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AHLA's Future

November 2015

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Today

- Brief overview of AHLA
- Our changing business model:
  - Strategic growth focus
  - Governance
  - Finance
  - Systems
  - Structure and staffing
- Some opportunities for the future

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Brief Overview of AHLA

Strategic Growth Focus

Governance

Finance

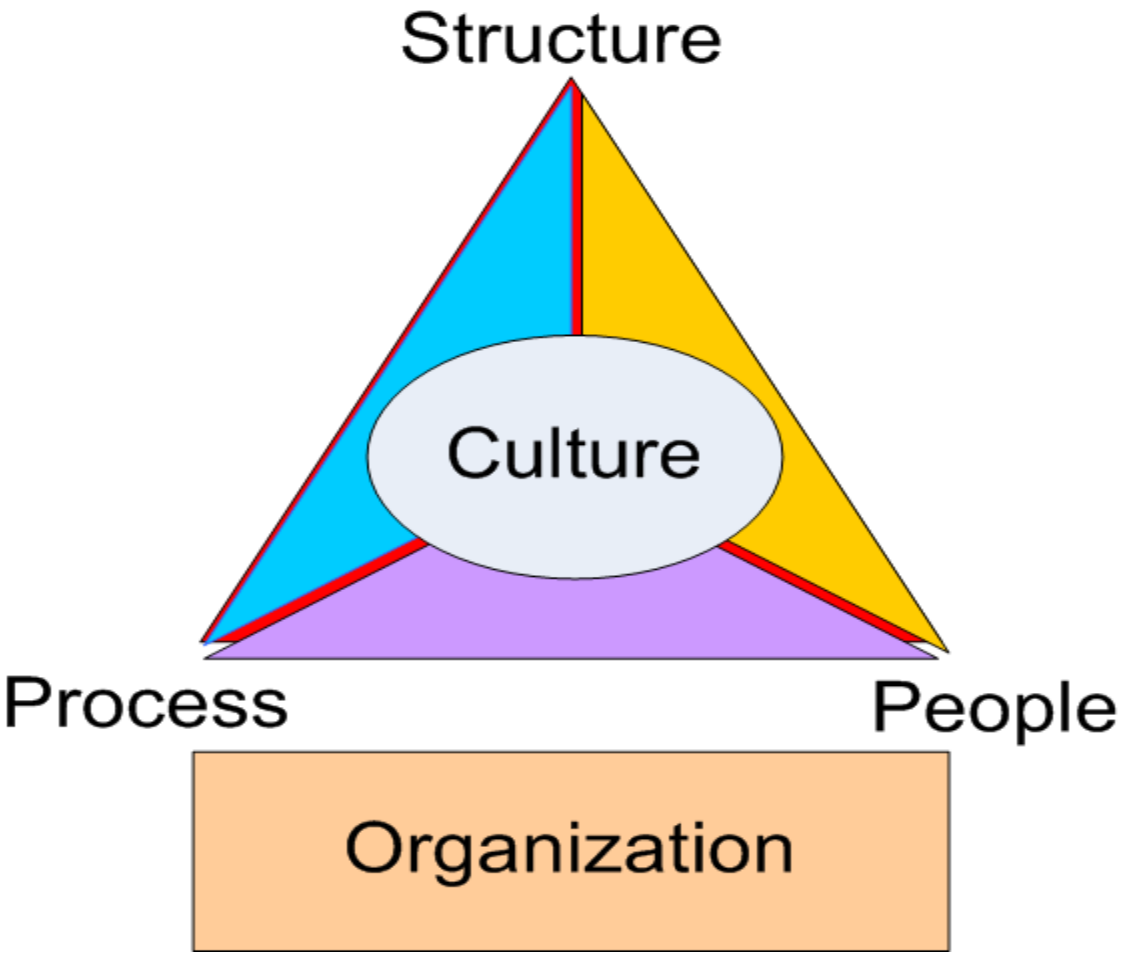
Finance – CHSP Client Contributions

- Reviewing our client contribution policy
- Charging fees and discussions with clients before services commence
- Fees important to our delivery of services
- In total our fees = 15% of grant revenue
- Many clients financially disadvantaged

Systems

- IT systems
- Telephone
- Client Management System
- New Reporting Requirements
- Integration

Structure and staffing



Some Future Opportunities

- All levels of packages
- Expansion of CHSP services
- Changes in 2018
- Fee for service
- Complementary products/services

Some Future Opportunities

"Opportunity does not knock, it presents itself when you beat down the door"

Kyle Chandler

https://youtu.be/Vnq1klw-m2k?t=1