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AMERICAN INDIAN  
**Health & Family Services**

*Connecting care with a culture of  
comprehensive wellness*

YEAR IN REVIEW

2024



# AMERICAN INDIAN Health & Family Services

## From the CEO



**Chasity Dial**

Chief Executive Officer

*[Lumbee Tribe of North Carolina]*

### **A year in Review...2024**

As we close the curtain on 2024, I want to take this opportunity to reflect on our collective journey. It is imperative to celebrate the milestones that our agency has faced over the year. This reflection not only highlights our achievements but also serves as a compass guiding our future initiatives and strategies.

In the past twelve months, we have made significant strides in various domains. Our commitment to our core values has driven us to enhance our services and programs, leading to the increase in client visits. The introduction of new technology and processes has allowed us to operate more efficiently, contributing to our overall growth.

However, our success is not solely defined by numbers. It is also measured by strong relationships we have built, both within our teams and with our clients/community members. I am proud to see how collaboration and teamwork have flourished, fostering an environment where creativity and diverse ideas can thrive.

While we celebrate our accomplishments, it is essential to acknowledge the hurdles we encountered. Each challenge presented an opportunity for learning and development, further strengthening our resolution to push boundaries and pursue excellence. Together, we navigated uncertainties, adapting swiftly to changing circumstances and emerging even stronger.

As we look ahead to the new year of 2025, let us carry forward the lessons learned and the momentum gained. Our vision for the future remains ambitious, and I have

every confidence that with our shared dedication, we will achieve even greater success.

Wishing you and your families a prosperous new year!

Stay safe and well,

Chasity Dial, CEO

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## Inside this edition...

<b>Subject</b>	<b>Page</b>
MEDICAL	4
BEHAVIORAL HEALTH	10
COMMUNITY WELLNESS	16
HIGHLIGHTS	26
ADMINISTRATION	30
DEVELOPMENT	42
FINANCE	48



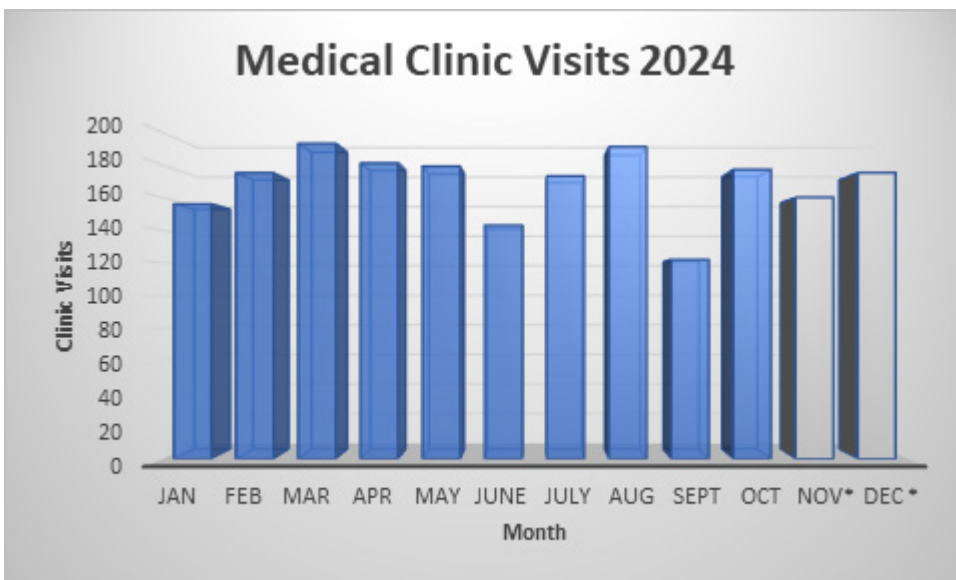
# AMERICAN INDIAN Health & Family Services

## MEDICAL

### Improvements

by **Jesse Klebba, DO** Medical Director

Over the course of 2024 the medical department has made significant improvements bringing numerous benefits to our community and the patients we serve. We were able to continue to increase our patient volume while maintaining the highest standard of care for the community we serve. We worked diligently to refine our scheduling system to reduce patient wait times, produce more available provider visits, and communicate more proactively with our patients through the utilization of technology. Through utilization of CareMessage we were able to reach out proactively for patient feedback to incorporate how to best serve our community.



# Government Performance and Results Act

The medical clinic was able to hire a consultant specialist to evaluate our electronic health records and work flow processes. Through this consultation we were able to improve our efficiency and identify areas for improvement. We will be able to recognize valuable insights to the needs and demands of the community, enabling the clinic to identify trends and improve the care we provide to best suit the community in which we serve. The benefits of this strategic move, though not yet reflected in the current data for 2024, are likely to manifest in substantial improvements and overall clinic performance in the coming years.





# AMERICAN INDIAN Health & Family Services

## MEDICAL

### Government Performance and Results Act

Our medical clinic uses the government performance result act (GPRA) to measure our agency performance against the national average performance.

Below you will see the 2024 GPRA scores for AIHFS compared to the National 2023 Target:

Diabetes 2024 GPRA	AIHFS Results	National 2024 Targets
Controlled BP < 140/90	73.3%	48.1%
Statin Therapy in Diabetes	64.3%	50.1%
Retinopathy Assessed	46.7%	41.1%

Behavioral Health 2024 GPRA	AIHFS Results	National 2024 Targets
Alcohol Screening	47.1%	31.1%
Depression Screen (18+)	52.3%	35.0%
IPV/DV Screen (14-46)	48.0%	27.2%

Other Screening 2024 GPRA	AIHFS Results	National 2024 Targets
HIV Screen Ever	58.3%	35.8%
Dental Access General	41.2%	19.5%

Cardiovascular Disease 2024 GPRA	AIHFS Results	National 2024 Targets
Controlled BP < 140/90	47.9%	42.1%
Controlled BP < 150/90 (age 60-85)	63.9%	N/A
CVD Statin Therapy	52.8%	34.8%

# Leveraging Technology

We have been utilizing the CareMessage platform as part of our regular work flow during 2024. CareMessage has significantly enhanced our medical clinic's patient outreach by leveraging technology to improve communication and patient engagement. The platform uses SMS and voice messaging to reach patients effectively, ensuring they receive important health information, appointment reminders, and clinic referral information. By facilitating timely and personalized communication, CareMessage has enabled AIHFS to better connect with our patients, ultimately leading to improved health outcomes and higher patient satisfaction.

# Food Is Medicine

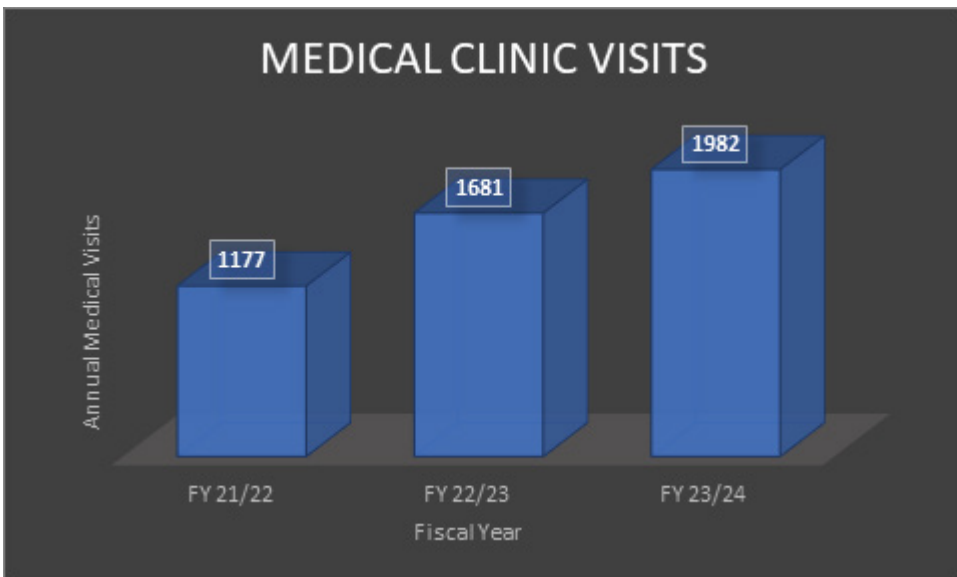
The medical department continues to support nutrition and lifestyle change as primary prevention for a host of dietary related illness, including cardiovascular disease. With the mantra that 'food is medicine' we were able to hire a registered dietitian nutritionist (RDN) during 2024 and continue our relationship with Eastern Market providing fresh fruit and vegetables at our agency.





# MEDICAL

## Trends



Experiencing a tremendous upward trend, the medical clinic saw patient visits soar from 1,177 in Fiscal Year 21/22 to 1,681 in Fiscal Year 22/23, marking a remarkable increase of approximately 42%. Continuing this impressive growth, the latest year, Fiscal Year 23/24, brought the count to a staggering 1,982 visits, reflecting an additional increase of nearly 18%. This consistent year-over-year growth underscores the medical clinics unwavering dedication to quality healthcare and community trust. The clinic's expanding patient base not only signifies its success in delivering top-notch services but also positions us as a leading healthcare

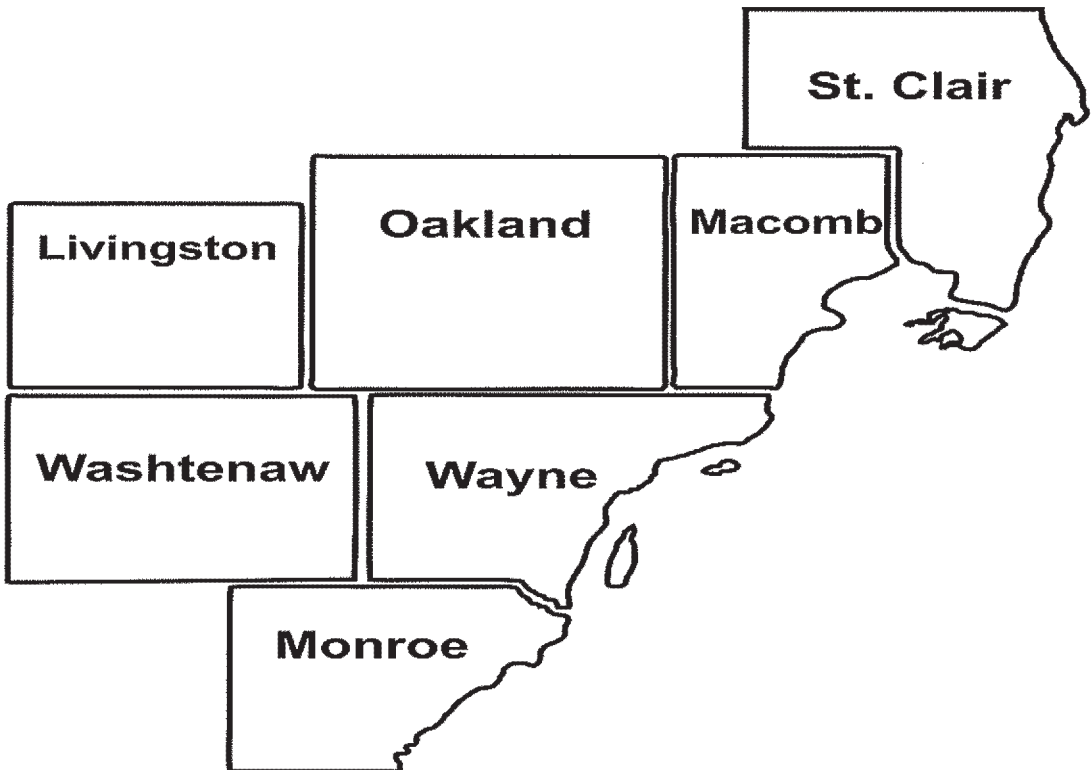
provider in the region, setting a high standard for excellence and innovation in patient care. Such growth momentum is a testament to the clinic's strategic vision and the hard work of its dedicated team. This substantial surge not only highlights the medical clinic's enhanced reputation and trust within the community but also reflects the success of strategic efforts in patient care and service enhancements. With such a dynamic increase, the medical clinic sets a benchmark for sustained growth and superior healthcare delivery promising even brighter prospects ahead.



# Map of Service Area

American Indian Health and Family Services is a non-profit health and human services agency located in Detroit, Michigan. American Indian Health and Family Services has a medical clinic that is open to persons with or without insurance. We provide services to all people in need, regardless of their ethnicity, nationality, gender, race, religion, age, or sexual orientation.

Alaskan Natives or American Indians enrolled in a federally recognized tribe, or first or second-degree descendants of enrolled tribal members are eligible for services at no cost. We serve American Indian children and families throughout southeastern Michigan with an emphasis on Wayne, Oakland and Macomb counties. Our organization is funded through a combination of public and private sources. The following map shows our service area:





# BEHAVIORAL HEALTH

## Removing Barriers

by **Glenn Wilson** Chief Operating Officer

The Behavioral Health Department experienced a busy year. We have increased our client population as a whole, expanded our psychiatric services, welcomed new staff, and developed new integrative care systems with the medical department to name a few items directly related to our growth and development. The team has undertaken a number of additional projects in our pursuit of enhancing the department and working to ensure that we are removing barriers to care and operating in the most effective manner.

### **Some notable accomplishments over the course of the last year:**

**Team members have made a concerted effort to reduce the rate of client “no shows” for scheduled appointments. Through engagement activities, developing client investment and responsibility, we have been able to significantly reduce the number of individuals not coming to their scheduled appointments. At the end of 2023 our “no show” rate was 28%. Over the course of this year, we have been able to reduce that rate to 18%.**

**Eliminate having a “wait list” for services. This has been accomplished and we have been operating for the last half of the year with the availability for same day appointments.**

### **Telehealth Sessions VS. Inperson Sessions**



**We have been directly working with Great Lakes Tribal Epidemiology Center in an effort to demonstrate the benefits of Traditional Healing and working to have billable opportunities in this regard to financially support the provision of cultural and traditional healing services.**

### **For The Year**

- **Over 1,600 clinical and case management encounters conducted**
- **17% of BH clients utilize transportation services**
- **1/3 of BH clients are now participating in integrative care services with the medical department**

As our society has become more aware of the importance for mental health care, we continue to see an increase in the need for services. As we evolve and work to meet the needs of our clients and community, we have plans for a number of exciting opportunities in the new year. We are working to develop new support services, group-based opportunities for co-occurring disorders and increased integrative programming to promote and empower individual health and wellness. At our core, we believe in the importance of mind, body and spirit and strive to provide wholistic Behavioral Health care services to improve the life and well being of all.



# AMERICAN INDIAN Health & Family Services

## Behavioral Health

### Suicide Prevention

By **Adon Vazquez** Sacred Bundle Project Program Assistant  
and **Taylor Maxwell** GLS Program Manager

### Hope Starts Here Annual Event



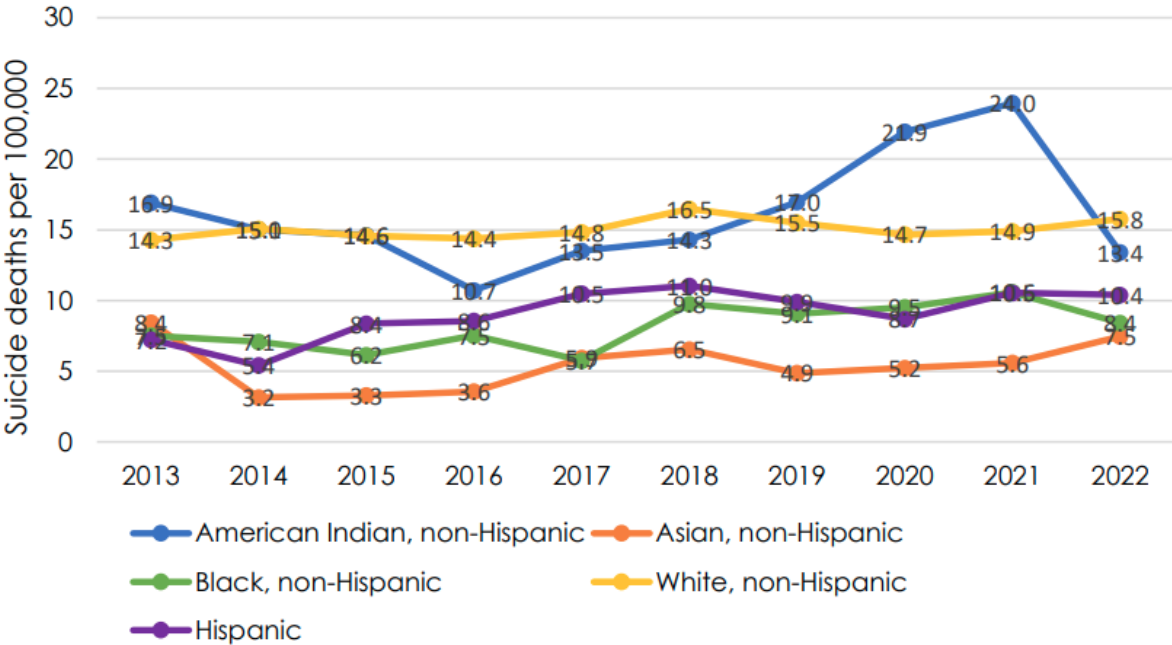
Every year, the Saturday before Thanksgiving is recognized as International Survivors of Suicide Loss Day. The Sacred Bundle Project spends this day annually in Frankenmuth, MI at Hope Starts Here, an event hosted by the Barb Smith Suicide Resource and Response Network. The event serves as a day to support those who have impacted by suicide. This year's event included a discussion between Gwen Kaptcia, who offers services as a grief guide, and Rachel Wakley, who is a survivor of suicide loss, around the importance of allowing ourselves to mourn on the inside while making sure that we release our pain on the outside. Following that, we heard from Dr. Sally Spencer-Thomas about "Hope Illuminated – Turning Our Pain into Purpose after a Suicide Loss." She discussed how following a suicide loss, the journey to healing can often be overwhelming and feel uncertain. Along with her discussion, participants were able to "light" poinsettia candles for their loved ones. We are always honored to participate in this event and help to provide support to those navigating grief. If you are in need of local grief and loss resources, please contact us at (313) 846-3718.

# Suicide Prevention

## Michigan Suicide Prevention Commission Presentation

On November 15th, the Sacred Bundle Project was invited to present to the Michigan Suicide Prevention Commission in honor of Native American Heritage Month and to discuss statewide support of tribal communities and their members when providing behavioral health and suicide prevention services. Our Sacred Bundle Project was asked specifically to speak with the commissioners about what prevention efforts have been utilized to help lower the American Indian suicide rates in Michigan. According to the 2024 Michigan Suicide Prevention Commission's Annual Report, the suicide rate for American Indian, non-Hispanic individuals dropped from 24 suicide deaths per 100,000 in 2021, to 13.4 suicide deaths per 100,000 in 2022. The rate for American Indian, non-Hispanics was only one of two rates to decrease from 2021 into 2022. Despite these encouraging statistics and the incredible tribal prevention work being done statewide, American Indian individuals still have some of the highest rates of suicide across the country. To read the full 2024 Michigan Suicide Prevention Commission Annual Report, visit <https://www.michigan.gov/mdhhs/doing-business/commissions-boards/suicide-prevention-commission>

Figure 7. Annual age-adjusted suicide rates by race/ethnicity, Michigan residents, 2013-2022





# BEHAVIORAL HEALTH

## Suicide Prevention

### SACRED BUNDLE YOUTH SUICIDE PREVENTION

Our program provides gatekeeper, cultural humility, and screening process implementation training *across the state* for any youth serving organization. We also offer mental wellbeing screenings and 988 lifeline materials to youth ages 10-24. To reach our program, please email [sacredbundle@aihfs.org](mailto:sacredbundle@aihfs.org) or call 313-580-8076.



**6** MICHIGAN  
TRIBAL COMMUNITIES  
PARTNERED WITH OUR  
PREVENTION PROGRAM IN 2024

# PROGRAM OVERVIEW FOR 2024

14

SCHOOL DISTRICTS AND COLLEGES REACHED BY OUR PREVENTION PROGRAM IN 2024

CENTRAL MICHIGAN UNIVERSITY - CHANDLER PARK ACADEMY - CHIPPEWA VALLEY HIGH SCHOOL - DAKOTA HIGH SCHOOL - GRAND VALLEY STATE UNIVERSITY - FARMINGTON PUBLIC SCHOOLS - MACOMB INTERMEDIATE SCHOOL DISTRICT - MICHIGAN STATE UNIVERSITY - NORTHERN MICHIGAN UNIVERSITY - NORTHVILLE PUBLIC SCHOOLS - OAKLAND UNIVERSITY - THE UNIVERSITY OF MICHIGAN - ROYAL OAK PUBLIC SCHOOLS - WAYNE COUNTY COMMUNITY COLLEGE

2,358

INDIVIDUALS REACHED THROUGH PROGRAM OUTREACH IN 2024

212 YOUTH SCREENED BY OUR PROGRAM IN 2024

260 INDIVIDUALS WHO TOOK A GATEKEEPER TRAINING

180 INDIVIDUALS WHO ATTENDED PROGRAM PRESENTATIONS



AMERICAN INDIAN  
**Health & Family Services**

# COMMUNITY WELLNESS

## From the Director's Pen

By: Kimara Mayberry, MBA, PHR, SHRM-CP, CHAA, CPF

Community Wellness Director

### **A Year of Transition and Growth**

2024 has been a productive year of transition and growth for the Community Wellness Department. The staff has been diligent and resilient, as department leadership transitioned to the new Community Wellness Director in May of 2024, Kimara Mayberry. Kimara brings a wealth of leadership experience to AIHFS and the Community Wellness Department. She hit the ground running helping to plan and coordinate AIHFS events such as the Annual Powwow and the Intergenerational GONA (Gathering of Native Americans) amongst other crucial deliverables and activities for Community Wellness.

As we encourage our clients, supporters and stakeholders to make the best of their lives, by focusing on health and wellness holistically, the Community Wellness Department has exhibited a sincere willingness to work together as a team to advance the objectives of our department, contributing to the overall AIHFS Agency's strategic plan. There is a commitment to providing impactful programming to ensure that we support and guide everyone who is impacted by us!

An example of the department's commitment to collaboration to expand our reach was a meeting with the AAA -the Auto Club Group's Office of Diversity, Equity & Inclusion in September of 2024. AAA has been an enthusiastic and long-term supporter and sponsor of AIHFS initiatives and our annual Gala.

The focus of the meeting was on the population that the Community Wellness Department serves, the services and the programs provided through our Healthy Start, Tribal Home Visiting and our Urban Native Youth Experience Curriculum programming and grant initiatives. The discussion also included exploring a wish list of an expansion of resources and activities, we hope to grow once we relocate to our new site in the coming future.





AAA Office of Diversity, Equity of Inclusion Staff and two of the Community Wellness staff -Nicole Hankus and Mya Berger.





# AMERICAN INDIAN Health & Family Services

## COMMUNITY WELLNESS Youth Program

By **Nicole Hankus, BFA** Youth Development & Planning Manager

Youth Program 2024:

In January 2024, our older youth kick-started their Youth Advisory Council by participating in an immersion training facilitated by the Neutral Zone youth center of Ann Arbor; this gave our youth a chance to meet other youth groups and learn leadership skills. In February, our oldest youth in the Dream Seekers group had the chance to travel to the UNITY Midyear Conference in Phoenix, AZ. Our youth met with other native youth from across Turtle Island to engage, learn, and share with other teens about how native youth voice and native youth leadership are making an impact today. In March, more of our youth made ribbon shirts and skirts with our elder, Debbie Klein, in preparation for the summer Powwow.



In April, many families came together to support our youth with making sacred drums. Dr. Sandra Gonzales and Kennedy Stone, of the Ogichidaakwe Singers, came out to sing with our youth and women's society this spring and at our summer GONA, helping prepare our young women to sing at the Powwow in the D! In May we joined together with our families, to celebrate our youth who participated in another year of cooking, making, learning, travelling, singing, and being good to one another. In June, the summer season of youth program began with a visit to a Tiger's baseball game and several days of playing games the local park.



In July, our youth and families went camping for three days and some experienced their first night bike ride! With the support of parent and community partner, Kris Dantzler, founder of Luki Bike Adventures, many of our youth were able to learn bike safety skills, bicycle mechanics, and how to ride both streets and trails. Youth also participated in the Michigan Indian Family Olympics in Mt. Pleasant and learned how to play the Creator's Game, traditional lacrosse. In August, we hosted a Gathering of Native Americans with support from Tribal Tech staff members Hunter Genia and Jill Lawson. This was an amazing gathering of youth, families, elders and leaders who came together to envision a stronger, healthier community. We had another parent and community member, Jared Ten-Brink, who came to teach the youth how to make traditional wild ricing sticks and share the seasonal harvesting process of manoomin. In September, friendly staff at the Detroit Zoo who shared science teachings with our youth during the summer, welcomed staff and families for a dinner and evening tour of the Zoo!



In October, we visited a pumpkin patch and corn maize with families, had Halloween fun with women's society, and hosted our annual Trunk or Treat at AIHFS! In November, the youth were busy learning to sew beadwork, weave dream-catchers, and cook with sunchokes. In December, we were grateful to share moments from the 2024 year with families and youth at our end of year holiday party. We are grateful for another year of friendship and family, adventurous learning, quality time spent with elders and community volunteers. If you would like to volunteer with the youth program, please contact us at [youth@aihfs.org](mailto:youth@aihfs.org).



# COMMUNITY WELLNESS

Maajtaag Mnobmaadzid: Healthy Start & Family Spirit  
A Maternal Infant Health Program

By **Salli Wabsis, BS** Healthy Start Program Coordinator  
and **Melissa Mytych** Healthy Start Home Visitor

2024 has been a year of additional growth for Healthy Start/Tribal Home Visiting. Healthy Start/Tribal Home Visiting had 238 total client visits which included prenatal, postpartum mothers, fathers, and children ages 0 to 5. This year Healthy Start enrolled 48 new clients and has 67 clients currently.

## Indigenous Community Doulas

During our Summer program activities, our Healthy Start/Tribal Home Visiting Staff completed Indigenous Community Doula Training.

1. Moontime Teachings: Introduction to the menstrual cycle from an Indigenous perspective.
2. Labor and Birth Support: Culturally-rooted labor and birth support for Indigenous families.
3. Immediate Postpartum Care: Care practices for the first 6 weeks postpartum.
4. Neonatal Abstinence Syndrome: Supporting families with up-to-date best practices.
5. Safety and Care for the Doula: How to stay safe and healthy as a doula.



# NBA Game Pistons vs. Bucks



Healthy Start/Tribal Home Visiting would like to give a SPECIAL thanks to Marjon Beauchamp of the Milwaukee Bucks. Beauchamp is a Native American NBA player for the Milwaukee Bucks who met with our community's youth and provided them with passes to shoot on the basketball court and get Milwaukee Bucks gear autographed.

## Water Safety

We partnered with Detroit's Patton Parks and Recreation, to allow swim classes for clients and other community members as well. Swim lessons and water safety are extremely important for all children, especially with all of the bodies of water in Michigan.





# COMMUNITY WELLNESS

Maajtaag Mnobmaadzid: Healthy Start & Family Spirit  
A Maternal Infant Health Program

By Salli Wabsis, BS Healthy Start Program Coordinator  
and Melissa Mytych Healthy Start Home Visitor

## Mishkiki

Mishkiki classes were continued in 2024 with Charmaine Paulson (Anishinaabe Elder, Grand Portage community). Elder Paulson shared her knowledge and teaching about traditional herbal remedies which is the Strength of the Earth, and other cultural norms and values, for two classes in August of 2024.



# Tikinaaganke

Special thanks to Dr. Casey Church and his wife Laura Church, for coming to AIHFS and conducting an in-person Cradleboard (Tikinaaganke) Making Class. They shared great stories, passing on special teachings, and discussing safe sleep. Attendees were gifted Cradleboards. Chi Miigwech from Healthy Start/Tribal Home Visiting Program.



## Play Group

Healthy Start offered a play group weekly, where families and their children would come out to enjoy interactive outdoor activities, along with engaging and connecting with other families and participating in arts & crafts and family spirit lessons.



## Christmas Potluck



Presenters were Belinda Lee and Joanna Lofton from Autism Alliance. Families got to go home with some gifts for the children.



# COMMUNITY WELLNESS

Maajtaag Mnobmaadzid: Healthy Start & Family Spirit  
A Maternal Infant Health Program

By Salli Wabsis, BS  
and Melissa Mytych

Healthy Start Program Coordinator

Healthy Start Home Visitor



## Visiting The Pumpkin Factory

All participants were treated to cider, donuts, pumpkins for the children and a hayride.





# Mom and Baby Yoga and Sound Baths

Mom and Baby Yoga was a soothing activity for parents and babies, and we ended every class with a meditative sound bath with chimes, bells and singing bowls. We also held our Sound Bath classes which allowed clients to come and enjoy meditation. The class was a great source of self-care.



# CPR training for our clients and community members

Healthy Start offered First Aid, AED, and CPR training for our clients, community members, and staff to become certified in CPR for those who were 16 years of age and older.

# Client Resources

Healthy Start and Tribal Home Visiting were able to help support family with resources such as safe sleep beds for infants, car seats, baby gates, first aid kits, diapers, wipes, and much more.





# AMERICAN INDIAN Health & Family Services

## HIGHLIGHTS

### Children's Mental Health Awareness Day



This year on May 11 we hosted a Children's Mental Health Day that provided an opportunity to provide a safe space for family fun while learning about mental health! The day included a scavenger hunt, crafts, pizza, snacks and a chance to win in one of our raffles. Special thanks to our community partners and their outreach staff that came and shared their resources. We hope you enjoy these pictures from this year's event and hope to see you next year!

## Powwow in the D

### Powwow in the D

2024



Wayne State University  
Soccer Field





## By Shelly Nimocks-Hinshaw

Office Coordinator

2024 opened the door to an exciting new space for our powwow & health fair. Wayne State University (WSU) teamed up with us for the first time. Together we had our biggest powwow ever, on the hottest day of summer.

In the past, we have held our powwows in various locations over the years: AIHFS's court yard, Romanowski park, and now, WSU. Every year the Powwow in the D has grown, due to word of mouth, social media & flyers getting out.

Wayne State asked us to join forces this year, so our powwow committee decided to make it happen. WSU offered us an awesome setup:

- A campus located near 2 major freeways
- Astro turf floor, bathrooms located inside
- Parking lots w/ student shuttle service
- Student assistance throughout the day

AIHFS hired a company to set up chairs and canopies. Participants/dancers were able to sit in the shade, enjoy the event, and stay cool on an 89-degree day. Our main tent housed our Behavioral Health, Community Wellness, Medical, and Operations departments. Participants were encouraged to have snacks, collect flyers, freebies, and learn about our agency. It made for a fun festive day.

We had over 730 participants, 102 dancers, 624 bottles of water, 25 vendors, 27 non-profits, 2 food vendors and plenty of sunshine galore!

A job well done by our staff & a deep appreciation for our community members that showed up. Migwetch to all, hope to see you at the 2025 Powwow in the D!

\*More Powwow Pics and a Video are Online at <https://aihfs.org/pow-wow-2024/>



# AMERICAN INDIAN Health & Family Services

## HIGHLIGHTS

### Spreading Awareness



May 5

Missing and Murdered  
Indigenous Women & Girls Day

On MMIWG Day, we stand in solidarity with Native communities to honor the missing and murdered Indigenous women, girls, and two-spirit people. Today, we remember the lives lost, the families impacted, and the communities forever changed by this ongoing crisis.

This day serves as a solemn reminder of the urgent need for justice, awareness, and action. Indigenous women, girls, and two-spirit people continue to face disproportionate rates of violence and are too often overlooked or forgotten. It's time to amplify their voices, uplift their stories, and demand accountability.



October 17

Indigenous Pink Day

We joined American Indian Cancer Foundation in recognizing Indigenous Pink Day during National Breast Cancer Awareness Month! We wear pink proudly to honor breast cancer survivors, symbolizing their resilience and strength. Share your photos using #IndigenousPink to raise awareness with us. Let's amplify our voices and support our relatives across Indian Country

# September 30

## Orange Shirt Day

Along with our relatives in Canada, we acknowledged September 30 as a National Day of Remembrance for the harm experienced by Indigenous families, and their communities, because of forced enrollment at Indian Boarding/Residential Schools.



# October 23

## Wear Purple

As part of October being Domestic Violence Awareness Month, we wore purple. It shows support for those who have experienced domestic violence and abuse; it let them know that help is available for themselves and their families.



# November 15

## Rock Your Mocs

Rock Your Mocs is a positive opportunity to be united and celebrate tribal individuality by wearing moccasins. We honor our ancestors, and indigenous peoples worldwide, and commemorate National Native American Heritage Month.





AMERICAN INDIAN  
**Health & Family Services**

# ADMINISTRATION

## Board of Directors



**John Lemire, JD**  
*Chair*



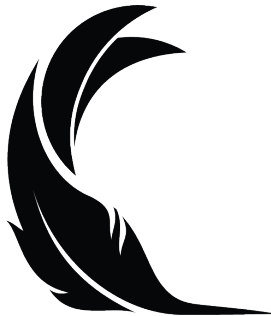
**George Luckey, PhD**  
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**Bethany Hughes, PhD**  
*Member at Large*



**Katie A. Schultz, PhD**  
*Member at Large*

## Executive Staff



**Chasity Dial, MPA**  
*Chief Executive Officer*



**Glenn Wilson, MS**  
*Chief Operating Officer*



**Waneta Assaf, BS**  
*Director of Finance*



**Barbara Thomas, LMSW**  
*Behavioral Health  
Director*



**Jesse Klebba, DO**  
*Medical Director*



# ADMINISTRATION

## Operations

By **Glenn Wilson, MS**

Chief Operating Officer

The past year has witnessed a number of significant changes in our operational systems that have drastically enhanced our operational infrastructure. Our goal was to further modernize internal systems to directly improve the efficiency and effectiveness of operational systems to improve the delivery of care to our clients and overall program services. Building upon changes in our operational structure from the previous year that developed new subgroups within the department designed to deliver topic specific responsibilities, we have incorporated new support systems that directly assist individuals in completing their job responsibilities and delivering enhanced service delivery.

Some examples of this include:

**Expanding our internal ticketing system to include:**

**Direct support to our onboarding process**

**Separation of the system to include maintenance needs versus information technology needs and support**



**Development of electronic scheduling systems for transportation that includes vehicle and driver specific assignments**

**Redesign of the manner in which we obtain client satisfaction data**

**Adjustments in our electronic health record systems to facilitate internal and external referrals and removal of our previous “hard copy” format**

Through these changes and others, we have demonstrated evidence of having accomplished our goal of improving operational systems to enhance our efficiency and effectiveness, directly leading to positive changes in our delivery of services. This includes, increasing our response rate with client satisfaction survey and the respective data showing our consumers to believe the quality of care to be outstanding. Employees reporting task accomplishment and supportive needs to be easier and goal directed through changes in our ticketing system. A decrease in errors in our transportation system as we experienced transportation services doubling over the course of the last year. And an increase in our internal referrals in conjunction with overall expansion of integrative care services.

The goal of the operations group is to quietly facilitate the extensive systems and infrastructure necessary to provide services with no adverse impact. To do so in a manner that directly supports the strategic plans and goals of the agency, dictates quality improvement, strengthen efficiency and directly elevate effectiveness. Additionally, to support the increase of services, Over the course of the past year, we have effectively accomplished these goals. We strive to improve today to support tomorrow.



# ADMINISTRATION

## Departmental Quality Assurance Projects

By **Glenn Wilson, MS**

Chief Operating Officer

As a part of our Quality Assurance process, all departments engage in projects designed to analyze quality of care/system processes. The intent is to identify data that will guide departmental identification on areas needing quality improvement and growth. Some fantastic work has occurred in this area over the past year and we would like to share some of the respective examples.

### Operations Department

Operations utilized the new ticketing system and the respective data to identify a number of trends. Things including: most frequently requested items both for the agency as a whole and each respective department; supply management needs; common and reoccurring maintenance needs; trend increases and decreases; specific types of issues. Using the data, we were able to for example identify that the drinking water for patients in medical needed to be replaced once a week. Instead of having the staff submit a request to replenish, we implemented a process of simply replenishing the water on the same day once a week resulting in decreased staff time in making the request, not running out of water during operating hours and establishing a more efficient process. With this and other trends identified, we have been able to significantly reduce the ticket requests and have saved significant staff time related to ancillary supplies and support replenishment.

### Behavioral Health Group

The behavioral health group identified delays in the timeliness of scheduling new clients. This resulted in a system change that provides the opportunity for clients to schedule and have their first appointment immediately, same day appointments if necessary or wanted.

## Medical Department

Our Medical Department analyzed our peer review format. It was discovered that through time a number of the review categories were being performed by support staff versus the providers themselves and the actual clinical review in the quality of care was being diminished in the review process. Steps were taken to not only adjust the peer review competencies being addressed, but to also develop peer review process for the medical support staff, specifically the Medical Assistants. The results of the changes have not only increased the quality of the peer reviews for our providers, we have been able to elevate the review and performance of the MA's with a peer review system aligned with their responsibilities.

## Financial Group

Our financial group explored trends in what is called the "aging" process. Specifically looking into trends with regards to services that had been provided but not yet paid for by insurances or individuals. The project was able to identify several internal practices that were limiting the billing process and subsequently made some adjustments that resulted in a decrease in unpaid bills.

---

## Client Satisfaction Surveys

In the last quarter of FY 2023/24 we developed and implemented a new system for conducting client satisfaction surveys. Previously we had been using a platform entitled CareMessage which was implemented in 2023. This system has been very advantageous for us in terms of electronically completing appointment reminders, rescheduling appointments, various patient follow-up activities, etc., yet we experienced a number of limitations in using as a means to complete satisfaction surveys with our consumers. This included a decrease in our response rate, a number of individuals unable to electronically access, and significant staff time in the cuing and sending of the surveys through this platform. In exploring various additional options, we determined that we could develop our own methodology and not be software and/or service provider dependent. Using a touch screen tablet mounted on a stand, we have developed an easy-to-use opportunity for all individuals to complete a satisfaction survey.

(continued on next page)



# ADMINISTRATION

## Client Satisfaction Surveys (cont.)

Over the first quarter of use we have experienced a number of immediate benefits. This includes:

**50%** Increase in number of surveys received compared to previous quarter

**19%** Increase compared to the first 3 quarters of the year

Reports from those taking the survey on the ease of use

Data is automatically tabulated and does not have to be manually collected and recorded

### **100% Satisfaction reported with regards to:**

- Cleanliness of the facility
- Accessibility to care
- Provider addressed my needs

### **99% Satisfaction reported with regards to:**

- Transportation services
- Receptionist was courteous and helpful

This data provided by our consumers provides mission critical information that is used by our Quality Improvement Team to let us know where we are doing well, where we can improve, and ensure that we are meeting our Quality Improvement goals and providing the highest quality of care. We look forward to the continued use of our new system of collecting satisfaction data.

# Facilities

By John Peterson, MPA Assistant Director of Operations

Facilities is the crew that is first to enter and last to leave. We are the team that helps elevate AIHFS in ways that are only noticed when paid close attention. From sanitizing the building to maintaining the grounds, our team works tirelessly to ensure clients are satisfied with the environment they walk into.

Beyond our routine duties, the Facilities team has also accomplished several major achievements this year:

- Acquired a fleet of new vehicles for transporting patients
- Repaired and repainted the walls
- Mounted new security cameras
- Maintained the lot for the site of the new building
- Repaired cement cracks in the ramp sidewalk
- Installed a digital display
- Installed a new evacuation chair in the Thurman-Bear Basement

These accomplishments reflect our commitment to maintaining a safe, clean, and welcoming environment for everyone at AIHFS.





AMERICAN INDIAN  
**Health & Family Services**

# ADMINISTRATION

## Employee of the Month



**JANUARY: Erin Owens**



**FEBRUARY: Natalie Cote**



**MARCH: Tina James**



**APRIL: Jessie Lucero**



**JUNE: Iris Luna**



**JULY: Melissa Mytych**

# New Health & Wellness Building



By **Jermaine Miller, BS**

Construction Project Manager

American Indian Health and Family Services continues an all-out effort with making progress moving our new campus and building project forward. Completing the environmental clean-up involved the removal of over 3,500 tons of contaminated soils due to leaking underground Storage Tanks. Excavated soils have been replaced and graded with new clean fill as we prepare the Wesson Site for the next phase of site improvements and construction.

The next phase of site improvements includes preparing the final permit set of construction plans and specifications. Currently in the Design Development Architectural Phase, the building's exterior has been fully re-designed. The buildings layout is complete and our Architect/Engineer (Seven Generation) is finalizing interior finishes, building materials, cost estimates and value engineering.

Over the next few months AIHFS will work with our Development Team and the City of Detroit throughout the plan review and permitting process. Construction of our New Health and Wellness Campus is planned to begin around Spring/Summer 2025!





AMERICAN INDIAN  
**Health & Family Services**

# ADMINISTRATION

## Employee of the Month (cont.)



**AUGUST: Danielle McIntyre**



**SEPTEMBER: Ricardo Trevino**



**OCTOBER: Lesley Burnham**



**NOVEMBER: Anthony Johnson**



**DECEMBER: Don James**



# Information Technology

By **Dustin Sample**

Systems Administrator

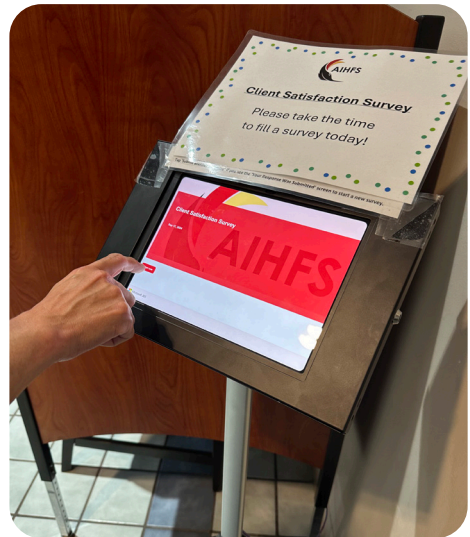
Information Technology (IT) is one of the most important parts of any organization. From sending emails to operating our electronic health records system, and for all modern IT infrastructure needs. IT impacts the way we work and how we provide services to our patients and protect all the data we collect/process. At AIHFS, our IT team is always trying to find new ways to leverage technology to create a better experience for staff and clients. Below is a list of accomplishments we believe enhanced our services from this year.

Partnered with a leading Cybersecurity firm to remain highly informed about threats in the Healthcare Industry and to improve oversight into internal threats at the agency level.

Created a data analytics system that analyzes operational tasks to maximize efficiency and to identify new gaps not yet addressed.

To help manage our fleet of vehicles for patient transport and other programming activities, we developed and implemented a new vehicle reservation system. This will help us guarantee a vehicle is available whenever it is needed.

We provided equipment in the medical facility to play soothing music. The intentions were to enhance the atmosphere, and create a more welcoming environment for both patients and staff. This initiative aims to reduce stress, promote relaxation, and improve the overall experience within the facility.



Feedback is important for any organization so they can provide better services. Our IT team created a digital kiosk to collect surveys to easily gauge satisfaction of our services offered. This way, we can know from you what we're great at but also what we need to improve.

Doing our part for the environment by assuring a limited amount of electronic waste makes it into landfills by taking it to a certified electronics recycler. They separate all of the components into their most basic parts and distribute it to the respective recycling plants where they can be melted down or reused.



# DEVELOPMENT

By Kimberly Copeland

Development Director



*Don and Andrea Wilkerson*

## AIHFS' 3rd Annual Charity Gala A Night of Community and Commitment



*Alexis Estes-Skunk and Genesis Skunk*

On October 4, 2024, AIHFS hosted its 3rd Annual Charity Gala, an inspiring evening that brought together over 100 attendees to celebrate our shared commitment to improving healthcare access and quality of life for American Indian and Alaska Native individuals and families, as well as other underserved populations in Metro Detroit.

The gala took place at the beautiful Garden Theater, where guests enjoyed a delightful evening filled with engaging conversations, and an exciting silent auction featuring exceptional items donated by generous supporters. Together, we raised nearly \$100,000 to help fund the expansion of our services, including the construction of a new facility designed to better serve our community's needs.

The highlight of the evening was an insightful keynote panel discussion featuring esteemed panelists Francys Crevier and Lorna Elliot Egan. Their perspectives on the Urban Indian Experience sparked important conversations about the unique challenges faced by our communities and the innovative solutions needed to address them.

We are incredibly grateful for the generous support of our sponsors who made this event possible. Their commitment to our mission is invaluable, and we extend our

**\*More Pics Online at <https://aihfs.org/charity-gala-2024/>**

(continued on page 47)



*Garden Theater*



*AIHFS Board of Directors*



*Leslie Meyer, Jerry Price, Haley Hensen, Jennifer Hensen*



*Francys Crevier, Chief Executive Officer, National Council of Urban Indian Health; Chasity Dial, Chief Executive Officer, AIHFS; Lorna Elliot-Egan, Director of Tribal Government Services and Policy, Michigan Dept of Health and Human Services*



*Shyriah Marshall, Gabriel Taylor-Sadler, Keith Mobley*



*Erika Strez, Debra Dropping, Shelly Nimocks-Hinshaw, Jared Ten Brink, Lia Corrales*



*Mingling and Networking*



*Lorna Elliott-Egan, Francys Crevier, Chasity Dial*



# AMERICAN INDIAN Health & Family Services

## DEVELOPMENT

### Together We Thrive: Celebrating Our Supporters

By **Kimberly Copeland** Development Director

In the past year, from October 1, 2023, to September 30, 2024, your generous contributions have empowered us to make significant strides in our mission, positively impacting the lives of countless individuals within our community. We are deeply grateful for your support, which has been instrumental in driving our initiatives forward and fostering meaningful change. Together, we are building a brighter future. Thank you for being an essential part of our journey.

#### **Tribal Donors**

San Manuel Band of Mission Indians

#### **Monthly Donors**

Asma Baban  
Robert Biegun  
Carmen Camacho-Platas  
Edwin Davis  
Kevin DeCantillon  
Steve Erskine  
Allye Gaietto  
Alexa Gallo  
Christopher Harmon  
Emerson Hayes Jermstad  
Leah Heard  
Essi Hollier  
Michael Hubbard  
Forest Juziuk  
Cory Kaufman  
Suad Abdul Khabeer  
Rochelle Koivunen  
George Luckey

Donald Lyons  
Dawn Matta  
Michaelyn McClain  
Audrey McPartlin  
Michael Nash  
Loren Nosan  
Jayanthi Reddy  
Elana Rosen  
Nancy Weiner

#### **Individual Donors**

Anonymous  
Frank Assaf  
Matt Becker  
Havard Berg  
Rodney Bowie  
Ethriam Brammer  
Lesley Burnham  
Jessica Carmichael  
Jennifer Carney  
Emmanuel Christodoulou  
Eric Cole

Kimberly and Jerry Copeland  
Natalie Cote  
Crystallee Crain  
Devan Cronshaw  
Abbey Davis  
Michelle Deming  
Cristina Dewan  
Irene Dial  
Ron Emaus  
Valeriya Epshteyn  
Diane Faissler  
Heidi Frankenhauser  
Euphemia Franklin  
Jeremy Fulwiler  
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Bill and Billie Hickey  
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Jennifer Jaramillo  
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Roy and Christine LaPointe  
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Karen Marrero  
Thomas Matthews  
Patrick Mayfield  
Stephen and Barbara McBride  
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Eva Menefee  
Courtney Mitchell

Audria Mixon  
Michael Monroe  
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Wayne Montour  
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Benjamin Zoller



# AMERICAN INDIAN Health & Family Services

## Development

### Donor List (cont.)

#### **Foundations**

Bank of America  
Bernard and Audre Rapoport  
Foundation  
Carls Foundation  
Detroit Athletic Club Foundation  
Hearst Foundations  
Kresge Foundation  
Mighty Cause Charitable Foundation  
New Venture Fund  
Skillman Foundation  
The James Foundation  
The Jewish Fund

#### **Organizations**

Aetna  
American Heart Association  
Ann Arbor Art Center  
Blue Cross Blue Shield of Michigan  
Bob's Discount Furniture Charitable  
Foundation, Inc.  
Corewell Health  
C.R.A.F.T.  
Damian's Village of Hope  
Detroit Health Department  
Detroit Institute of Arts  
Detroit Opera  
Detroit Pistons  
Ford House  
Grand Rapids Public Museum  
Health Alliance Plan/CareSource

Imagination Station  
Michigan State University Federal Credit  
Union  
Mid Michigan Children's Museum  
National Museum of the Great Lakes  
Rise United Church of Christ  
South Eastern Michigan Indians, Inc  
United Way for Southeastern Michigan

#### **Businesses/ Corporations**

AAA - The Auto Club Group  
ALDI, INC  
Arrow Strategies  
Ashka Salon  
Bank of America  
BarkBox  
Bavarian Inn Lodge  
Belle Tire  
Bell's Brewery  
Benihana  
Bordine's  
Charles Riverboat Company  
Chateau Grand Traverse  
Cheesecake Factory  
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Lush  
Meijer Gardens  
Michelle Cece Photography  
Nothing Bundt Cakes  
Oasis Hot Tub Gardens  
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Our Family Cares

Paramount Coffee  
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Royal Oak Golf Center  
Sachse Construction Management  
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The Feminist Press  
The NTVS  
The Whitney  
Thunderdome Restaurant Group  
Tito's  
Topgolf  
Trader Joes's Northville  
United Shore Professional Baseball League  
Wayne State University Press  
Well Done Goods  
Wines for Humanity  
YORK Food and Drink  
Zap Zone  
Zingermans

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# Gala

## A Night of Community and Commitment

(continued from page 42)

heartfelt thanks to each of them.

As we reflect on the success of this year's gala, we are already looking ahead to next year. We invite you to save the date for our 4th Annual Charity Gala on October 3, 2025 at the Garden Theater, where we will feature a panel on "Empowering Wellness: Innovative Philanthropy for Native Health in Detroit."

Thank you to everyone who joined us for this memorable evening, and for your ongoing support of AIHFS. Together, we are making a difference in the lives of those we serve.

Please enjoy the photos from the gala, capturing the spirit of community and commitment that defines our work at AIHFS.



# FINANCE

## Financial Audit

By **Waneta Assaf**

Director of Finance

Doreen Mayhew conducted our annual Single Audit and Audit of Financial Statements, comprising our financial position as of September 30, 2024 and 2023.

Specific to the Single Audit, AIHFS was found to have no material weaknesses or significant findings. AIHFS has qualified as a low-risk auditee and in all material respects are in compliance with all grant and Office of Management of Budget requirements.

Regarding audits of our financial statements, there were no material or significant findings. AIHFS has qualified as a low-risk auditee; financial statements present fairly in all material respects; are financially solvent and are in accordance with generally accepted accounting principles (GAAP).

Noteworthy fund-raising awards towards the new Building:

- MDHHS State of Michigan 2024 – additional 3,500,000.00 bringing the total to 6,500,000.00
- Carl's Foundation – 250,000.00



**AMERICAN INDIAN HEALTH AND FAMILY SERVICES OF  
SOUTHEASTERN MICHIGAN, INC.  
(A Nonprofit Organization)**

**SCHEDULE OF FINDINGS AND QUESTIONED COSTS  
SEPTEMBER 30, 2024**

**SECTION I**

**SUMMARY OF AUDITOR'S RESULTS**

**Financial Statements**

Type of auditor's report issued: Unmodified

Internal control over financial reporting:

Material weakness(es) identified?  Yes  No

Significant deficiency(ies) identified that are not considered to be material weakness(es)?  Yes  None reported

Noncompliance material to the financial statements noted?  Yes  No

**Federal Awards**

Internal control over major programs:

Material weakness(es) identified?  Yes  No

Significant deficiency(ies) identified that are not considered to be material weakness(es)?  Yes  None reported

Type of auditor's report issued on compliance for major programs: Unmodified

Any audit findings disclosed that are required to be reported in accordance with the Uniform Guidance, 2 CFR 200.516(a)?  Yes  No

Identification of major programs:

<u>Assistance Listing Number(s)</u>	<u>Name of Federal Program or Cluster</u>
93.193	Urban Indian Health Services
Dollar threshold used to distinguish between Type A and Type B programs:	\$750,000
Auditee qualified as low risk auditee?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No



AMERICAN INDIAN  
**Health & Family Services**

# FINANCE

## Financial Audit (cont.)

AMERICAN INDIAN HEALTH AND FAMILY SERVICES OF  
SOUTHEASTERN MICHIGAN, INC.  
(A Nonprofit Organization)

SCHEDULE OF FINDINGS AND QUESTIONED COSTS  
SEPTEMBER 30, 2024

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### SECTION II

#### FINANCIAL STATEMENT AUDIT FINDINGS

None.

## IN CLOSING...





# How to Support AIHFS!

Only with your support can AIHFS continue to try to meet the physical, spiritual, emotional and mental wellbeing needs of Native American families and other underserved populations in Southeastern Michigan. Additionally, as a 501(c)(3), your generous support is tax-deductible.

**Won't you make a donation today to help us get closer to meeting these needs?**

To donate by check or money order please send payable to:

American Indian Health & Family Services  
P.O. Box 810, Dearborn, MI 48121-0810

To donate online:  
[www.aihfs.org/donate/](http://www.aihfs.org/donate/)

Or, use this QR Code  
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**AIHFS**  
**4880 Lawndale**  
**Detroit, MI 48210**

**Return Service  
Requested**

**Mission:**

Empower and enhance the physical, spiritual, emotional, and mental wellbeing of American Indian Families and other underserved populations in southeastern Michigan through culturally grounded health and family services.

**Vision:**

AIHFS will be nationally recognized as a leading Urban Indian health and community center supporting healthy Native people, families and communities.



AMERICAN INDIAN  
**Health & Family Services**

**Learn more at [aihfs.org](http://aihfs.org)**