

THE HAVEN
Executive Director's Report

Submitted to the Board by Aimee Graves
June 14, 2022

Successful Haven Graduate!

Raquel A. successfully completed one year in The Haven's Outpatient Program on June 13, 2022. During her time in the program, she attended 28 bi-weekly, one-hour therapy sessions.

Raquel has been diligent and consistent in attending her individual therapy sessions, completed the Recovery Support Program, has a stable house, a vehicle, and is working full time as a team lead at Primavera Homeless Shelter!

Congratulations to Raquel, on her graduation to Haven Alumni!

Finances, as of June 10th

For May 2022, Cash; Investment; and net Accounts Receivable balances are \$5.4m with 299 days cash on hand, an increase of 4 from April. The Current Ratio (bigger is better), current assets over current liabilities, is 5.43 to 1. At May's close, 95% 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 May is \$10,274, a favorable variance to budget of \$16,757 to budget. The Operating Surplus for May is \$24,871, compared to April's Operating surplus of \$85,729. One of The Haven's IOP therapists resigned at the end of April.

Year-to-date, there is a Net Deficit of (\$44,440), a favorable variance of \$114,854 to budget. For the eight months ended May 31, 2022, Operations ended with a Surplus of \$206,385 as compared to a budgeted deficit of (\$85,786). Operating Income is \$140,648 [3%] greater than budget and Expenses are (\$152,667) [3%] less than budget.

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

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

Facilities, Health & Safety, and Donations

The Duplex is client-ready. Tom Deeby is to be commended for the speedy renovations of the duplex once the former contractor was out of the picture. The City of Tucson inspected and cleared the Duplex for occupancy and TEP turned the power on. The bathrooms all have new state of the art tiled showers.

Residential houses 2, 3 and 4's kitchens were converted to bedrooms. Walls, flooring, ceilings, lighting, electrical, plumbing, painting, ceiling fans were all repaired or replaced. New walls with closets were installed. House 4's entire HVAC units on roof and in building were replaced with a modern energy star compliant system.

We removed a wall between rooms 15 and 16 in Campbell IOP suite 105 to create a new large group room. The carpet was replaced and walls repaired and painted.

We replaced the transmission on the Residential Chrysler Town and Country, and the fuel pump and filter on the Chevy Express to repair large gas leak.

Programs & Services

Residential

- Average Daily Census
 - December – March the Average Daily Census (ADC) remained in Mid 30s
 - April ADC was 40 (88% of capacity)
 - May ADC was 41 (91% of capacity)
- All Res Tech positions are currently filled. Congrats to Lalita and Allison!
- Our Dog Fostering Program received the first dog from HSSAZ on June 2.
- The 10-bed Duplex will likely be in use by the board meeting date.

Outpatient

- Intensive Outpatient (IOP) Groups by Week

1-May	180
8-May	202
15-May	184
22-May	179

- Therapist Eric McKinley's last day was April 29. The Outpatient (OP) Team has done an amazing job (with the help of contract Therapist Ryan Olson) of maintaining these numbers. However, the number of groups provided in June will be reduced until the therapist position is filled.
- All OP recovery positions are filled.
- We are in the process of hiring a Peer Mentor but we need two more.

Development

To date, we have received \$9,000 toward the \$6,000 match that two of our board members made for the Celebrating Mother's All May Campaign.

The Development Committee has tentatively decided to host this year's Chrysalis Luncheon on October 23, 2022 at Tohono Chul. This date, however, is challenging for Margaret Higgins, the guest of honor. Development Committee Chair, Colette, and Board President Barbara are determining how best to move forward. Staff are preparing for the luncheon as tentatively scheduled.

We have engaged Lisa Robinson from Alexander Carrillo Consulting to conduct a fund development assessment, and to work with staff in creating and implementing a fund development plan.

The Development Committee is scheduled on July 18, from Noon – 1 PM via Zoom.

Quality Management/Performance Improvement

CARF Accreditation

CARF notified The Haven that it has earned another 3-year accreditation! We now have 90 days to submit a Quality Improvement Plan on how we will address the recommendations and bring our operations into conformance with the standards. Our new expiration date is May 31, 2025.

Client Satisfaction

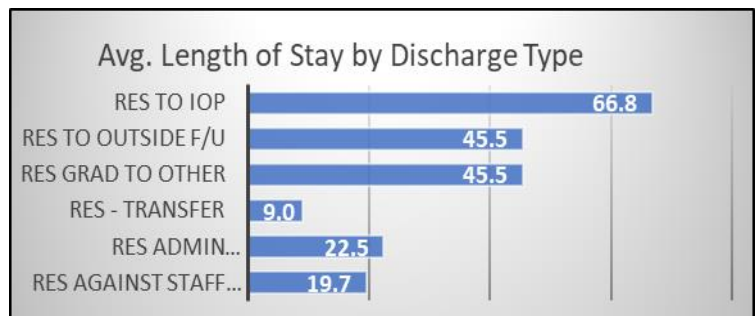
QM/PI administered Client Experience Questionnaires to all 3 programs during the month of May. The source of our survey questions is the CAHPS-ECHO tool, utilized by Medicaid and Medicare programs nationally. Our target for this performance indicator is for 90% of the responses to be "Top Box" answers (generally "Strongly Agree" or "Agree"). Here are the percentages of top box responses for each program for the month of May 2022:

Residential	83% (up from 80% in March)
IOP	86% (down from 92% in March)
OP	96% (up from 92% in March)

The Numbers

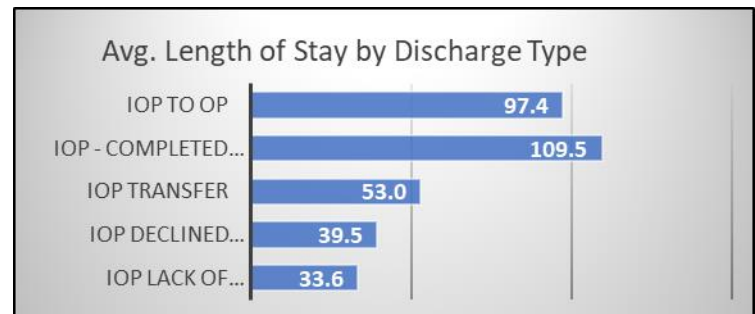
RESIDENTIAL – Numbers in May

27 Admissions / 27 Discharges
Percent of Positive Discharges = 63%
Average Daily Census = 41 Clients
Avg Length of Stay (all clients) = 46 days



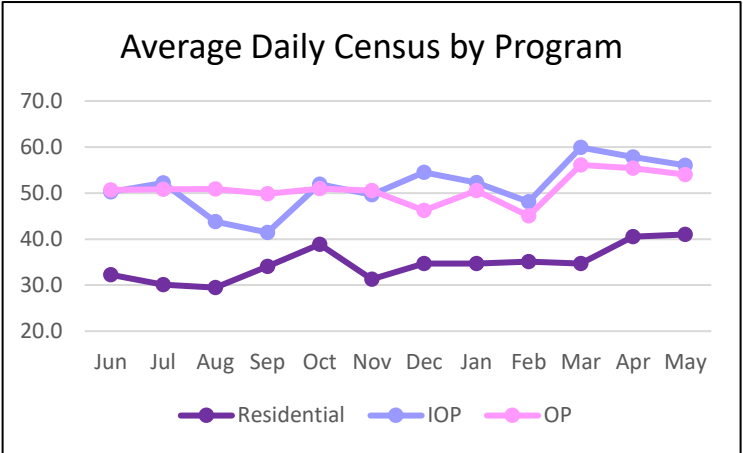
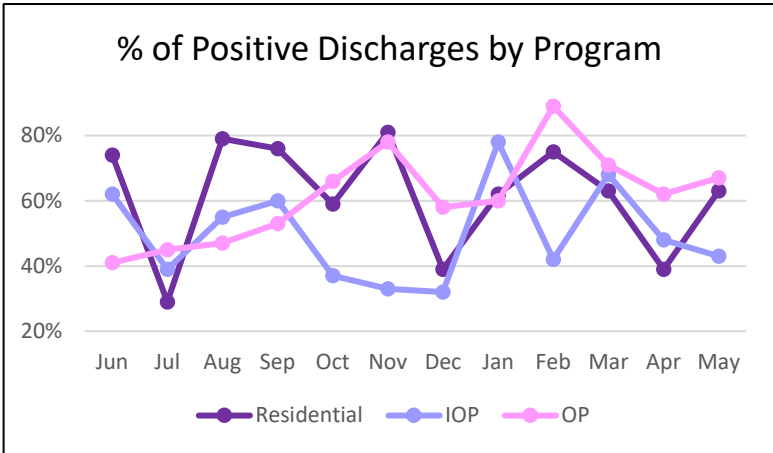
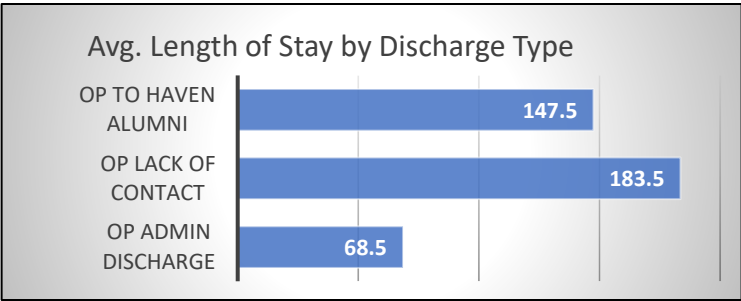
IOP – Numbers in May

15 Admissions / 21 Discharges
Percent of Positive Discharges = 43%
Average Daily Census = 56 Clients
Avg Length of Stay (all clients) = 67 days



OUTPATIENT – Numbers in May

11 Admissions / 12 Discharges
 Percent of Positive Discharges = 67%
 Average Daily Census = 54 Clients
 Avg Length of Stay (all clients) = 140 days



Workforce

Reconfiguring of Roles

Due to the decision to retire the Director of Operations position, the position of QM/PI Director is changing to Quality and Compliance Director and Kristin Lindberg will be assuming the role of the Compliance Coordinator moving forward. We intend to formalize our Compliance program in much the same way that we have grown our Quality department over the last few years

HR Initiatives

- We have completed initial meetings with employee benefit brokers from Crest and Lovitt & Touché. We plan to request quotes from our current broker at Strunk Insurance, and from CBIZ.

New Hires

- Shane Yanez is our newest Residential Technician at Adelaide. She comes to us with experience at Chalet House and CODAC. Shane will work the overnight shift.
- Joseph “Joe” Romano is our Human Resources Director. Joe holds a Senior Professional in Human Resources (SPHR) certification and comes to us with over 10 years’ experience in recruiting and workforce development. Please see Joe’s resume, attached.

Active Hiring

We are actively searching for the following positions: 1 Compliance & Training Coordinator (Admin, FT), 1 Indigenous Communities Outreach Coordinator (Business Development, FT), 2 Therapists/Counselors (Outpatient, FT), 1 Peer Mentor (Outpatient, FT), additional Peer Mentor Overnights (Residential; PRN); and a Facilities Assistant (Administration, PT).

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

Foundation

The Board’s education and due diligence are underway.

- TEAM Up consultant, Patti Caldwell, will moderate a panel discussion at the June board meeting. Panelists represent other organizations in our community that have various models of foundation-service provider relationships. W. Mark Clark, CEO of Pima Council on Aging and Susie Huhn, CEO of Casa de los Niños, have both agreed to serve on this panel. A request is currently out to El Rio for a representative to speak to The Haven Board at the June meeting.
- Kendis Muscheid of Ballard Spahr has been engaged to conduct a legal review of The Haven Butterfly Foundation’s articles of incorporation and bylaws. Muscheid is conducting this review through the lens of The Haven, specifically, rather than as someone hired to set up a foundation. You can learn more about Muscheid at <https://www.ballardspahr.com/People/Attorneys/M/Muscheid-Kendis>. Please see attached copies The Haven Butterfly Foundation’s bylaws and articles of incorporation.