

Changes and Growth for Fairbanks Youth Advocates in 2017

Clearwater Counseling

Year	CC revenue per bank statement - annually	Salary Dave Bates	50% of CC revenue/ b. s.	Amount of salary less than 50% of revenue	Additional Paid Bonus
2017	\$212,295	\$104,412	\$106,148	+\$1,736	\$2,650 proposed
2016	\$211,374	\$104,773	\$105,687	+ \$914	0

- A few months of negative cash flow but we ended the year better than anticipated
 - Have taken huge steps in managing:
 - Client Assistance: application/ who and when - limiting # per month
 - Small Balance write offs
 - No shows - tightening that up - warning and billing accordingly
 - Managing aging reports
 - KLG Billing - Memorandum of Agreement - a completely different contract.
- \$18,200 donation from Clearwater Counseling to The Door in 2017
- We are getting applicants for the counseling position.....just looking for the right person.
- Recovery from Tri Care - ended the year at pre-tricare levels
- **Isalus: EMR Electronic Medical Records**
 - Text message reminders for apt.
 - Tracking and posting payments and deductibles
 - Superbill generation
 - Effective way to share demographic data with our Biller and each other
 - We've figured out how to create statements
 - Venturing into In-House billing for 2 EAP programs and self pay clients. That money is no longer going through KLG billing - saving us from 4-6k a year.
 - Positioning ourselves - for the future -
- **Dave**
 - Commendable.....huge strides in letting go 100% control
 - Scheduling is done through the office
 - Client Assistance - a team effort
 - 2016 & 2017 additional pay: \$2650
- **Receptionist:** (a cost effective decision) (10-2 Deidre & 2-6 Paula)
 - 100% - verifying insurance benefits and eligibility prior to their visit - this allows us to be more knowledgeable about capturing money from the start instead of letting it walk out the door.
 - Collecting co-pays and deductibles
 - Answering service monthly costs are 1/3rd what they used to be and clients are getting return calls during those hours and are greeted by a real person.
 - 100% - scheduling
 - (paying her own way) collecting money from folks at the time of the visit,

The Door

- 3 house parents (**Kevin, Brian, Ashley**)
- Regarding turnover.... Ended/started year: **Jasmine** moved to Oregon, **Macalaugh** to Alaska Boys and Girls Home, **Hailey** returning to school, **Winnie** - a counseling intern
- New VISTA = **Stephanie**, March 6th. She will be the oldest VISTA for us.
- **Youth Development Program: Coordinated by VISTA (\$20,000 from Saltchuck)**
 - Wednesday evenings: "Adulting 101" = guest speakers (Incentive: \$10.00 gift card) open to the first 10 kids
 - Thursday: (Check in & group: 5-6:30) with dinner provided, incentive: \$10.00 cash. Closed group - in house only
 - Weekend Activity: floats between Friday - Sunday: we take them somewhere....and pay for the activity, etc.
 - Starting in February...."The Closet Door": 1 Saturday/Month - Thrift shop out of our garage. \$5.00 a bag. Teens will receive a stipend

Looking Ahead:

- **Car: We are needing transportation:**
 - **Outreach** - if the person w/car doesn't have wheels - no outreach
 - High schools
 - Libraries (North Pole)
 - **Case Management** - sometimes the bus is too slow and the cabs too costly
- **Transitional age youth - 18,19, 20 - Rapid Rehousing Project**
- **National Conference on ending family and youth homelessness:**
 - **Questions:**
 - How can we best help families and kids re-unite?
 - <https://endhomelessness.org/event/2018-national-conference-on-ending-family-and-youth-homelessness/>
 - Engage in community project for Rapid Rehousing
 - How can we best help the young adults who aren't able to access our services?
 - How can I help facilitate and support staff to do the job that we've asked them to do?
- **Permanent Housing for HP**
- **FYA Sponsor quarterly events at the Library - Parent Night Topics:**
 - Keeping computers and kids cohabitating safely
 - Screen time & technology
 - QPR: Risks for Suicide
 - Drugs
 - Money
 - Other topics of interests for parents - by the experts
 - <https://www.parents.com/kids/teens/>
- **Medical Insurance: Health Care.....**