tribal Medicaid Administrative Claiming) time study for more revenue collections for KIC facility.
- Decrease the amount of rejected claims by ensuring the Registration is

compliant on all demographics retrieved by our patients and KIC Alternate Resource Technician screens all possible low-income patients for Medicaid / Medicare eligibility.

- All billable visits are submitted to 3rd party source within 24 hours of the coder's review and approval for billing, with the exceptions of holiday's and weekend.
- Review the Aging Report to collect a higher percentage of billed claims.
- To have an outstanding Patient Care process that begins with Registration.
- Training for all staff members to maximize their knowledge in their positions, ensuring the optimal abilities to provide the best outcome for KIC revenue enhancement goals.

Tribal Education

Tribal Education provides in- and after-school support to middle and high school tribal youth through academic and cultural engagement. Significant efforts are made to reduce the Alaska Native dropout rate and increase Alaska Native student post-secondary pursuits.

Tribal education administers the following programs: Cultural Arts, Tribal Youth Program grant, Alaska Native Education grant, Summer Youth Training and Employment, and the Student Strength Tribal Strength grant.



John Brown
SSEATEC Director

2011 Major Accomplishments

Cultural Arts

- Provide two elective classes at the high school and supplement Alaska Studies instruction

Tribal Youth Program Grant

- Opened Tribal Youth Center in May 2011 and Tribal Youth Program launched in September 2011.
- Partnered with Ketchikan Gateway Borough School District, Ketchikan Police Department, and State of Alaska Juvenile Justice through Memorandums of Agreement
- Engaged 25 youth and 20 families in traditional character development activities including: Northwest Coast design, drum making, sewing, beading, and genealogy workshops

Alaska Native Education Grant

- Provided 99 middle and high school youth with tutorial services through 6 study skill electives and afterschool homework club
- Doubled the number of available college counseling hours to over 11 hours per student through weekly office hours at Kayhi and a college preparation class
- Provided dual credit summer school option to students through partnership with Ketchikan High School and University of Alaska Southeast Ketchikan
- Hosted five-day Career Academy which including job shadowing for 21 middle-school aged tribal youth with support from community businesses

Summer Youth Training and Employment

- Assisted 21 tribal youth in securing summer employment with 8 local businesses and organizations through partnership with Organized Village of Saxman and Central Council Tlingit and Haida Indian Tribes of Alaska
- Provided weekly job and life skill training featuring local professionals and Alaska Native mentors

Student Strength, Tribal Strength Grant

- Awarded a two-year competitive grant in the amount of \$332,592 from the Administration for Native Americans to strengthen interoperability between local tribal communities and the school district



Victoria Canul-Dunne
*Student Services
Specialist*



BIA Programs

KIC BIA programs works in partnership with our elders, educators, and leaders, as well as other allies, to provide career, educational, and language programs for all tribal members. We complete this work acknowledging *át awoonéi, yahkwdáng, hlau-dum*, in order to develop tribal members' individual leadership capacity and to promote tribal self-determination.

BIA programs include: Language, Esther Shea Cultural Studies fund, Advanced Educational Opportunities, and Workforce Development (formerly Employment & Training).

Language Program

The vision of the KIC language program is to revitalize and reclaim *Lingít, Xaad Kíl and Sm'alg̱yax* languages for use by our tribal families at the home and in the community. Since 2008, the language program has used the Mentor-Apprentice model which calls for one-on-one immersion learning. Mentor-Apprentice teams meet 10-20 hours per week with fluent speakers of our heritage languages with the expectation that they will graduate to become teachers after approximately 1,800 hours of immersion learning. In 2011, language apprentices worked with the following mentors for a combined total of 1,000 hours:

Lingít	Xaad Kíl	Sm'alg̱yax
Joseph Thomas	Delores Churchill	Gertrude Johnson
	Helen Leask	John Reese
	Xaad Kihlga Suu.u Society	Wilbur Reese

The language program is developing a communicatively-based language proficiency benchmark called the *Common Framework for Language Proficiency*, through the intermediate speaker level and 400 hours of corresponding curriculum. This will be the first benchmark developed for our heritage languages and will be a resource for the entire region. This work is supported by a two-year grant from the Administration for Native Americans, Language Maintenance and Revitalization program.

The language staff also contributed to language enrichment activities in our community included bi-weekly Sm'alg̱yax courses through the first half of the year, a winter Lingít course offered in conjunction with the University of Alaska Southeast and several intermediate grammar-focused courses in Xaad Kíl in conjunction with Ketchikan's Haida Society.



Cara Wallace
Tribal Education
Director



*Terri Burr (Apprentice) and
Gertrude Johnson (Mentor),
Tsimshian Language Team*



Language

- Apprentices completed over 1,000 hours of learning through immersion
- Apprentices contributed over 160 hours of language enrichment activities at Little Village Learning Center, Tribal Youth Program, Career Academy, and Behavioral Health Culture Camp
- Partnered with Xaad Kihlga Suu.u Society and Annette Island School District through Memorandums of Agreement to work collaboratively
- Secured continuation funding from Administration for Native Americans for language planning grant to develop communicatively-based language proficiency benchmark and curriculum

Esther Shea Cultural Studies Fund

Awarded 14 tribal members \$2,685 in assistance for completion of Totem Heritage Center art classes.

Advanced Educational Opportunities

- Awarded \$126,000 in scholarships to 40 students for both merit and regular scholarships.

2012 Goals

- Develop standardized curriculum for career-related activities to strengthen the pipeline of available trainees and students for Workforce Development and SSEATEC programs
- Provide coordinated academic and cultural support to at-risk tribal youth through the Tribal Youth Program grant and Alaska Native Education grant
- Provide workshops for parents and tribal leaders to strengthen their knowledge of Indian education and reconstitute the Indian Education Board

SSEATEC

The Southern Southeast Alaska Technical Education Center, or SSEATEC, opened its doors in May 2011 with the mission of providing affordable and relevant training to all of Southern Southeast Alaska.

SSEATEC is part of the Tribal Council's strategic goal to foster educational and economic opportunities for our local community. The vision originally was to start a small tribal training center to develop a labor pool for KIC housing projects. Eventually this idea blossomed into the creation of a fully functional vocational training center available to all Alaskans. In January 2010 construction began on the future SSEATEC site at 615 Stedman Street. Six Workforce Development trainees helped build the entire facility. The construction phase was primarily financed by a loan from the U.S. Department of Agriculture and its community facilities loan program. Grants from the U.S. Department of Housing and Urban Development and the State of Alaska completed the funding sources.



Chas Edwardson
*Workforce Development
Director*

Workforce Development

- Funded 23 trainees through our work and vocational training program at nearly \$200,000

2011 Major Accomplishments

- Finished construction of SSEATEC facility: a 2,400 square foot shop, two classrooms, state of the art computer lab, and office space for several KIC programs
- Registered with Alaska Commission on Postsecondary Education as a vocational training center
- Received \$1,100,000 from state appropriations to help fund completion of the SSEATEC construction project and purchase necessary training equipment



Southern Southeast Alaska Technical Education Center (SSEATEC)

- Attained USDA Cooperative Agreement guaranteeing \$200,000 for planning and development of SSEATEC
- Developed culinary arts and construction technology curriculums with a professional education consultant
- Offered courses in partnership with: Certified Interpretive Guide Training, Alaska Housing Finance Corporation, SAGE Software, RPMS Software, IP Phone Systems, Diabetes Awareness, and MIP Software
- In partnership with KIC Housing Authority, became the first sponsor in Alaska to indenture two Building Energy Retrofit Technician (BERT) apprentices
- Awarded \$7,500 in Direct Employment assistance to 27 tribal members
- Provided 45 career readiness and training courses, including computer basics
- Partnered with State of Alaska Department of Labor to deliver Career Ready 101 online curriculum
- Became first tribe in Southeast Alaska to serve as a National Career Readiness Certificate (NCRC) testing site

2012 Goals

- Standardize vocational training and work program application processes, forms, and procedures to increase transparency for tribal members
- Incorporate industry standards into vocational training program through use of Career Ready 101 and National Career Readiness Certificate; promote use of standards with job seekers and employers
- Expand apprenticeship offerings to tribal members by partnering with local employers and leveraging existing resources
- Work with fluent speakers to provide 780 hours of immersion one-on-one learning for Tlingit, Haida, and Tsimshian apprentices
- Complete the conversationally-based proficiency benchmarks and corresponding curriculum for use in community-based language courses
- Complete the commercial kitchen for use as a training site
- Expand the volume and variety of classes offered at the facility
- Develop opportunities for career placement by partnering with businesses and other employers around the community
- Secure funding for future operational costs



Housing Authority

2011 was a very exciting year to be a part of KICHA as we set about reaching some very important objectives. Several major projects I'm sure you've seen or heard about were the elders moving into the KIC elder housing complex, the opening of the Southern Southeast Alaska Vocational Training Center and Housing Offices at 615 Stedman Street and the many homes our KIC member work crews have been actively working on with improvements such as energy efficiency upgrades and handicapped access ramps. Some of the other things going on to better serve you include the restructuring of our programs to facilitate easier and better services to our membership. As an example of how this is already benefiting our members is the development of the KIC workforce development program. This program will expand training opportunities in KIC projects and with other businesses throughout Ketchikan to allow KIC to provide tribal members interested in a career in construction to gain hands on experience by working with existing KIC crews in the field while also adding value to tribal member homes and KIC projects.



Bonnie Newman
Operations Manager

Some other projects that are underway in 2011 and continuing into 2012 is the extension of Jackson Street to develop a new 21 unit subdivision, purchasing properties for low income long term rental units and our continued support of the Ketchikan Electronic Recycling events and Household Hazardous Waste collection events.

2011 Program Accomplishments

We currently maintain 22 rental units in Ketchikan (12 reserved for elders) and will be looking to expand that number to 36 in 2012

We have assisted over 30 homes with energy efficiency upgrades, emergency repairs, accessibility grants or a combination of the above

We assisted 4 tribal members with the purchase of their own homes this year

We provided 4 college students with affordable housing in Ketchikan

We have weatherized 17 homes with energy efficiency upgrades through funding through Alaska Housing Finance Corporation and NAHASA funds

We instituted the first Building Energy Retrofit Technician (BERT) apprenticeship program in the state in conjunction with our weatherization program

KICHA has moved into 615 Stedman Street allowing KIC to provide better services to its members with improved housing services.

Elder Housing

The KIC Tribal Council and KIC Housing Authority are proud to have a fully occupied KIC Elder Housing Center! This complete center provides comfortable and affordable independent living opportunities for 12 Elder families 62+ years of age. This new center is



*12-unit Elder
Housing units
completed in 2011
are fully occupied.*



built in a two-level “condo” style arrangement that provides residents with privacy as well as incorporating parking and landscaped areas to enhance the aesthetics of the natural surroundings. The building has central elevator access to the second level and is composed of eight (8) 616 SQ.FT 1-bedroom and four (4) 830 SQ.FT 2-bedroom units. Each unit has full kitchen and bath facilities and an energy efficient stackable washer/dryer. All units have ADA clearances in the kitchen, hallways, bedrooms, and living room. There are also units located on the lower level that have roll-in/roll-out showers and that are equipped for the sight or hearing impaired. Other features of this center include radiant in-floor heating for each unit, a heated outdoor entryway to prevent ice accumulation, triple glaze windows, heat recovery ventilation systems, and many other energy saving features that will make this building the first local Silver Star Certified Senior Center as defined by the U.S Green Building Councils Leadership in Energy and Environmental Design.

Transportation

KICHA was very active in its transportation department in 2011 with the planning and bidding of the Jackson Street subdivision phase II development. The project will consist of a road extension and 21 additional housing lots. This project will allow KIC to continue to develop affordable housing in Ketchikan over years to come.



Developmental drawing for the Jackson Street subdivision.

Environmental Protection

The KIC EPA program has been active in promoting recycling and indoor air quality improvements for our membership as well as sponsoring household hazardous waste removal programs for the community at large. We are looking forward to continuing these programs as well as expanding our activities into beach cleanup programs and water quality sampling. Check on the KIC website for the quarterly environmental newsletter published by the KICHA environmental program for additional information related to our efforts to better serve your needs into the coming year.

KIC Housing Authority Programs

Rehabilitation Grants: KICHA has two main programs to ensure our membership resides in a safe and sanitary environment.

Our **Elder Rehabilitation Grants** are designed to assist our elders with needed improvements to their homes. Through this program we have constructed ramps, improved entryways and exits, remodeled bathrooms and other facilities to make them more appropriate for our elder tribal members. This is a relatively new program and we encourage our members to take advantage of it. If you or someone you know age 60 or over is in need of home modifications that increase accessibility, safety, or quality of life please come by our offices at **615 Stedman 2nd Floor** or call **228-9222** to receive assistance.

Available to the entire membership is the **Emergency Repair Grant**. This program is designed to restore basic health and sanitation services to Tribal members. Through this program we have repaired heating systems, plumbing, and other immediate threats to the

safety of our tribal members. Please come by our offices at **615 Stedman 2nd Floor** or call **228-9222** to receive assistance.

Home-Ownership Program: KICHA offers assistance for our tribal members to achieve home-ownership.

The **Home buy-down Program** provides up to \$20,000 towards the purchase of a home. The program is a forgivable 2nd mortgage that becomes a grant after a 15 year compliance period.

Rental Housing Program:

This program offers subsidized housing for tribal members. Rent is limited to 30% of income and credits are available for attending college. Visit KICHA offices **615 Stedman 2nd Floor** or call **228-9222** for information and application instructions.

Weatherization Program:

KICHA has employed members over the past year to assess and improve the energy efficiency of tribal homes and we expect to see an expansion of this program over the coming year. This program provides an efficiency rating and KICHA personnel will provide energy improvements such as windows, furnaces, roofs and insulation to qualified members in order to lower heating costs and provide safe, sanitary, and affordable housing to our tribal members.

Conclusion

2011 was a year of program growth and project development that has left us poised to have an even better year in 2012. To take a look backwards we made very significant progress in many key areas in 2011 including:

- **Occupancy of the KICHA elder housing center**
- **Expansion of the AHFC Weatherization program in Ketchikan**
- **Occupancy of the KIC housing and training warehouse.**

These as well as the many KIC members who received assistance from our programs represent what KICHA has been able to accomplish these last 12 months and give insight into what to expect in 2012. It has been our pleasure to serve your affordable housing needs and we plan to continue to work to improve every aspect of our service delivery to the membership in 2012.

Economic Development



Tony Azure
Director

The Economic Development Department (EDD) oversees the Deer Mountain Tribal Hatchery and Eagle Center, Tours, Salmon Sales, Gaming and Coffee Corner. The EDD also researches prospective new ventures that will benefit the tribe in our mission to develop sustainable economic development programs and opportunities that promote tribal self-sufficiency.

Deer Mountain Tribal Hatchery and Eagle Center (DMTHEC)

The mission of the Deer Mountain Tribal Hatchery and Eagle Center is to conservation, education, and stewardship of the indigenous birds and fish of Southeast Alaska.

In addition, operation of a facility for the care of sick and injured wildlife, especially eagles, and promoting knowledge and appreciation of the cultural ties between the Native People and wildlife of Southeast Alaska.

Development and implementation of high quality programs for the benefit of our wildlife and their habitat, specifically those species of Native American cultural and traditional importance; conduct field surveys and population monitoring; conduct natural history studies and provide public education on habitat preservation and wildlife conservation.

EAGLE CENTER

Public Conservation Education Programs

The Eagle Center's public education efforts using live birds of prey saw a decrease in the number of programs delivered from 2010 levels. Individuals from the walking tour totaled 354 while visitors from Princess Cruise Lines totaled 2460. An estimated 265 programs were delivered over five months. The slow global economic recovery has been widely cited as a major contributing factor. Another significant factor was the change in scheduling and tour packaging from tour excursion companies. The overall quality of program delivery has risen along with the quality of the raptors presented to the public. Efforts increasing the use of interpretative delivery techniques and close program-staff mentoring are factor for this.

Resident Raptor Collection

The resident raptor collection dropped from 9 to 8 individuals with the transfer of one turkey vulture to a facility in Missouri. This was done in part to upgrade the overall public education plan. At the end of 2011 the Eagle Center's raptors are at the highest state of readiness for program use in recent history. Plans to continually upgrade and augment the collection with raptors more closely associated with Alaska will continue through the current redevelopment program.

Wildlife Recovery Efforts

The Eagle Center continues to assist SEAPRO with their injured/orphaned wildlife recovery efforts. The SEAPRO Oiled Wildlife Response Trailer remains on the campus of the DMTHEC where



Eagle Center caption here



Salmon Weir caption here

stabilization and triage efforts take place. A total of 24 raptors and other birds were admitted during 2011. Many of them were transferred to the Alaska Raptor Center in Sitka for continued care. The list includes bald eagles, red-tailed hawks, screech owls, ravens, great blue herons, jays, varied thrush, rhinoceros auklet, and several gulls.



Kathy Gray
Gaming/Esspresso
Manager

Staffing

The Eagle Center welcomed Mike Hatter to the staff as a bird handler in the spring of 2011. Staffing levels, job descriptions and reporting relationships are all being evaluated and developed to match the facility redevelopment plan for 2012/2013. This is just one of several programs and action items being developed for new facilities and modes of operation.

USFWS Minimum Standards

U.S. Fish & Wildlife Service, Migratory Bird Permits personnel inspected facilities and raptors in August of 2011. They found the facility in the best state of cleanliness since they began inspecting the facility. They cited some shortfalls with record keeping and protocols (all of which are being addressed with the new program development efforts). They were briefed on the redevelopment project and have been kept closely informed about issues regarding minimum standards as the project has advanced. The FWS is satisfied with the current direction of the Eagle Center and are even excited about being a part of this new development so long as it remains on the current path.

2011 Major Accomplishments

- Through a \$150,000 grant award from the Commercial Passenger Vessel Tax we were able to do several upgrades at the DMTHEC in 2011. These included a new water chiller, fish weir, two outdoor weathering bird mews, video security system and art and signage that included two Totem Poles.
- Hatchery Production of Summer Coho was increased and directed all releases into Ketchikan Creek to maximize cost recovery potential.
- Secured salmon processing agreements to add value to our returning salmon we harvest by smoking and packaging in foil retorts as well as cans for sale.
- Resolved long standing property issues that will now allow City transfer of DMTHEC land to KIC.
- Welsh Whiteley Architects were hired to design a proposed new facility. They will provide a preliminary design by mid-January 2012.

- Fisheries Biologist, Gary Yeager, has been hired on a contract basis to work with Tony Azure and Jerry Guthrie on the design and development of the hatchery remodel.



Janette Hoffman
Project Manager

Gaming

- Provided \$105,000 in proceeds for 2011 disbursements. These included the Dolly Jensen Fund, Hatchery and other Civic donations.
- With continued consistency in operations and a focus on quality and integrity Derby Pull-Tabs was again able to achieve positive results for 2011.

Coffee Corner

- Continued efforts to provide employees and patrons with affordable beverage, snack and lunch options within the workplace.
- Progress was made in the challenges of providing a level of quality and service within a limited work area.

2012 Major Goals

- Accomplish the new facility design and construction plan with the project team
- Hire and train qualified staff to national standards
- Implement all required USFWS minimum standards for captive raptors
- Revised the DMTHEC tour with the cruise lines that will include more bird shows and increased revenue.
- Working with KVB and our KIC-SSEATEC Training Center to provide certified training to our guides in Customer Service, Alaska Host, Cultural Host and Interpretive Guide training.
- Renovation plans are in progress for a major remodel project to modernize the facility to better help us reach our visitor, program and funding goals as well as to keep pace with USFWS standards for captive raptors.
- To continue to develop the full potential of the DMTHEC with improvements to the Facility, Educational Programs, Tours, Hatchery production and Cost Recovery.
- To continue to seek grant funding and donor development for DMTHEC operations.
- To continue to contribute to the new Section 17 Business arm and to provide research and analysis for new business opportunities.

2012 Marketing Goals

- A new marketing plan and facility tour is being designed for the 2013 cruise ship year, along with new material and websites for tourism and outreach programs. The new material will be completed by July of 2012 to meet deadlines for the 2013 cruise ship season.
- New salmon labels are being developed and designed along with a new marketing plan for processing and selling DMTHEC salmon and salmon products.
- Market our new "Adopt-A-Raptor" program where donations help provide for the care and feeding of resident raptors.



Joe Shelnett
Program Development

DMTHEC - Future Plans

An exploratory group was formed this year to investigate modernizing facilities and programs at the Deer Mountain Tribal Hatchery and Eagle Center (DMTHEC). For the Eagle Center this means that much needed upgrades in captive raptor housing and support facilities which may be accomplished by 2013. This also means that required U.S. Fish & Wildlife Service Minimum Standards will be brought up to acceptable levels, ensuring stability in operations for years to come.

When remodeling efforts are complete, educational experiences for guests will be radically different from today. There will be viewing stations for visitors to observe several different raptor species, educational plaques and signs stationed throughout the facility and a modern auditorium with much increased capacity for formal educational programs on set schedules. The inherent design of the facility will also lend itself to a more inviting and relaxed atmosphere with opportunities for guest to tour along at their own pace.

Program Modernization

To coincide with modernization of facilities all relevant programs and activities are being examined for improvement or development. Much needed protocols and policies will be implemented as part of an overall plan to meet and exceed USFWS Minimum Standards for captive raptor care and training. Standardizing the way records are kept, establishing and enforcing care and educational policies and adhering to staff and raptor training schedules year round will elevate Eagle Center operations to a much needed professional level.

Activities to increase the visibility of the Eagle Center along with the entire DMTHEC are well underway. Website development, membership opportunities for visitors, Adopt-A-Raptor programs and remote access to in-depth information about our resident raptors are but a few outreach aspects continuing to come online in 2012.

Development of a new staff structure for the DMTHEC has been underway since October 2011 and will continue through late 2012. Modernizing job descriptions, reporting relationships and internship programs will help recruit an experienced network of staff for sustained operations.

Being developed to coincide with the opening of the new facility are new educational and program delivery protocols and guidelines. To better serve the public, meet minimum standards and provide visitors with an exceptional experience all interpretive staff will receive standardized training with modernized materials.

Tribal House Drug Store Pharmacy and Cafe



Stephanie Smith
Tribal House Manger

The Tribal House Drug Store, Pharmacy and Café opened our doors May 15th, just in time for the tourist season. It was a challenge keeping our shelves stocked and orders coming in to fill them. We learned a lot about our vendors and customers during this time, as a result the season was a success!

2011 Major Accomplishments

- Getting the store open at the start of the tourist season
- Getting a solid picture of our strengths and weaknesses
- Evaluation of sales and selling space
- Exploring the Market to learn more about the demands of our customers

We've learned, with our square footage and sales, to keep our merchandise drug store related and our price point low. Some of the changes we made, as a result, were adding Hair accessories, perfume, small appliances, chargers and memory cards.

2012 Goals

- Adjusting our inventory per customer requests.
- Learning new ways to interact with customers by advertising on the cruise ships
- Staying on top of trends by attending gift shows and talking to vendors and suppliers
- Being able to adapt to changing markets, being realistic and in touch with where we are and where the retail store is headed and how to get there.
- Limiting free WIFI to a certain amount of time
- Keeping employees motivated in the ebb and flow of business, which in turn keeps our customers happy.



Alice Ketah
LVLC Manger

Little Village Learning Center

Little Village Learning Center (LVLC) had another busy year. One of our goals was to add more infant and toddlers to our program. At the end of January 2011 we reached our goal of 15. All of our staff has taken and completed classes on infant and toddlers. In addition all five employees completed courses in First Aid, AED, and CPR. The entire staff has completed State of Alaska required 20 hours of educational instruction. Alice Ketah and Eunice Wurzer both attended the AEYC conference in Juneau. The focus of the conference was returning the children to the outdoors. A grant was received to participate in social and emotional needs of infants and toddlers.

2012 Goals

To use a grant that will allow our staff to attend a class called "Let's Get Moving" in February of 2012.



Finance Department

The Finance Department works in partnership with KIC executive staff, directors, and program managers to provide financial data and information for all KIC programs.

2011 Major Accomplishments

New Accounting Software

- Converted to Sage MIP accounting software as of January 1, 2011. This software package allows KIC to better track activity at the program, funding source, project and fiscal year level.
- New software allows directors/managers to review financial data in real time.
- Also implemented electronic requisitions module of software in September 2011; electronic approval has significantly decreased processing time.

2010 Audited Financial Statements

- Hired new independent auditors in January 2011; new audit firm exclusively serves tribes and tribal governments
- Successfully completed 2010 audit on time; 2010 audited financial statements were issued in June 2011
- Received an unqualified audit opinion

IHS Fiscal Year Conversion

- FY2011 funding agreement operated from October 1, 2010 to December 31, 2011; FY2012 funding agreement will be in effect January 1, 2012 to December 2012. Funding year will now correspond with KIC fiscal year.
- KIC received a 'one-time' funding adjustment in 2011 to fund the 'fifth quarter' included in the FY2011 funding agreement.

Ketchikan Indian Community Business Corporation (KICBC) Established

- KICBC organized under Section 17 charter.
- KICBC will be the 'business arm' of KIC; for-profit operations will be transitioned to this entity in 2012.

Department Staffing

- Expanded department staffing to better serve KIC departments; the Finance department now has eight full-time employees and one part-time employee
- Participated in KIC Summer Youth Training and Employment Program; mentored Finance Intern and continued employment on a part-time basis

2012 Goals

- Continue to streamline reporting process to provide accurate and timely information to KIC directors and managers.
- Transition KICBC operations out to separate reporting entity.
- Provide quarterly financial statements to Tribal Council.



Michelle Short
Chief Financial Officer

Grants Administration Department



Jenn Hoffman
Grants Administrator

The Grants Administration Department is responsible for identifying grant funding sources, researching the application process, compiling application data, and coordinating deadlines. To also work with selected individuals to create an overall program fund-raising plan. In addition, the Grants Administrator is responsible for gathering information and generating proper reports to the grantors in a timely manner. The Grants Administrator also serves as the point of contact between grantor, KIC and the newly formed non-profit Ketchikan Indian Community Heritage Foundation.

2011 Major Accomplishments

In 2011 grant applications were submitted to a variety of organizations ranging from the Alaska Wilderness League and the Atwood Foundation to the Fund for Indigenous Rights and the Environment and the Alaska Sustainable Salmon Fund.

KETCHIKAN INDIAN COMMUNITY HERITAGE FOUNDATION (KICHF)

Since May of 2011, work has commenced on the eagerly anticipated creation of a non-profit arm of KIC called the Ketchikan Indian Community Heritage Foundation. Since June of 2011, the Grants Administrator has worked directly with the CPA Firm Milner, Howard, Palmer & Johnson and Ziegler Law Firm to finalize all legal documents for the creation of the KICHF.

The Bylaws, Articles of Incorporation, Biennial Report, Business & Professional Licensing, the creation of the Board of Directors, KICHF Policies, Code of Conduct, program outlines, budgets and overall Foundation vision have been completed.

Currently, the Grants Administrator is working on the creation of a KICHF logo as well as creating a website for the Foundation. Included in the process will be defining all non-profit program areas, on-line application forms, application award process, program grant award process, and all administrative outlines and responsibilities associated with the KICHF.

KIC is anticipating the confirmation our non-profit status from the IRS no later than May of 2012. This has been a challenging process to complete and would like to thank the Tribal Council, Debbie Patton, Michelle Short and the rest of the staff for making this possible.

CREATION OF THE DMTHEC WEBSITE

In the summer and fall of 2011 the DMTHEC website was created. This includes the extensive design of the Membership page / section, which will be evolving over the next few months. We now accept PayPal so members can pay on-line and receive program updates through both our website and via membership e-mail distribution.

2012 Goals

- Complete dozens of grants both under KIC and the newly created Foundation, KICHF.
- Finalize Tribal House logo, wTribal House website and Application Process.
- Expand on the DMTHEC website to include fish and retails sales.
- Contribute to the creation of marketing material for the DMTHEC and our tours.
- Work key staff to finalize the DMTHEC Business Plan.
- Create a quarterly newsletter for our DMTHEC members.
- Tribal House Marketing.



IT Department

The IT Department is dedicated to providing technology services and solutions to KIC departments and services. The goal is to support the operations of the organization through the effective use of computer hardware, software and services. The IT Department also enforces regulatory guidelines such as the technology aspects of the HIPAA/Hitech acts and other industry best practices for network security and data operations.

2011 Major Accomplishments

- Expanded the 2960 Tongass server room to double the previous size in order to support the requirements of the technology services in 2011.
- Replaced the aging network infrastructure with new Cisco equipment.
- Established new wide area network (WAN) links to the various KIC locations through the use of KPU OWAN fiber services.
- Created networking services at the new 615 Stedman facility.
- Supported the Tribal House project through several technical services for point-of-sale retail operations, wireless Internet services for guests, and the Pharmacy RPMS integration.
- Replaced the aging 3Com phone system with new ShoreTel equipment.
- Improved internal core services through upgrades to the Active Directory systems, file servers, email systems, various application and database services, and data backup services.
- Supported the Finance department through the deployment of the Sage MIP Financial services software and the ADP payroll system.
- Deployed the new Pano terminal systems for the Tribal Health Clinic and supported the Clinic move towards Electronic Health Records (EHR).
- Redesign and overhaul of the 2960 building printing services through the use of Xerox Managed Print Services (XPS).
- Resolved outstanding issues surrounding the funding of Internet and network services through the USAC grants.
- Merged the Clinic IT and KIC IT groups into one functional department.

2012 Goals

- Continue to improve and update core IT services and functions.
- Update KIC IT policies to meet current best practices and standards.
- Support the Clinic projects for Meaningful Use (MU), Vista Imaging and implement more HIPAA/Hitech data requirements.
- Implement a lightweight project management system for IT projects in order to track and deliver services better.



Rob Short
Director

2012 Goals, *continued*

- Implement Service Level Agreements (SLA) between the IT Department and other KIC Departments in order to develop meaningful metrics to assess the operational capabilities of the department.
- Improve our capabilities for data backup and storage; examine our capabilities for disaster recovery (DR) and long term data storage.
- Search for opportunities to reduce long-term IT costs through better technology and management.
- Provide the best service and support possible to the organization through whatever challenges come our way in 2012.



Facilities Management

Facilities Management is responsible for maintaining all of the real property owned and leased by Ketchikan Indian Community. In addition to conducting our routine maintenance at the Tribal Health Clinic and the other newly purchased/leased/remodeled Buildings by KIC, the Maintenance Department has been very busy.



Jim Gillian
Director

2011 Accomplishments

- Assisted in the installation of an 800 pound chiller (equipment) into the Hatchery.
- Finished remodeling Youth Center/Educational Area at the 615 Stedman Building, this included a new kitchen area and bathroom with new cabinetry. New cubicles were also installed in the Youth Center office area.
- At the THC the 2nd floor a storage room adjacent to the Tele/Com Room has been remodeled into additional Tele/Com Space. IT has expanded its server equipment into this new room and installed additional racks for new servers. Additional electrical work has also been completed to accommodate new electrical loads and new UPS Equipment.
- Moved staff from 429 Deermount and THC to the new 615 Stedman Building.
- 2 PSDs “Project Submittal Documents” were approved for funding at the ANTHC/MIRAC “Maintenance and Improvement Resource Allocation Committee” competitive funding meeting, which is held each spring in Anchorage. This funding of Two Projects for Total of (\$66,203) will help provide replacement of our Dental Vacuum Lines and the installation of new improved lighting in our 3rd, 4th, and 5th floor corridors at the KIC Tribal Health Clinic.
- The Downtown Drug Store Remodel Project was completed on schedule for the tourist season 2011. We will continue with work in the back of the building (i.e. corridor, storage rooms, boiler room...) during these winter months. Woodwright Construction has replaced rotten structural framing in the future back bathroom areas. Woodwright Construction has already begun work on the (2) new ADA bathrooms and is approximately 80% complete. Pharmacy staff moved into their new Pharmacy Suite and is open.
- Re-stained the exterior siding on the East End/5th floor of the Tribal Health Clinic.
- The Facilities Management Shop has relocated to the 429 Deermount Building.
- KIC has submitted a revised “Supportable Clinic Space Application” to IHS, which will put the 201 Deermount Building on the future IHS Rolls of buildings eligible to receive routine M&I funding.
- Installed new flooring in the 1st floor conference room and an adjoining office in the Behavior Health Department. New vinyl flooring was also installed in the Dental Department Office area.
- The proposal for Ketchikan Mechanical for (\$75K) was accepted to provide a new fire sprinkler/alarm system for the 201 Deermount Building in 2012. The accepted proposal was submitted for funding by Jenn Hofmann in a grant package to the Department Of Health and Social Services.



- A new (10 passenger/3 wheelchair) Van for the Elders Program has been approved (\$55.7K) and ordered and will be here the first week of April 2012.
- Housekeeping, aside from the regular housekeeping duties completed at the 5 other KIC Buildings, was able to perform detailed cleaning at the THC. Washing walls in the corridors and stairwells, stripping old floor wax in clinic bathrooms, and cleaning interior office doors as well as hallway, ceiling lights and vents.

2012 Goals

- Potential hatchery renovation at the end of 2012
- Developing a new layout and remodel of the 2nd and 3rd floor of the THC.
- Finish remodeling the back of the 429 Deermount Bldg. into a Maintenance Shop.
- Remodeling of other KIC property downtown for future clinic services.



PRIMARY KIC SERVICES

OUR MISSION

Ketchikan Indian Community, working together, shall provide for the general well-being of all Tribal Members and beneficiaries through the various programs and services provided by the Tribe.

☀ *Tribal government*

☀ *Medical, dental and behavioral health*

☀ *Housing assistance and development*

☀ *Business development*

☀ *Education and job training*

☀ *Fish and wildlife preservation and sustainability*

KIC TRIBAL COUNCIL

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☀ VERNA HUDSON, Vice President, vHUDSON@kictribe.org

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COMMITTEE CHAIRS

☀ FINANCE, Joseph Reeves

☀ OUR WAY OF LIFE, Rob Sanderson, Jr.

☀ EDUCATION, Cecelia Johnson

☀ PERSONNEL/GRIEVANCE, Verna Hudson

☀ ENROLLMENT, Donna Frank

☀ VETERANS, Joseph Reeves

☀ CONSTITUTION, Irene Dundas

☀ HOUSING, Verna Hudson

☀ POLICY, Donna Frank

☀ ECONOMIC DEVELOPMENT, Donna Frank

