

THE HAVEN Executive Director's Report

Submitted to the Board by Aimee Graves
April 20, 2022

Kudos

(Excerpt from the QM/PI Monthly Committee Meeting - 4/12/22)

- Any **kudos** or newly identified areas of **concern**?
 - Kudos to Sharese who got her LPC License!!!
 - Kudos to Georgia and Jody L for completing EMDR training
 - Kudos to Lalita and Allison for the high RT retention rate over the last quarter (96%)
 - Kudos for Henry, Gabie, Courtney and Alison for taking the RES clients to a Phoenix Suns game
 - Kudos to the ResTech team for quality participation in CPI training
 - Kudos to Nati for arranging for Native Ways clients to participate in the Tucson Indian Leadership Program
 - Yay! Judi is shifting to her intended role as staff trainer of RT staff. Should help with improving new hire orientation and ongoing consistency in the RT department.

Development

Mother's Day Campaign (all month of May) includes the traditional mother's day letter and a tabling event to raise awareness about The Haven and also a mini-fundraiser at Kendra Scott on May 3, from 4 – 6 PM. 20% of purchases will come to The Haven. If people can't make it for the in-person event, Kendra Scott has set up a 2-day online fundraising option. Let your friends and family know to go to kendrascott.com on May 3-4th and use code GIVEBACK-BVVR. Please see attached Kendra Scott flier.

The development committee is brainstorming at least one other event or activity that can be rolled into the month-long Mother's Day Campaign. Please let Colette know if you have some great ideas! Remember, two of our board members have donated up to a \$5,000 match for The Haven to raise at least that amount over the Mother's Day Campaign month, so this is a huge opportunity to motivate your contacts to support The Haven as well as you personally in your volunteer commitment to women's recovery.

This year we garnered \$6,500 during this this year's AZ Gives Day campaign. Though this was the traditional push across the state, donors may designate The Haven as their designated 501(c)3 charitable organization through the Arizona Charitable Tax Credit

all year long. The maximum credit is \$400 if filing single, and \$800 if filing jointly. Please let your friends and family know.

The Development Committee is considering the dates of October 12-13, 2022 at Tohono Chul, which are available for this year's Chrysalis. Other options have been researched and ruled out for one reason or another by the Development Committee.

The Development Committee is scheduled on May 16, from Noon – 1 PM via Zoom.

Finances, as of February 10th

This report was made on April 14th.

For March 2022, Cash; Investment; and net Accounts Receivable balances are \$4.9m with 277 days cash on hand, a decrease of 7 from February. The Current Ratio (bigger is better), current assets over current liabilities, is 7.32 to 1. At March's close, 87% of the non SABG (Substance Use Block Grant payable by Arizona Complete Health) Client Accounts Receivable is aged at 90 days or less.

The Net Surplus for March is \$38,773, an unfavorable variance of \$4,666 to the budgeted gain. The Operating Surplus for March is \$191,582, compared to February's Operating deficit of (\$15,201). In March \$85k of Cares Provider Relief Act funds were recognized as income.

Year-to-date, there is a Net Deficit of (\$104,038), a favorable variance of \$76,424 to the budgeted deficit. For the six months ended March 31, 2022, Operations ended with a Surplus of \$119,187 as compared to a budgeted deficit of (\$136,854). Operating Income is \$110,685 [104%] over budget and Expenses are (\$146,298) [96%] less than budget.

The Finance Committee is scheduled on April 25, from 4 – 4:45 PM via Zoom.

For more detail, please refer to the prior month's financials.

Facilities, Health & Safety, and Donations

Whitten Construction, Inc. is on target to have the Duplex habitable by mid-May.

Quality Management/Performance Improvement

Employee Satisfaction

We conducted our semi-annual Employee Engagement Survey during the month of March. We improved the participation rate from 52% to 75% this time around. So far, with the preliminary analysis of the scores, we are pleased to announce that we have achieved all of our Performance Improvement Goals in the area of Staff Satisfaction

which include increased scores in the areas of satisfaction with career advancement opportunities, increased perception of trust between senior leadership and staff, and an increased report that staff treat each other with respect. Stay tuned for a full analysis report later this month.

Client Satisfaction

QM/PI administered Client Experience Questionnaires to all 3 programs during the month of March. Our target for this performance indicator is for 90% of the responses to be "Top Box" answers (generally "Strongly Agree" or "Agree"). Here are the results for each program:

Residential	80% (up from 77% in January)
IOP	92% (up from 87% in January)
OP	92% (up from 90% in January)

CARF Accreditation

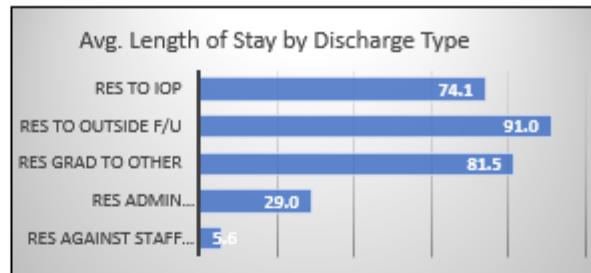
CARF Survey preparations are well underway for our survey scheduled for April 28th-29th. Kristin and Aimee are meeting with the various departmental teams and our clients to provide information and answer questions about what to expect during the survey days. The Board of Directors has a scheduled appointment on Microsoft Teams on Thursday 4/28 at 3pm to meet with the CARF Administrative Surveyor regarding our program. Any Board member who would like to participate in that discussion can contact Julie to request an invite to the conversation.

We continue to see a healthy average length of stay for our successful clients.

April 2022 Board Report for QMPI

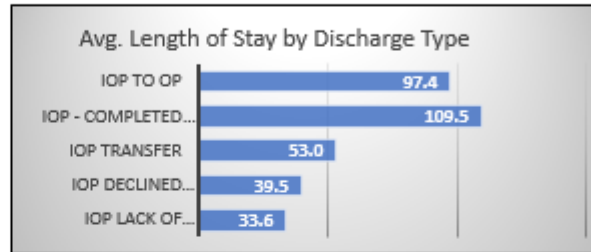
RESIDENTIAL – Numbers in March

31 Admissions / 24 Discharges
 Percent of Positive Discharges = 68%
 Average Daily Census = 38.6 Clients
 Avg Length of Stay (all clients) = 51 days



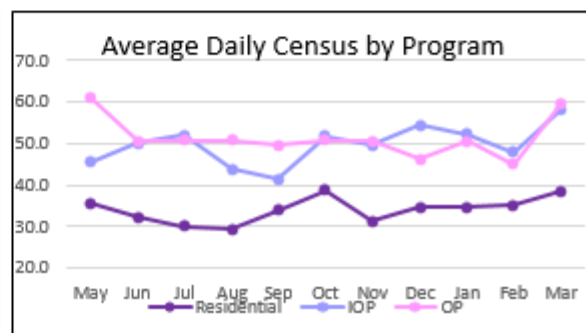
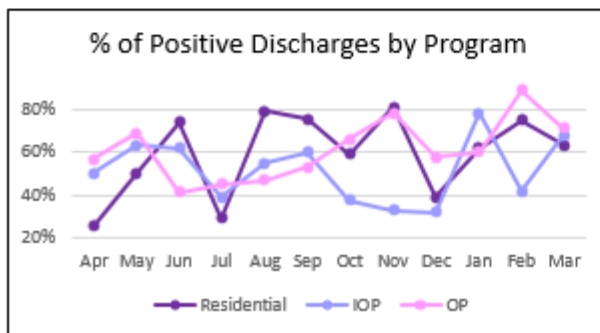
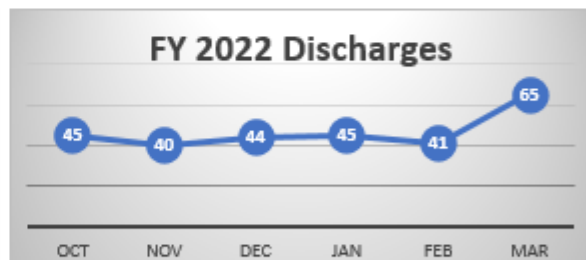
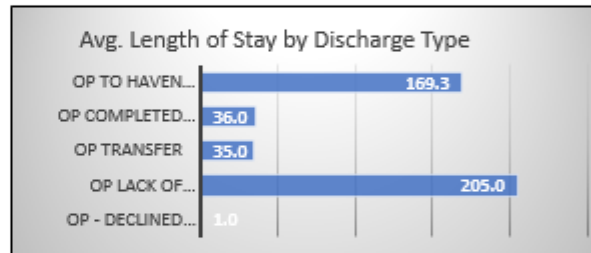
IOP – Numbers in March

34 Admissions / 34 Discharges
 Percent of Positive Discharges = 68%
 Average Daily Census = 58.4 Clients
 Avg Length of Stay (all clients) = 74 days



OUTPATIENT – Numbers in March

17 Admissions / 7 Discharges
 Percent of Positive Discharges = 71%
 Average Daily Census = 60.0 Clients
 Avg Length of Stay (all clients) = 112 days



Programs & Services

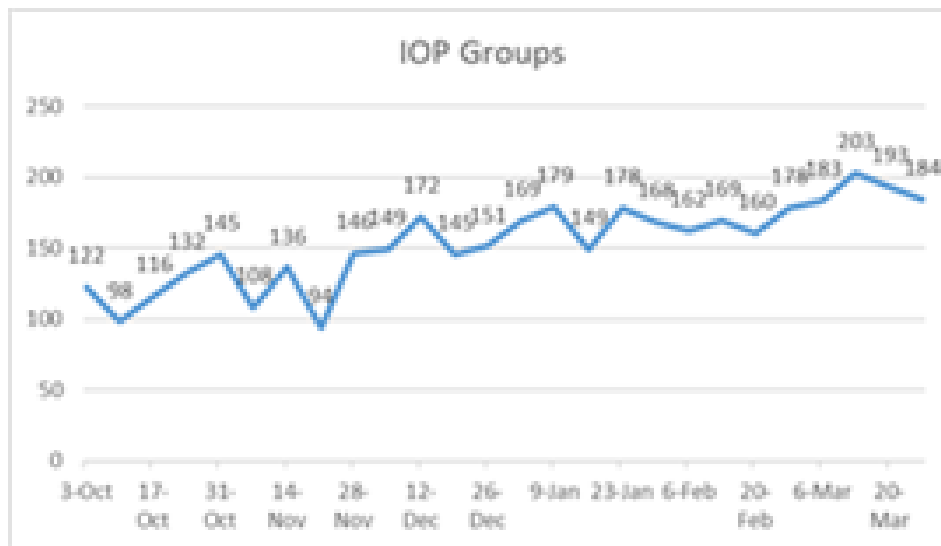
Our Assessment Unit is undergoing a deep dive to identify improvers. Total March admissions was 67. This was comprised of 31 admissions in Residential; 34 in IOP; and 2 OP admissions, which do not include IOP step downs.

Our new Outreach Coordinators, Tucker Grace and Sandra Torres, are available 7 days/week to take calls, respond to email inquiries, table at events, and provide information to referring professionals in the community. Chat Bot for our website is being set up and is expected to go live this month.

Mary Hundley is developing an Alumnae Program. She will facilitate what we believe will be The Haven's first ever alumnae group (by Zoom) on Saturday, April 23 from 6:30 to 8:30 pm. No fewer than 60 Alumnae have expressed interest! Mary expects that at least 20 will attend this kick off Zoom gathering. Her plan is to allow clients to check in, then share their ideas for the Alumnae Program. Future meetings will likely be hybrid (in-person and zoom.) Board members are welcome to sit in.

Census: Weekly Residential census in April shows an increase over March, with enrollment ranging from 31 to 37. In-person visitation at Residential began in April and the masking requirement was discontinued for the time being on 4/14/22.

The positive trend in the number of IOP groups continues:



The Haven's Peer Support Employment Training Program (PSETP) continues to have high participation. Twelve attended in the 3/5 class, 6 attended in the 3/19 class, 6 attended in the 4/2 class, and 6 for the 4/16 class.

Workforce

HR Initiatives

- We are in the process of conducting Q2 FY2022 Performance Reviews.
- We are currently working on our annual review/update of all job descriptions.

New Hires

- Business Analyst
 - Helen Herziger, (PT, Temporary)
- Outreach Coordinators:
 - Tucker Grace comes to us with 11 years of experience in a Healthcare setting, including Housing and Outreach.
 - Sandra Torres comes to us with 4+ years of experience in Behavioral Health.
- Residential Technician PRNs:
 - Hernandez Guadalupe and she comes to us with 8+ years of Behavioral Health experience. She currently works full-time at La Frontera.
 - Miller Alison comes to us with 14 years of Behavioral Health experience and currently works full-time at the Arizona Department of Developmental Disabilities.
 - Gainer Aubrey comes to us with less than 1 year of Behavioral Health experience and currently does not work anywhere else.
 - Taylor Hultquist comes to us with 5 years of experience working with Children in a Healthcare setting and currently works full-time at Choice Options (Childcare Provider).

Active Hiring

We are actively searching for the following positions: 1 Training Coordinator (Administration; PT), 2 Outreach Coordinators (Business Development; FT), 3 Residential Technicians (Residential, FT); additional Residential Technicians (Residential; PRN); and a Development & Communications Coordinator (Administration, FT).

Training & Workforce Development

Staff are caught up with 100% of trainings in the Relias Learning online portal. Each supervisor is now receiving completion status emails for their employees.

Employee Vaccination Data

All current and new staff are required to receive the Covid-19 vaccine. We currently have 73 employees total, with 69 who are fully vaccinated and have turned in their full Vaccination Cards. 4 staff have turned in a religious or medical accommodation request. 95% of staff are fully vaccinated. 5% of staff are unvaccinated and have turned in an accommodation request. We have provided voluntary 'I'm Covid Vaccinated' Haven badges to all staff who have turned in their vaccination cards.

The Personnel Committee is scheduled on April 25 from Noon – 1 PM via Zoom.