

## **THE HAVEN**

### **Executive Director's Report**

Submitted to the Board by Aimee Graves  
July 21, 2022

#### **Past Residents Drop By!**

Maria and her daughter visited us recently, along with three foster children. Maria and her daughter were here nine years ago and Maria was one of our first special population residents. They are all traveling to Washington D.C., expenses paid to participate in a march to support the "Getting Ahead Program" that breaks cycles of poverty and empowers individuals and families towards self-sufficiency. With tears in her eyes, she came to say thank you to The Haven.

#### **Finances, as of June 10th**

This report was made on July 15th, prior to receipt of the Investment statements.

For June 2022, Cash; Investment; and net Accounts Receivable balances are \$5.2m with 283 days cash on hand, a decrease of 17 from May. Approximately \$115,000 was disbursed as bonuses to staff from the ARPA funds. The Current Ratio, current assets over current liabilities, is 5.75 to 1. At June's close, 58% of the non SABG (Substance Use Block Grant payable by Arizona Complete Health) Client Accounts Receivable is aged at 90 days or less. The AHCCCS payors (AZ Complete Health, Banner, and United) have been reprocessing payments made on charges from January to March because of a modifier change related to the recognition of Covid as endemic as opposed to pandemic. These all need to be reprocessed manually. This month approximately \$175,000 came back into the aging report.

The Net deficit for June is (\$94,923), an unfavorable variance to budget of \$118,890 to budget. The Operating Surplus for June is \$23,808. Investment accounts lost value in the third quarter of fiscal 22, as with the previous two quarters.

Year-to-date, there is a Net Deficit of (\$138,471), an unfavorable variance of \$50,030 to budget. For the nine months ended June 30, 2022, Operations ended with a Surplus of \$231,085 as compared to a budgeted deficit of (\$24,363). Operating Income is \$297,725 [6%] greater than budget and Expenses are \$40,863 [1%] greater than budget.

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

The Finance Committee is scheduled on August 22, from 4 – 4:45 PM via Zoom.

## **Development & Communications**

The Development Committee decided to host the Chrysalis Luncheon next spring. The committee is working with Margaret Higgins to find a new date for March or April 2023. Tohono Chul is still the tentative venue for the event.

We finalized our new brand guide in the beginning of July and have started to roll out the new branding. We are in the process of updating our email signatures, business cards, brochures, and other marketing materials.

We are working on a new communications strategy and our goal is to finalize it by the end of July. The communications strategy covers which target audiences we are trying to reach and what communications channels we will use to reach them. We have already started to implement some parts of the communications strategy and are planning to have all parts of the program up and running by September.

We are also working on a volunteer plan. The purpose of the volunteer plan is to identify what kind of volunteer opportunities we have, who our potential volunteers could be, and how we would communicate with them. Our goal is to start implementing the volunteer plan by the end of September.

We continue working with Lisa Robinson from Alexander Carrillo Consulting to conduct a fund development assessment. We would like to thank the board for completing the Fund Development Board Survey we sent you in the beginning of July.

The next Development Committee meeting is scheduled on August 15, from Noon – 1 PM via Zoom.

## **Programs & Services**

### **Residential**

- The 10-bed Duplex is housing 9 clients!
- Average Daily Census by Month
  - Jan = 34.7
  - Feb = 35.1
  - Mar = 34.7
  - Apr = 40.5
  - May = 41.0
  - Jun = 41.0
  - July MTD = 48
- Tamara's last day is July 20 (She is moving to Texas)
- We are moving a Res Tech into the Kitchen Assistant position.

### Intensive Outpatient (IOP)

- IOP groups provided by week in June  
5-Jun 150  
12-Jun 160  
19-Jun 140 (4 day week)  
26-Jun 162

### Outpatient (OP)

#### *Mental Health (OPMH) Census*

- 17 clients

#### *Substance Use Disorders (OPSUD) Census*

- 39 clients

### Alumnae Program

- June 25 Trip to Reid Park Zoo = 6 Alumnae and 11 Children
- Next planned activity = ceremony to honor those we have lost on July 20

### Peer Support Education and Training Program (PSETP)

- We had 2 classes in June and a total of 10 participants!

## **Quality Management/Performance Improvement**

### *Employee Satisfaction*

See the attachment for results of our most recent Employee Engagement Survey conducted in April 2022. These findings will aid us in identifying which Performance Improvement goals we will choose for the next fiscal year.

## **Workforce**

### *Transition of HR Director*

Due to the resignation of Joe Romano, we have brought in a temporary HR leader in Kathy McDow through the Temp Connection. We are moving forward with the interviews of two HR Director applicants sourced by Joe Romano. Kathy McDow is also being considered for the role. Joe was able to transition his duties over to Kathy and have her shadow him for two days.

### *HR Initiatives*

- We have selected a new benefit broker in Lovitt & Touché. We plan to receive quotes from insurance carriers the week of July 25. Open enrollment is expected to move forward as planned at the end of August. L&T has laid out a 3 year plan

for The Haven to improve on employee engagement, attracting new employees and employee retention.

- With the Board Personnel Committee's input, we are moving forward with InnovationHR and Fahrenheit Advisors to provide consultation in the areas of compensation strategy and design, market pricing and competitive analysis, and performance management systems.
- We are revamping the new hire orientation process so that we can get people on board quicker.

#### *New Hires*

- A new Training and Compliance Coordinator has accepted our offer and will be starting 8/1. Cassandra Dawson is coming to us with vast experience at El Rio.
- We have interviewed and offered a position to 1 new Therapists and are awaiting their responses.
- LeAnne Aragon has accepted our offer and will join us on 8/1 as Nurse Manager. She comes to us with years of behavioral health experience, most recently from Palo Verde Behavioral Health.
- Karrin Milligan will join us as a Peer Mentor will begin on 8/1.
- David Sarich accepted the position of Therapist and will start 8/1 in OP.

#### *Active Hiring*

- We are actively searching for the following positions: 1 Indigenous Communities Outreach Coordinator (Business Development, FT), 1 Therapists/Counselors (Outpatient, FT), 1 Peer Mentor (Outpatient, FT), additional Peer Mentor Overnights (Residential; PRN); and a Facilities Assistant (Administration, PT). OP Peer Mentor – offer out.

The Personnel Committee is scheduled on August 22 from Noon – 1 PM via Zoom.

#### **Foundation**

The Board's education and due diligence are underway.

- TEAM Up consultant, Patti Caldwell, will moderate a presentation at the July board meeting. The board will hear from Jack Roberts, The Haven's CPA, and Kendis Muscheid of Ballard Spahr was engaged to conduct a legal review of The Haven Butterfly Foundation's articles of incorporation and bylaws.
- Please see attached copies The Haven Butterfly Foundation's bylaws and articles of incorporation.
- Please see attached transcript of the panel presentation made to the board at its June meeting.
- Please also see documents sent by Susie Huhn for The Haven board: *Type 2 Supporting Organization*; and *Casa de los Niños Foundation Bylaws Amended 2022*.