



**CITC**  
COOK  
INLET  
TRIBAL  
COUNCIL  
People. Partnership. Potential.

**2020**  
COMMUNITY IMPACT REPORT

For everyone, 2020 reshaped our world and challenged us to forge new paths to success. Using lessons learned from the past year, CITC explored new and integrated approaches to make service delivery more accessible for all our stakeholders.

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**Gloria O'Neill**  
President &  
Chief Executive Officer



## DEAR CITC PARTNERS AND FAMILY,

For **Cook Inlet Tribal Council (CITC)**, 2020 was a story of resilience and innovation. In recent years, we've learned that disruptive change often creates new opportunities. For all of us, 2020 has reshaped our world and challenged us to forge new paths to success. At CITC, this journey of discovery has resulted in an organization that is more adaptable, responsive, and accessible to Our People.

As I reflect on the past year, I'm inspired by our accomplishments. In the early days of the pandemic, CITC provided vital crisis support, including a **Participant Emergency Fund** and in-person services at Anchorage's temporary homeless shelters. Our **Fab Lab** team went to work making masks for healthcare providers and Tribal partners. Most importantly, we never lost sight of our Mission and continued working alongside Our People through both in-person and remote services.

CITC served nearly **12,000 people** across all services in 2020. Throughout the year, we adapted to a changing landscape. At a time of rising unemployment, we aligned our workforce development efforts, expanded **Alaska's People**, our premier job placement and referral network, and added a statewide career platform in **AlaskaNativeHire.com**. We acquired **Get Out The Native Vote** to promote civic engagement and leadership. We strengthened our efforts within the **Alaska Native Justice Center**

(ANJC), reducing barriers of access to justice by installing a secure remote Court Kiosk and hosting a successful virtual outreach and fundraising campaign.

Our challenge now is to continue using lessons learned from the past year to make our services more accessible to program participants. We're exploring a more integrated approach to service delivery, including hybrid remote/in-person models and expanded hours of operation. We're leaning into technology, creating systems that enhance our work and simplify processes. At each step, we are guided by our commitment to serving Our People.

Some have suggested that 2020 is a year to forget. But at CITC, I'm so inspired by the resilience, innovation, and grace displayed by our staff and program participants that I prefer to think of it as a year that will push us to even greater heights. I am confident the challenges of 2020 will serve as a catalyst for greater strength, collective community wellness, and a renewed belief in our endless potential.

From the bottom of my heart, I want to thank you for being a valued partner on this journey with CITC. ❖



With online job fairs, virtual recruitments with partners, and robust use of social media, Alaska's People connected individuals with careers at a time when unemployment rates in the state soared.



# Career Development

Alaska's People (AKP) works to connect Alaska Native/American Indian people to employment and training opportunities with a focus on personal and professional development to support individuals in achieving their potential.

## SERVICE EXPANSION IN A TIME OF NEED:

CITC's newest department opened its doors to the public this year—only to close them again when the pandemic hit. But Alaska's People thrived despite being limited to interacting with participants virtually.



With online job fairs, virtual recruitments with partners who normally recruit job-seekers onsite, and robust use of social media, Alaska's People connected individuals with careers at a time when unemployment rates in the state soared. In July 2020, Alaska's

People expanded its resources by acquiring **AlaskaNativeHire.com**, a tool that allows Alaska Native job-seekers to connect directly with employers looking to fill their local hire needs.

As CITC has continued to grow, Alaska's People took over recruitment and career development to find talented employees dedicated to CITC's mission. ❖

# 745

served in 2020 through workforce development and employment services, including:

- full-service career center
- recruitment & development
- skills training & job placement
- internships

## 2020 SERVICES HIGHLIGHTS:

- **192 individuals** were connected to both subsidized and unsubsidized employment.
- **167 new employees** were recruited to work for CITC and its affiliates; 79 met CITC's definition of AN/AI/Head of Household.
- Held **16 virtual recruitment** and career engagement events.

# Family Health & Safety

Child and Family Services (CFS) is dedicated to promoting safe, secure, and healthy families who nurture future generations by learning new skills to improve relationships and establish healthy behavioral practices.

## KEEPING FAMILIES CONNECTED:

As a Family Mentor with CITC's *Ch'anik'en* Home Visiting program, Jessie Vasquez guided families through craft projects, helped parents potty-train their little ones, and taught parents how to engage with their children's early development—and she did it all from a screen.



*Ch'anik'en* ("little ones") is one of only a few CITC services that happen away from the *Nat'uh* Service Center. Family mentors go into the homes of program participants to collaborate with parents on ways they can act as their children's first teachers.

But when the COVID-19 pandemic prevented in-person meetings, Child & Family Services staff got creative. They began conducting their visits over the phone or online, providing activity boxes families could use at home and offering events like Virtual Storytelling.

Thanks to CITC's **Participant Emergency Fund**, which was established to provide one-time support to families in need due to the pandemic, *Ch'anik'en* also dispensed items like diapers, gas cards, food, and other essential items to participating families. ❖

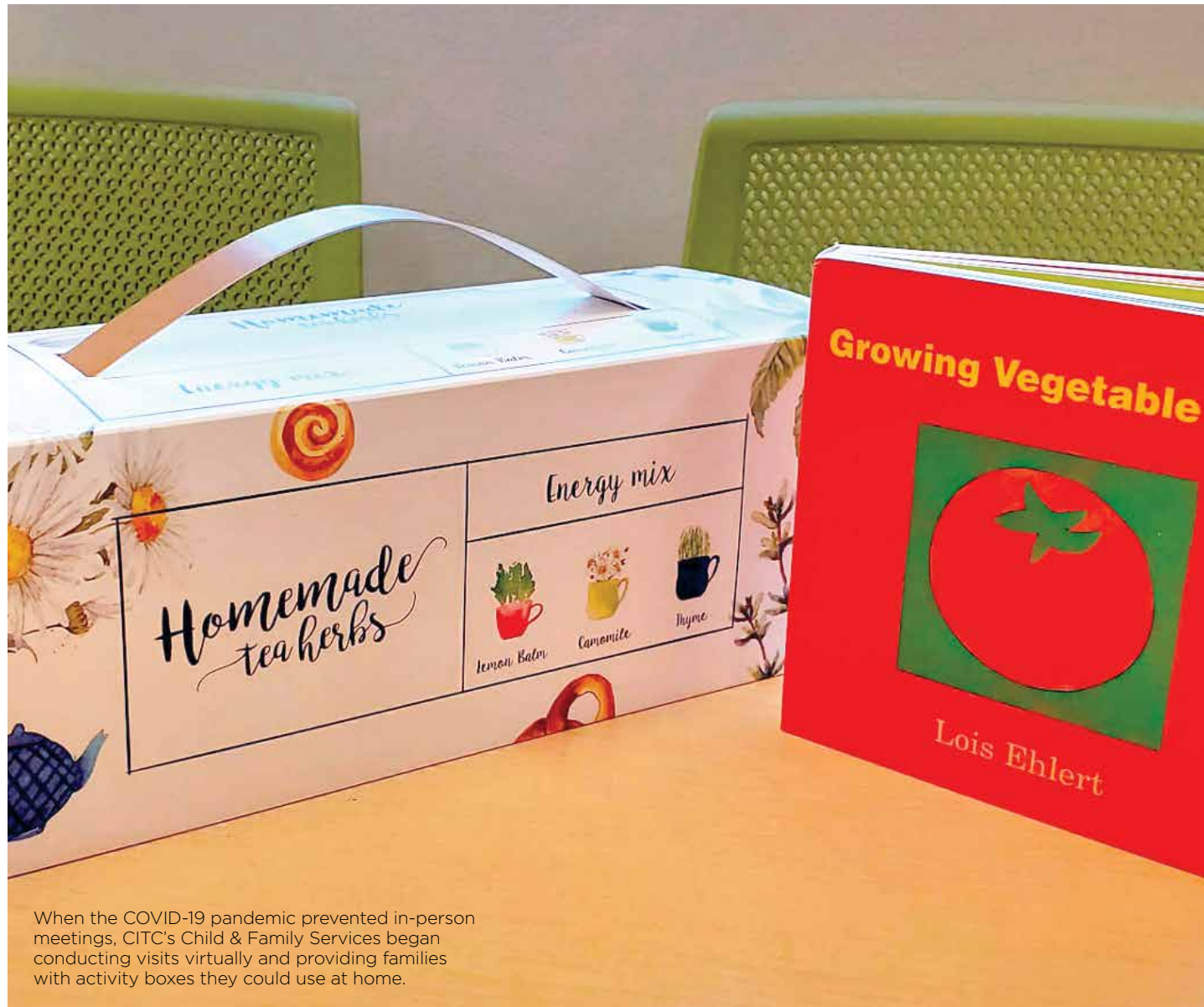
# 454

served through CFS services in 2020, including:

- family preservation
- reunification
- parenting classes
- life-skills development

## 2020 SERVICES HIGHLIGHTS:

- **119 families** served through family preservation services that promote safety and well-being for the entire family.
- Provided more than **600 families** with emergency food, shelter, transportation, technology, and other household needs through CITC's Participant Emergency Fund.



When the COVID-19 pandemic prevented in-person meetings, CITC's Child & Family Services began conducting visits virtually and providing families with activity boxes they could use at home.





Due to pandemic demand, paired with manufacturing and shipping delays, many faced a shortage of personal protective equipment needed to prevent the spread of COVID-19.

# Education & Youth Development

Youth Empowerment Services (YES) provides educational programs that enrich academics, cultural values, traditional knowledge, family involvement, and positive and healthy youth development.

## FABRICATING FOR THE PANDEMIC:

“People think 3D printing is just for making little trinkets. But the printers can make industry-specific parts, if we want them to,” reasoned CITC **Fab Lab** Instructor Andrew Regner. “We can make items for the medical profession.”

That’s exactly what CITC’s Fab Lab staff began printing in April 2020, when it was clear that pandemic demand, paired with manufacturing and shipping delays, meant medical staff faced a shortage of personal protective equipment needed to prevent the spread of COVID-19.



Youth Empowerment Services staff used the Fab Lab’s laser cutters and 3D printers to produce rigid masks that, when fit with the right kind of filter, can be used in place of the N95 respirators. The department was able to produce medical-grade masks for Southcentral Foundation, the Alaska Native Medical Center, and CITC’s Tribal partners.

“The Fab Lab is always here for our students,” Andrew said. “And we constantly look for new ways to engage with the community. Making masks allowed us to give back to the community in a way that only the Fab Lab can.” ❖

# 2,478

served through aligned educational services in 2020, including:

- in-school classes
- after-school services
- techno-culture camps
- youth services
- NYO Games

## 2020 SERVICES HIGHLIGHTS:

- **100% graduation rate** for high school seniors in CITC classes for academic year 2018-'19.
- **8,141 hours of tutoring** in CITC after-school programs.
- **1,942 combined hours** of STEM-based projects facilitated by CITC Fab Lab.



At the onset of the pandemic, Andrea and Richard were homeless but had the desire for change. CITC's Employment & Training team was able to quickly arrange for transitional housing and help find job placements. It was the type of hand-up they needed to propel their lives in a hopeful new direction.

# Achieving Self-sufficiency

CITC's Employment and Training Services Department (ETSD) supports participants in achieving self-sufficiency by assisting them in finding meaningful and sustainable employment as they progress through lifestyle changes and enhance their communication, life management, vocational, and academic skills.

## FINDING A WAY HOME:

As an outbreak of COVID-19 swept through Anchorage's homeless population, the city established several temporary emergency shelters. CITC employees stepped up to volunteer at the Sullivan Arena shelter, providing housing and job resources for individuals affected by the pandemic.



Employees from ETSD, along with other CITC departments, provided emergency assistance to 234 individuals and connected 111 people with housing. With the help of ETSD, 25 people found jobs that helped them work toward self-sufficiency.

For their compassionate and immediate response to our community's need, members of the CITC **Homeless Shelter COVID Response Team** received the 2020 President's *Susten* Award, an annual honor that celebrates employees for extraordinary service to CITC's mission. ❖

# 3,983

served through training and supportive work services in 2020, including:

- supportive employment
- healthcare training
- vocational rehabilitation
- youth services
- GED prep
- child care assistance

## 2020 SERVICES HIGHLIGHTS:

- **547 individuals employed**, including 201 people who moved from temporary assistance to employment.
- **367 children** from 244 families served through CITC's drop-in childcare center.
- **\$10.14 per hour**: average wage increase for participants through workforce training services.
- **217 individuals enrolled** in healthcare training.



# Providing Hope

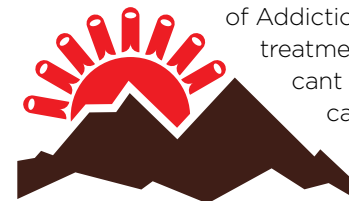
CITC Recovery Services (RS) provides comprehensive treatment to assist individuals within all stages of recovery from substance abuse or addiction and support for those reentering society after incarceration or homelessness.

## CHANGE IS POSSIBLE:

In 15 years, the landscape of recovery services in Alaska has changed—and so has CITC’s reentry program, *Chanlyut*, by modifying the way it offers individuals a path to sobriety and employment. Throughout 2020, our Recovery Services team worked to reopen *Chanlyut* as an American Society of Addiction Medicine (ASAM) level 3.1 inpatient treatment program in an effort to fill a significant gap in Alaska’s recovery continuum of care. The change creates a more intensive program experience, during which most residents will stay at the *Chanlyut* residence for an average of six weeks, receiving recovery treatment and skills development aimed at enabling men in recovery to become self-sufficient.

The revised *Chanlyut* program provides a stepping stone between long-term residential care and outpatient services. “Transitional housing can make the difference between someone being homeless or going back to prison, and not,” said Daniel Perkins, *Chanlyut*’s program manager. “If we can give people the skills to fill in the gaps that addiction has taken, we’re not just doing recovery work; we can help heal the whole person.”

*Chanlyut* reopened its doors as an ASAM level 3.1 inpatient recovery program in February 2021. ❖



## CHANLYUT

# 1,648

individuals served through the RS continuum of care in 2020, including:

- residential
- outpatient
- youth services
- peer support
- reentry support

## 2020 SERVICES HIGHLIGHTS:

- **2,968 individuals** reached through Peer Support events, including youth prevention, prison in-reach, and opioid prevention coalitions.
- **39% of residential participants** reported positive levels of social connectedness six months after outpatient treatment.
- **47 new individuals** served through residential services.



The revised *Chanlyut* program provides a stepping stone between long-term residential care and outpatient recovery services.

# Advocating for Native People

The Alaska Native Justice Center (ANJC) addresses Alaska Native peoples' unmet needs within the Alaska civil and criminal justice system and serves Alaska Tribes through legal representation in ICWA matters and training and technical assistance for Tribal justice.

## VIRTUAL ACCESS TO THE JUSTICE SYSTEM:

While many Alaskans have long struggled to overcome barriers to accessing the justice system, the COVID-19 pandemic threw this issue into stark relief. As the court system increased remote access through electronic filing and videoconference court proceedings, ANJC created the **CITC Court Kiosk**, a

**The kiosk offers technology resources like Bluetooth, a Mondo pad with camera, and a telephone allowing people to connect with the court system remotely, and safely.**

unique resource for individuals who need to appear in court virtually or work on legal documents.

Located inside CITC's *Nat'uh* Service Center, the kiosk offers technological resources like Bluetooth, a Mondo pad with camera, and a telephone that allow people to remotely and safely connect with the court system. ANJC staff work with partic-

ipants who have questions about their case or court needs.

While COVID has brought about many disruptive changes to how people operate in the world, changes in the court system have been one of the bright sides to an unfortunate situation. The Court Kiosk is an innovative part of a greater effort, overall, to make it easier for everyone to interact with the courts. ❖

# 1,840

individuals served through ANJC services in 2020, including:

- advocacy
- elder services
- legal aid
- *pro se* clinics
- restorative justice

## 2020 SERVICES HIGHLIGHTS:

- **376 individuals** served through advocacy efforts.
- **241 served** through Family Law.
- **533 clients** served through Restorative Justice.
- Assisted Tribal partners in **79 legal cases** involving ICWA matters.



ANJC's new Court Kiosk is a unique resource for individuals who need to appear in court virtually or work on legal documents.



Clare Swan Center staff provided 49 families with a month's worth of groceries and demonstrated how to use simple ingredients to prepare a variety of meals.



# Providing for Working Families

Combining the strengths of the Early Head Start educational model, the Clare Swan Early Learning Center (CSELC) provides for the needs of working families with child care through an Early Head Start curriculum emphasizing the importance of responsive and caring relationships to support the optimal development of infants and toddlers.

## SIMPLE INGREDIENTS LEAD TO BIG IMPACT:

When families began sheltering-in-place in response to the COVID-19 pandemic, many were faced with a dilemma: How to feed an entire family three meals a day, every day, without multiple trips to the grocery store or the support of school lunches or the occasional restaurant meal?

As food insecurity worsened during the pandemic, Clare Swan Early Learning Center came up with an answer for enrolled families: They provided 49 families with a month's worth of groceries to learn how to "cook for a month."

**Staff also created a YouTube cooking show to demonstrate how families could use simple ingredients to prepare a variety of meals.**

But staff didn't stop there; they also created a YouTube cooking show to demonstrate how families could use simple ingredients to prepare a variety of meals. Families shared photos and videos of the meals they made on the Early Learning Center's social media pages. "Clare Swan [Early Learning Center] has made so many families, including ours, feel so VERY cared for during some difficult times," commented one parent. ❖

# 308

served through CSELC in 2020, including:

- Early Head Start
- kindergarten preparedness
- family services
- Yup'ik immersion

## 2020 SERVICES HIGHLIGHTS:

- **73 children** ages 0-3 enrolled in the Clare Swan Early Learning Center.
- **235 individuals** attended Family Nights.
- **9 teachers** for the center earned their Infant-Toddler Child Development certifications.

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CITC graciously acknowledges our Board of Directors and staff leadership:

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We wish to acknowledge all our 2020 donors, sponsors, and funders:

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