



2015-16 ANNUAL REPORT

InComPro Aboriginal Association Incorporated



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Acknowledgement of Traditional Owners

We would like to acknowledge the Kaurna peoples who are the Traditional Custodians of the Adelaide Region.

We would also like to pay respect to the Elders both past and present and that our office is situated on the land of the Kaurna Peoples.



Vision

Leading the way for Aboriginal Futures

Mission statement

InComPro is a group of Aboriginal Community Professionals providing a range of focussed and expert services and products designed to achieve desired outcomes for Aboriginal people.

#We Make It Happen.



Aims

- To improve the standard of living of immediate and extended family, and community members.
- To support Aboriginal community organisations and other non-Government organisation.
- To improve effectiveness, value for money and the cultural appropriateness of services delivery.
- To foster collaboration and cooperation of all service providers

Streams

- Service Delivery
- Consultancy
- Organisational Effectiveness
- Business Development



Priorities

During 2016 – 2020 the InComPro Association's key priorities are to:

1. Attain additional premises to further conduct and promote Disability Services, Mental Health, Youth and Aged Care services to Aboriginal community members.
2. Pursue economic development activities to increase revenue and support employment and business opportunities for community members.
3. Develop organisational & HR capacity
4. Develop partnerships with key Stakeholders
5. Progress the concept of providing affordable and supported accommodation to our community members.

Principles

InComPro Inc. is committed to achieving high quality programs and services in a culturally safe and respectful manner to Aboriginal people, communities and organisations. This includes:

- Creating Greater Access, equity and cultural inclusiveness in service delivery
- Supportive environments for workers both professionally and culturally
- Accountability to the Aboriginal communities through consultation and feedback
- Learning approaches to improve services
- Sustainable partnerships through collaboration, cooperation and communication



Critical Issues

- Facilities / Accommodation
- Partnerships (in funding)/Collaboration (in marketing)
- Funding and sustainability
- Viability/credibility/advocacy
- Staff capacity/ability to “grow our own”
- Marketing, outreach and communication
- Maintain and increase programs (Disability, youth, mental health, aged care, counselling and family unity, tutoring, FLO programs, housing, small business, technical assistance, entrepreneurship)
- Maintain Aboriginal culture and facilitate cultural resilience (preserve, celebrate, practice, grow it)
- Improve health (Disability, youth, mental health, aged care, diabetes, alcohol recovery, prenatal health, mental health, physical health and spiritual health)
- Risk Management



Highlights for 2015 – 2016



- Opening of our youth offices with substantial development of our youth team, programs and personnel to cater for the ICAN – FLO case management, youth mentoring and youth accommodation
- Significant Growth in organisational capacity since July 2015. This includes 13, 24/7 individual accommodation Services as well as development and expansion into our outreach and tenancy support services
- Currently participating in the Quality Assurance process through ASES service excellence.
- The delivery of Cultural Awareness Training Program to government and non-government agencies
- Increase in ICAN – FLO referrals for 2015 (approx. 62 students) and expansion into the Southern suburbs
- Training in Certificate 3 Disability and Certificate 4 Youth with strategic partnerships with Tauondi and TAFE SA (Aboriginal Access Centre)



Our Board

Steven Newchurch
Chairperson



Darrien Bromley
Treasurer



Klynton Wanganeen
Ordinary Member



Ron Newchurch
Ordinary Member



Joanne Newchurch
Secretary



Tim Ritchie
Public Officer



Our Staff

Management

Steven Newchurch
Director

Steve Edwards
Case Management (Disability)

Genelle Male
Team Leader - Case Management (Youth)

Michelle Williams
Service Coordinator (Disability)

Rikki Arbon
Service Coordinator, RN (Disability)

Craig Dahlgren
HR Consultant



Programs

Denise Black
FLO Case Manager / Family Support Worker

D'Andre Lino
FLO Case Manager

Farin Wanganeen
Workforce Development / Training

Wayne Newchurch
Senior Client Services Worker (Outreach)

Alison Cain
Client Services Worker (Office)



Team Leaders

Neville Hudson
Michael Magiera
Olanike Babalola



Client Services Workers

Minkara Martin
Terry Rankine
Bree Knox
Sharon Varcoe
Kira Wills
Brooke Smith
Shaun McLennan
Melissa Tralau

Matthew Newchurch
Angela Newchurch
Stephen Jarrett
Greg Edwards
Cody Halls
Kelly Lehmann
Nathan Kauschke
Tim Williams
Megan Wilson

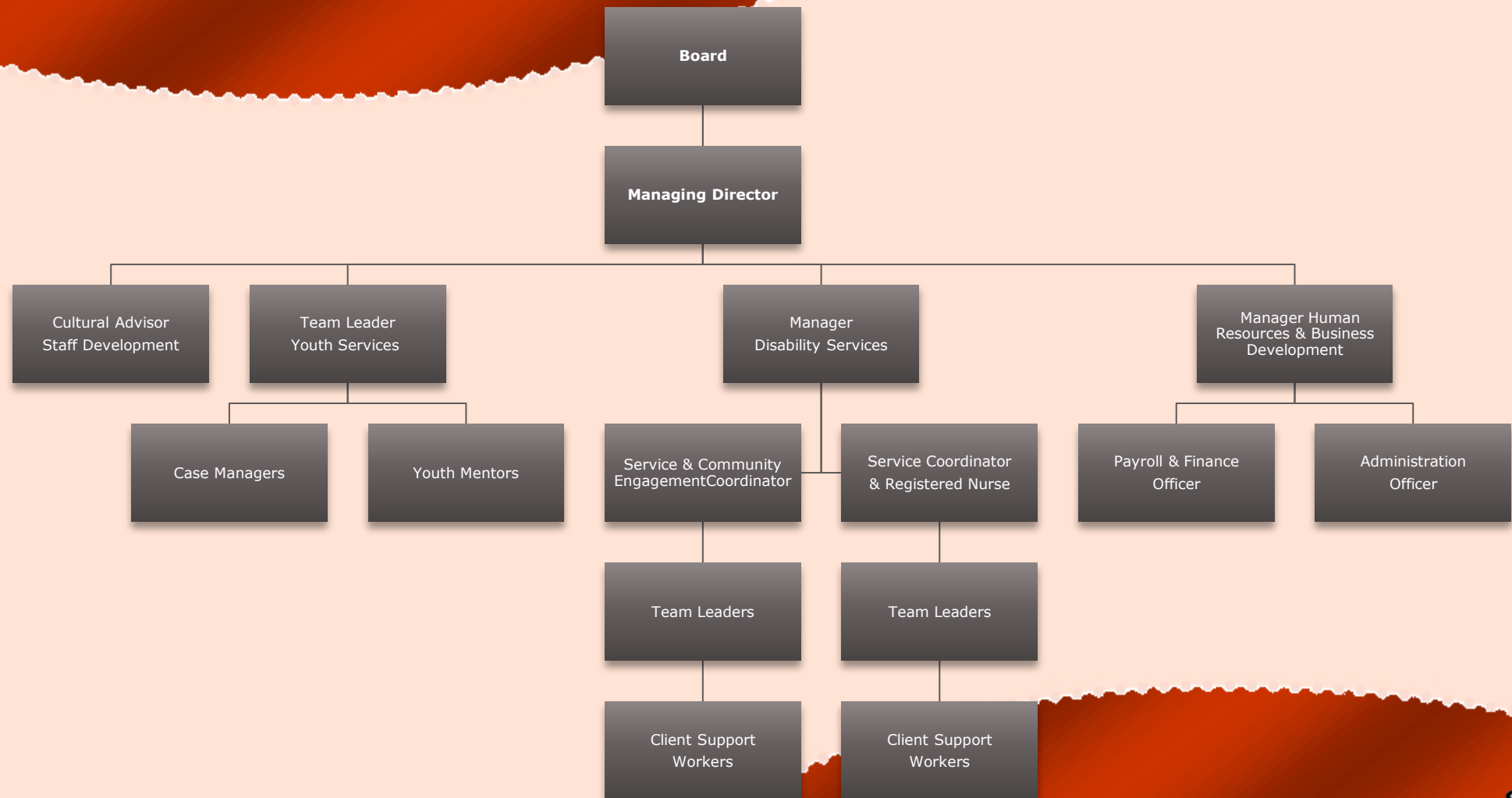
Joanne Agius
Sharon Varcoe
Evelyn Riessen
Ope Owolabi
Alena Owen
Angela Newchurch
Priscilla Elmendorp

Kristian Newchurch
Kereama Mataira
Sam Okelo
Tim Williams
Derek Newchurch
Greg Edwards

Howard Seabury
Tanya Angie
Cody Halls
Megan Burgoyne



Our Structure



Our Programs

24/7 Accommodation Services

In February 2014 we established and opened up our very first 24/7 accommodation service looking after 1 Aboriginal client with a severe intellectual disability and other complex Health Care needs. A few months later we then opened another 2, 24/7 accommodation services with 2 other clients with complex needs.

This program is our core program which employs the majority of workers to deliver quality care and services tailored to the individuals need.



Disability / Mental Health Outreach

Currently we have 6 people who are being serviced via cultural outreach services. These individuals either live in their own homes, Supported Residential Facility (SRF) and or Boarding houses. We provide between 1 – 20 hours per week support to link them into community and cultural activities.



ICAN – FLO Case Management

Currently we provide Case management services to 65 Young Aboriginal and Non Aboriginal People from the north and North Eastern suburbs who are chronically disengaged from school that require intensive case management services to lift their skills in education, training and employment. The majority of the youth attend the Whitelion program and other culturally appropriate and relevant program's in conjunction with InComPro youth workers where they are studying a Certificate 1 in Education and Skill Development (ESD), cultural and identity programs. Other youth are either in individual training programs or just involved in attending case management meetings.

Family Support Program – Paralowie R – 12 Schools

The following program is part of a long-term intervention designed to address the unmet behavioural support needs of a number of at risk families, to enable healing and reconnection within their family and within their community.

The program delivers its outcomes through the development of leadership qualities of its participants, and via Case managing, mentoring and role modelling around cultural and community identity, and cultural and personal values.



Director / Chairperson Report

It is my pleasure to present to you the InComPro Aboriginal Association Incorporated Annual Report for 2015-2016.

InComPro Inc. is a small independent, not for profit and charitable Aboriginal organisation; we have yet again had a reasonably successful, positive and prosperous year despite some of the most difficult challenges we've had to undergo throughout the course of the year.

Financially this year has shown a much improved operating result compared to last year. This will provide a strong foundation for our further growth into next year.

I would firstly like to thank the Board of Management for their time, support, governance and leadership for its work, commitment and dedication.

The Board will continue to work together to search for new initiative's and opportunities to undertake vital service delivery in an environment that will continue to test us in ways we have not seen previously.

Our focus will be on strategic planning, seeking and consolidating new partnership's and ventures, reviewing and improving our services and on delivering measurable outcomes both as a board and a leading Aboriginal Community Organisation.

The true strength of InComPro however, lies in our employees many thanks must also go to all staff for their great efforts, contributions and determination throughout the year to provide the best possible service delivery. It has only been through the hard work and dedication of our employees that InComPro as an organisation has been able to deliver a high quality service throughout the year. We recognise that our most important resource is our employees and that we depend on them to deliver the best possible service which has been demonstrated by some exceptional results. Their commitment, passion, understanding and skill in delivering outstanding services to the clients, families and the community makes this organisation what it is today.



We aim to be the leading provider of culturally appropriate and suitable 24/7 Accommodation, outreach and community services for Aboriginal People in the state and it is therefore critical for us to adapt to changing needs and resource capacity. These improvements have begun to be implemented and will continue to be rolled out during the 2015-16 financial years and into the future.

Our dedication to planning, implementing, evaluating and working to cultural best practice models that we have developed in line with our service development team has seen the models used to gain further ground in our day to day operations. We are committed to ensuring that clients are involved in the design and delivery of services, and that we are transparent in our actions and evaluation of our services, and that clients are experiencing improved outcomes as a result of engaging with us.

Our successes in the operational area this year can be directly attributed to the drive and commitment of our service development team which includes the Service Development Consultant, HR Consultant, Service Coordinator, Team Leaders and other staff. From establishing new and expanding existing services 2014-15 has been a very positive year for the team despite the growth in the organisation.

In particular we have been successful and positive in the following service and programs areas:

- 24/7 accommodation services. - Expanding current services and establishing new services across the northern metropolitan region for Aboriginal people with disabilities, Mental Health and other complex issues
- ICAN – FLO – increase of Aboriginal students into the program throughout the year with positive engagement and completion of programs. This year has also seen growth in Schools, community and other stake holder involvement.
- Family and cultural support – supporting local high school with high Aboriginal participation and enrolment.
- Training and Development – partnering with Tauondi College to deliver Cert 3 Disability training and other specialist support to further enhance skills and knowledge of staff to support current and future clients.



We also recognise, acknowledge and thank the Commonwealth, State Government and other Aboriginal and Non Aboriginal NGO's for their respectful contributions made to InComPro, enabling it to pursue its vision, role and service obligations to our client group. The majority of our funding is made available to InComPro through Disability SA, DECD, Exceptional needs for our 24/7 accommodation program and cultural outreach services.

Finally, I would like to take this opportunity to sincerely thank all those organisations that have been involved and networked with us throughout our journey this year. We are very happy to openly acknowledge their contribution which has often allowed us to be more innovative and diverse in achieving the best possible outcomes for our clients.

I am proud to be the chairperson of this growing and wonderful organisation and I look forward to your ongoing support of InComPro Inc. next year and into the future.

Steven Newchurch

Steven Newchurch

Director / Chairperson



Service Coordination

Accommodation

Since the last board report in July 2014 the agency has grown from approx. 20 employees to now over 40. The increase is due to 2 additional 24 hour supported accommodation facilities opening. One a single service forensic model service opened in March 2015 and the second a 2 person site which opened in May 2015.

Our office moved 4 doors down to a larger work space with separate offices and a reception area. A team leader was employed to support staff with meeting compliance requirements and oversee the smooth running of all 5 houses. We realised after several months this was too greater a task for one person and advertised for another two team leaders who shared these tasks, with 2 team leaders overseeing 2 sites and 1 overseeing one site.

New services:

Our first new Forensic Service opened in March 2015. It is located within the metro area but away from condensed housing on approx.5 acres of land.

The plan is to accommodate up to 4 people currently under the justice system and set up a work program being farm type activities incorporating animals and horticulture.

Currently we have one client living there who is under home detention restrictions. He has settled in very well and assisted with developing a program tending to the care and maintenance of chickens. He carries out these tasks with daily support from our staff. He attends weekly guitar lessons & sporting activities including basketball; legal commitments; fortnightly counselling as well as the weekly InComPro BBQ and other unstructured social outings.

Our second new service has two clients residing in it. The first is a young man with a significant brain injury who can manoeuvre independently within the community and his home.



The second is a man with cerebral palsy who is totally dependent of his powered wheelchair requiring two people to transfer. Manual handling training was organised and implemented.

Although these clients present continuous challenges, staff are able to manage them reasonably effectively for the time being. Both men wish to find employment & study options and our staff are actively supporting them to achieve this goal.

Existing Supported Accommodation Facilities:

- Our first client now resides in Hume St. He moved due to ongoing issues with neighbours at his previous address. Regular police attendance at all hours of the night meant it had become too unsafe for him and our staff. He has settled in well and now hosts the weekly InComPro BBQs held each Thursday due to the large undercover areas on site. His behavioural escalations have decreased somewhat enabling him to do his own shopping at Coles a few times a week for short periods and attend swimming a couple of times a week. He has regular contact with his family, which InComPro facilitate by picking up his mother and including her with the weekly bbq and Christmas client party.

- Our second client unfortunately passed away in late February 2015. He is sadly missed. An Ngangkari (from ANTAC) performed a smoking ceremony at his home and several staff members, his counsellor, and another of our clients attended as he was related and they were very close. His passing had a profound effect on the agency.

In an attempt to keep all his 8 staff employed, we held a meeting with all staff and it was agreed all staff were happy to take a cut in hours to facilitate all personnel keeping their employment at reduced hours. In a means to remedy this situation a new referral was submitted in March 2015 to Exception Needs Unit.



Our third client was referred to us in March 2015 in an emergency respite situation due to continued episodes of aggression, violence & assaults towards support workers. This was initially for 3 weeks only, however at her request she was granted a more permanent stay with a contact until July 2016. She is an 18 year old lady who is attending year 12 at Gawler High School. She has a mild intellectual disability and a diagnosis of Reactive attachment disorder (RAD). She initially settled in extremely well, however on introduction of new staff & any of her requests being denied her behaviour escalated and police have been required to attend on numerous occasions due to her threatening behaviour and aggression towards staff. A safe room was secured for staff protection and an extensive Positive behavioural support plan put in place. She will complete her studies in Dec 2015 and we are currently looking at further study options with the aim for her to gain employment.

Our fourth client started in late September 2014 and InComPro was able to organise a trip to his home community for him in December 2014. This was one of his goals as he misses his community very much. He now goes back to his community every 6 months for 5-6 days and holiday's with family and is supported by the local Aboriginal Health Service during these stays.

His mother and aunt continue to be an important part of his life and he is supported to regularly visit them. They are also often transported to the client BBQ. This client has ongoing behavioural needs and at times will continually wait for several hours at a time.

He can hit out at InComPro staff and other agency staff, so positive behavioural supports need to be adhered to. He has significant health needs and often complains of stomach aches and has undergone a colonoscopy & endoscopy to investigate these issues. There have been several failed attempts to implement these procedures, even when he was living with another agency, all without success. InComPro implemented a new strategy focussing on his cultural needs which proved successful and the procedures were completed.



Client teams:

All five (5) sites have regular team members assigned to a set fortnightly roster and attend monthly team meetings. Staff attendance has been challenging and strategies have been implemented to encourage a culture change, including staff performance management.

Administration Staff:

This continues to work well. The administration person does a lot of the liaising and advocating & coordinating the weekly BBQ Program InComPro now operating.

Programs:

- Weekly BBQ's continues to work well with all accommodation and some outreach clients participating. Client Families are encouraged and supported to attend.
- Client Xmas Party is always a huge success, with Santa attending and staff from office as well as any support staff happy to be included in the festive fun.
- Chicken program at Symes Rd was developed in June 2015

New programs to be developed in the future are Art & Crafts Program; Gardening Program; Herb Program; Work Skills Program; Basketball program; Gym Program.



Performance Management:

Staff compliance still proves to be challenging to the agency and in an endeavour to fix this the Performance management officer increased his hours to 5 days a week.

A team leader was employed in February 2015 to assist with reporting staff compliance issues and the effective running of the sites. This hasn't fixed the problem however it has given management a clearer picture on the areas of concern and processes are being developed to further assist with changing the culture of staff.

Staff motivation is another area of concern, particularly their ability to encourage clients to participate in activities. This is being worked on via team meetings and defining support workers job roles. We are not a baby sitting service all staff need to actively support our clients.

Performance management supervision sessions with all support staff were held and several issues were discussed and from this a report outlining training requirements and recommendations was developed.

Trainees & Training:

We have nine (9) trainees employed under the apprenticeship & trainee scheme. As part of their traineeship obligations they attend Cert III Disability training through Tauondi College and also do on the job training via shift work. They are monitored and managed by myself and Performance Management officer.

A lecturer teaches this at an office close to the InComPro office on Bagster Rd to enable all staff easy access. There were challenges with some trainees completing this certificate on time and an extension was approved by the director.

Upskilling training was identified during supervision sessions with all staff and will be implemented in January 2016.

Michelle Williams

Michelle Williams
Service Coordinator



ICAN – FLO

InComPro Inc. had 24 students in 2015 referred to us from school within the northern metropolitan area of Adelaide.

Over the past few years we have had good working relationships with the FLO Co-ordinators at the schools from which our students are referred; this includes Paralowie R-12, Salisbury High school and Parafield Gardens High School.

As part of the programs requirements we regularly meet with the student's on a weekly/fortnightly basis to assist our students in getting a Birth Certificate, Tax File number, Bank account, USI number, Abstudy and to also help them develop a working resume for future employment. We frequently communicate with students to find out where they are in terms of their schooling, where they would like to be and what their future goals are. We have supported our clients in achieving their educational goals.

We liaise with all stakeholders that are involved with our young people and support our students to their appointments, liaise with Families SA, Centrelink, The Salvation, Aboriginal Legal Rights, Schools and other services in regard to our student's education and their social and emotional wellbeing.

The engagement we have had from our young people into 2015 has been fantastic with some students having returned to mainstream schooling with a degree of success whilst others have commenced and completed courses in the areas of First Aid, Barista training, Retail, and Responsible Service of Alcohol, Directions in Hair and Beauty and Drivers Education. Students have had the opportunity to obtain their Learners Permit and one (1) has obtained their Provisional Drivers Licence. Those students having participated in training has led to five (5) students obtaining part-time employment in either the Retail or Construction field.



We have received many more referrals for FLO Case Management in 2016 and it is estimated that we will have approximately 60-65 students. We have employed a new Team Leader to oversee the growth and development of our Youth sector and a new Case Manager to assist with the influx of new students.

With the growth of the youth program we are planning on moving into new office space establishing a Youth Hub to assist with engagement and case management of all youth programs.

Family and Cultural Support Program

In 2015 we have continued our partnership with Paralowie R-12 school to offer Cultural and Family support to Aboriginal families within the school. We have worked with many different families over the year and our goal is that with the assistance that is provided by our support the children of the families we support will have improved attendance, grades and social interaction at school. The support we provide is Advocacy, referrals and linking in with specialist services, transport assistance to Medical, Dental and Mental Health appointments, food assistance, regular contact with the families to develop and build self-confidence and self-esteem and assist the families to develop and build upon existing support networks.

Meetings are held every 2 weeks during the School term which involves myself and the stakeholders from the school to discuss what families need assistance and what can be done to assist these families to improve their living conditions and to minimise their issues they face on a daily basis.

Our partnership with Paralowie R-12 will continue into 2016.

Denise Black

Denise Black
Case Manager



Treasurer's Report

InComPro continued its growth during the 2015/2016 financial year with further increases in grant and project income.

In this financial year InComPro experienced higher levels of demand for its services in supported accommodation and respite care through increases in the number of clients being referred to the organisation.

Other program areas, including Youth support programs, also experienced an increase in demand resulting in more grant income being received in this financial year.

InComPro's total income for 2015/2016 was \$2,773,221, an increase of \$1,280,095 on last year's income. InComPro's total expenses for 2015/2016 were \$2,707,081, an increase of \$1,174,380 on last year's expenditure.

The 2015/2016 financial year resulted in a surplus of \$66,140 raising Total Equity from \$13,607 to \$79,748.

Areas of significant change in expenditure include Operating Expenses down by \$45,163 to \$160,590, Employment Expenses up by \$958,746 to \$1,938,684.

Due to the increase in staffing numbers, InComPro acquired more office space while maintaining the existing offices at Salisbury North, resulting in total Office and Building Expenses of \$252,171 which consists of *Office & Building Expenses, Rent Rates & Taxes,*

and Utilities. A significant increase in Consultant Fees due to engaging consultants with expertise in client service development, youth programs, governance and strategic planning.

The increase in funding received by InComPro during the 2015/2016 financial year is evidence of the commitment of those employed by the organisation and the leadership provided by those in senior positions.

I am pleased to be part of an Aboriginal organisation that provides these much needed services within our community.

It gives me pleasure to present the financial statements of InComPro Aboriginal Association Inc. for the 2015/2016 financial year.

Darrien Bromley

Darrien Bromley

Treasurer



Financial Statements

Profit & Loss [Last Year Analysis] July 2015 to June 2016

Income	This Year	Last Year
Disabilities Operational	\$2,380,452	\$1,237,333
Grant Sponsorship	\$8,555	\$23,525
School Projects	\$87,832	\$118,410
Hosted Projects	\$12,097	\$0
Board &. Lodging	\$101,654	\$59,282
ICAN - FLO	\$135,926	\$14,300
Mentoring	\$5,574	\$0
CSS - Mental Health	\$0	\$826
Elders Village	\$17,194	\$0
Income - Others	\$23,937	\$39,400
Donations	\$0	\$50
Total Income	\$2,773,221	\$1,493,126
Gross Profit	\$2,773,221	\$1,493,126

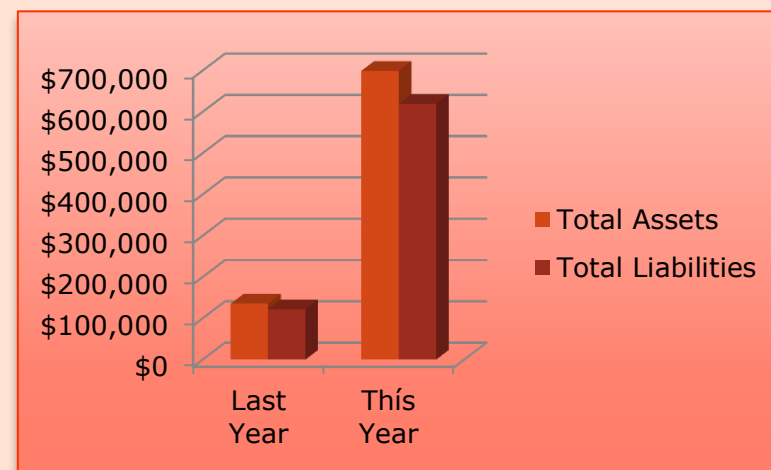
Expenses	This Year	Last Year
Client Content Expense	\$313	\$0
Client Support Services	\$1,097	\$0
Client Support Consumables	\$6,512	\$0
Depreciation	\$11,610	\$0
Health &. Safety	\$562	\$570
Insurance	\$963	\$5,457
Meeting Expenses	\$6,484	\$10,445
Membership Fees Paid	\$162	\$19
IT Expenses	\$27,166	\$2,294
Operating Expenses	\$160,590	\$205,753
Office &. Building Expenses	\$38,644	\$68,606
Repairs &. Maintenance	\$55,271	\$2,834
Salaries&. Wages	\$1,938,684	\$979,938
Motor Vehicles Expenses	\$50,541	\$40,068
Office Expenses - Others	\$3,430	\$12,089
Rent, Rates &. Taxes	\$172,413	\$97,884
Utilities	\$41,114	\$27,393
Consultants	\$191,525	\$79,351
Total Expenses	\$2,707,081	\$1,532,701
Operating Profit	\$66,140	-\$39,575



Balance sheet [last year analysis]

June 2016

	This Year	Last Year
Assets		
Current Assets	\$194,255	\$103,949
Non-Current Assets	\$501,543	\$31,414
Clearing Account	\$3,761	\$0
Total Assets	\$699,559	\$135,363
Liabilities		
Current Liabilities	\$251,811	\$121,756
Non-Current Liabilities	\$368,000	\$0
Total Liabilities	\$619,811	\$121,756
Net Assets	\$79,748	\$13,607
Equity		
Retained Earnings	\$13,607	\$53,180
Current Year Surplus/Deficit	\$66,141	(\$39,575)
Total Equity	\$79,748	\$13,605



**Statement of cash flows for
the year ended 30 June 2016**

	Note	2016	2015
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		\$2,991,937	\$1,493,126
Payments to suppliers		(\$2,841,172)	(\$1,466,269)
Interest received		\$0	\$0
Finance costs			(\$742)
NET CASH PROVIDED BY / (USED IN) OPERATING ACTIVITIES	4	\$150,765	\$26,115
CASH FLOWS FROM INVESTING ACTIVITIES			
Payment for land and building purchase		(\$461,263)	\$0
Payment for equipment purchases		(\$20,476)	(\$22,000)
NET CASH PROVIDED BY / (USED IN) INVESTING ACTIVITIES		(\$481,739)	(\$22,000)

CASH FLOWS FROM FINANCING ACTIVITIES

	Note	2016	2015
Proceeds from borrowings		\$368,000	\$0
NET CASH PROVIDED BY FUNDING ACTIVITIES		\$368,000	\$0
NET INCREASE / (DECREASE) IN CASH HELD		\$37,027	\$4,115
CASH AND CASH EQUIVALENTS AT BEGINNING OF FINANCIAL YEAR		\$103,949	\$99,834
CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR		\$140,975	\$103,949



Notes to the financial statements for the year ended 30 June 2016

4 Reconciliation of Cash Flow from Operations with Net Profit

	\$	\$
Net Profit		\$66,141
Add Non-Cash Flow		
Depreciation		\$11,609
		\$77,750
Add /(less): changes in working capital items		
(Increase) in Trade and Other Debtors	(\$57,039)	
Increase in PAYG,GST and Payroll liabilities	\$94,890	
Decrease in Trade Creditors	(\$3,670)	
Decrease in Other Creditors	(\$35,108)	
Increase in Provisions	\$73,942	
		\$73,015
Cash Flow From Operations		\$150,765

5 Cash and Cash Equivalents

	2016	2015
Cash at bank	\$137,201	\$103,530
Cash on hand	\$496	\$419
Prepaid credit cards	\$3,279	\$0
Total	\$140,976	\$103,949



