

THE HAVEN  
Executive Director's Report  
Submitted to the Board by Aimee Graves  
March 23, 2023

Kudos to Sharon Ramon! We had two women who were scheduled for IOP with housing intake appointments week of 3/17/23. These two women are Native American, and we had exhausted all options for transportation, including IHOPE and AI AHCCCS transportation. Both women were in facilities close to the Phoenix, AZ area (Gila River Reservation). Neither of these transportation services were willing to travel more than 100 miles. Sharon extended herself by offering to provide transportation for both women to ensure they arrived at The Haven in a safe and timely manner. Sharon also made sure the women had a bite to eat for their long drive back to Tucson. Both women were so grateful for the opportunity to engage in IOP services with The Haven!

**Finances, as of March 20<sup>th</sup>**

For February 2023, Cash; Investment; and net Accounts Receivable balances are \$4.6m with 238 days (8 months) cash on hand, the same as January. The Current Ratio, current assets over current liabilities, is 6.70 to 1. At February's close, 96% of Client Accounts Receivable is aged at 90 days or less.

The Net Operating deficit for February was (\$15,791), a favorable variance to budget of \$3,198 (83%). Revenue for February was less than budget by \$136,962 and Costs were less than budget by \$139,689.

Year to date for the first five months of fiscal 2023, the Operating deficit is (\$229,238) an unfavorable variance to budget of \$186,096 (531%)

The balance sheet continues to be strong and, as of the end of February, we had not dipped into savings to fund operations. Accounts Payables and the credit card are current.

The Finance Committee is scheduled on April 24<sup>th</sup>, from 4 – 4:45 PM via MS Teams. *Please note that if you use an iPhone, you may need to download the Microsoft Teams app in order to connect.*

**Development & Communications**

Our development team remains busy with the Chrysalis luncheon. We sent the print invitations the week of March 13-17 and have advertised the event also via our newsletter and social media. We've had some ticket purchases so far and are waiting for more to come in during the next few weeks.

So far, we have raised \$12,000 from sponsors. We still have a few pending sponsorship requests we're waiting to hear back from. It's not too late for new sponsors, so please let us know if you have any ideas or connections with potential sponsors.

As a reminder, we have agreed that the price per ticket is \$115 and the price per table is \$920. The table seats 8 people. We'll also be selling raffle tickets (\$5 per ticket or 5 tickets for \$20) and people can choose which gift basket they would like to try to win. Our overall revenue goal for the event is \$28,000.

In addition to the Chrysalis Luncheon, we're advertising the Arizona State Tax Credit program throughout the tax season. We mailed postcards to donors, had an ad in a tax credit giving guide, and are advertising the AZ Gives Day (April 4) on social media.

We wrote three grant proposals in February and March. We applied \$10,000 from the David and Norma Lewis Foundation for the Native Ways Program. In addition, we applied \$5,000 from the Pima County Attorney's Office to repair and refurnish the Weigel Recovery House and \$1,000 from Altrusa to update treatment teams reference titles and expand client reading library on titles related to recovery.

Our March newsletter was opened by 30.2% of the recipients. Our most popular social media posts were a picture of quilters from St Mark's United Methodist Church delivering 55 quilts to our residential clients and pictures from a soul food lunch we organized in honor of the Black History Month.

One of our outreach coordinators has started to do direct outreach in the community. She's going to Sister José Women's Center on a weekly basis and also participates in the City of Tucson's homeless outreach team's efforts. We're really excited that we have the resources to do more direct outreach and are looking forward to seeing what kind of impact this work will have.

The next Development Committee meeting is scheduled on April 24, from Noon – 1 PM via Microsoft Teams. *Please note that if you use an iPhone, you may need to download the Microsoft Teams app in order to connect.*

## **Programs & Services**

### Nursing

- Our weekend fulltime nurse submitted her resignation, but Nurse Manager Savannah Robbins actively started the recruitment process right away and another RN was offered the position. We are in the process of onboarding a new RN.
- We are building some good community relationships. The Pharmacist from Genoa came out for a meeting. Genoa is working with us to order Narcan for all of our clients so they can take one when they leave. CMS staff have been working with us and we are improving communication of concerns for clients on Medication Assisted Treatment (MAT) services. We continue to reach out in the community for additional resources.

- We have been successful with getting Narcan donated, Savannah Robbins was able to get four cases from the Health Department at no cost!
- We are currently working on complete emergency kits for all of our vehicles.

### Outpatient/IOP-Housing

Kudos to the Recovery Coaches and Peer Supports in IOP! They communicate effectively and they work as a team to help support the clients. It's a beautiful thing to see how cohesive they become.

- The IOP/OP census has increased, we've added over 30 clients to the programs over the course of one month. As of 3/20/23 our current census is at 52. This is attributed to the partnership between Vondi Grijalva, Mary Castaneda, and Sharese Bailey staffing prescreens to streamline the process of transitioning clients to IOP. Mary Castaneda, Ryan Olson, and Sharese Bailey have been reviewing the prescreen referrals with Vondi Grijalva. They provide Vondi with the assignment of team once referral is deemed appropriate for IOP with/without housing.
- On 2/22/23 we had a total of 27 clients in Recovery Housing; as of 3/22/23 we have 44 clients.
- On March 7, with assistance from Suzi Armenta, we successfully submitted the documentation for United's audit of IOP services. We are awaiting updates on our audit.
- The IOP/OP Recovery Coach position has been filled; we now have a total of 5 Recovery Coaches including Mary Castaneda.
- The IOP/OP Therapist position has been filled, we now have a total of 4 IOP Therapists and 1 OP Therapist including Sharese.
- On March 13, we had two new staff members joined IOP: Samantha Miller, IOP Therapist, and Leilani Sutton, IOP Recovery Coach.
- On March 1, official announcement of our new Program Manager, Sharese Bailey.
- Our University of Arizona intern, Agnes Bawa, ran her first group solo on March 20 due to a call out. She also completed her first treatment planning session with an IOP client. Agnes expressed happiness that she is learning the process and building her confidence.
- Three clients completed IOP; two are continuing to OP; and two clients completed.

### Native Ways

- The Native Ways Program census continues to increase. We have a total of 14 IOP clients.
- Due to Weigel being completed, we have transitioned nearly all of our Native Ways clients in IOP to Weigel.

## Creating Community Partnerships

2/7

Pima County Health Department & Tucson Indian Center (TIC) learned about the Native Ways Program and toured our residential site. TIC is compiling a list of community resources for Native American members and now wishes to add The Haven to a list of providers because of the successful tour. Both the Health Department and TIC has since requested another tour for our outpatient site.



## Bridging Gaps in Continuity of Care

2/15



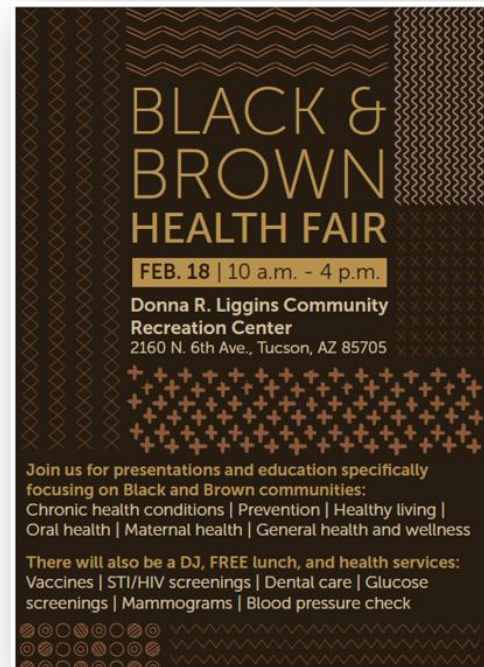
After the unfortunate loss of a life in IOP, Amber assisted with continuity of care for all clients current and future who will be stepping down from Residential to IOP.

Amber created the blueprint and kicked off the 1<sup>st</sup> presentation for informing Residential clients about IOP. This initiative will continue with IOP staff having more of a presence in Residential. Thus, helping to enhance better working relationships between sites since The Native Ways Program is embedded between both.  
(See attachment for full PowerPoint)

## Black and Brown Health Fair Event

2/18

The Haven and Native Ways Program had a strong presence in the community with a fun event hosted by the Pima County Health Department. Sharon and Amber tabled the event and enthusiastically promoted the Haven. Clients from our Residential site learned about community resources, enjoyed a delicious lunch, and then drummed for the community towards the end of the event.





## Community Outing for IOP

2/19

Amber brought clients from IOP to a free community event to learn more about reclaiming foodways for health and spirit from an indigenous lens. One client that participated reported growing up in Tucson and never having been to The Loft before. She described "I never knew things like this existed" All participants were overjoyed to be there and learned about health and food.



## Finishing the month off strong!

2/28

The 1<sup>st</sup> cohort for The New Dawn Warrior Women Sexual Health and Curriculum groups finished the program successfully! The morning was completed just the way it was started, a blessing offered by Denise Miller and words of encouragement from Nati and Amber.



2/28

This will be the new IOP Native Ways house! Vondi, Sharon and Mary visit Weigle to walk through the house after numerous renovations were completed by our wonderful handymen Tom and Nick!





2/28

Native Ways Program members and Aimee Graves supported Residential's Soul Food Lunch by attending during our normally scheduled meeting time and snagged some great pictures!

During the meeting, Aimee contributed some wonderful thoughts and information to help NWP continue to build and expand and demonstrated her support and belief in the future of this program.



### Residential

- In honor of Black History Month, Desiree Cook with local non-profit *I am You 360*, came and spoke to clients and staff about empowerment and overcoming adversity.



- We had a Soul Food lunch to end our celebration of Black History month on 2/28. It was a delicious meal cooked by various staff member that really highlighted the importance of this style of food. The highlight was Latricia Clary frying the catfish in her high heels—she came in at the nick of time!
- We have had a few groups dedicated to honoring women due to it being Women's History Month.
- Marquis Ward filled the open therapist position at residential and has already taken on a caseload and group facilitation.
- We completed our first cycle of the New Dawn Warrior Women sexual health group curriculum and various clients graduated that class.
- Our Prescott College counseling intern asked, and was approved, to extend her internship with us through Summer and Fall.
- Some clients in the Native Ways program will be making Ribbon Skirts for Drumming on 3/18 at the U of A Native American Resource & Training Center.
- A few clients will be volunteering 3/18 at an event at the Children's Museum with RT staff.

### Assessment

Our Haven Customer Experience Workgroup comes together frequently to focus on this central question: *How do we create the best possible experience for our customers from entry point to first service?*

We have exceeded our goal with our IOP and residential programs, at times, by responding to prospective clients/referring agencies within 8-24 hours. This is dependent on the time the prescreen/referral was received and staffed with Program Managers.

We have designated a quiet and calming space for clients to enjoy plenty of snacks, coffee/tea in a space free from disturbance. This affords a safe and welcoming environment for clients at time of intake.

#### *February 2023:*

##### Residential

36 scheduled intake appointments- 13 no show/cancelled/rescheduled/detained – 1 absconded after intake.

##### IOP

32 scheduled intake appointments- 10 no show/cancelled/rescheduled/detained.

#### *March 1-March 17, 2023*

##### Residential

25 scheduled intake appointments - 11 no show/cancelled/rescheduled/detained.

31 scheduled intake appointments- 8 no show/cancelled/rescheduled/detained.

40 Prescreens completed by Outreach/Assessment Team, not including referrals from outside agencies.

## Residential

Bed Capacity: 52  
Bed Availability: 9

## IOP

Bed Capacity: 57  
Bed Availability: 0

## **Workforce**

### Performance Management

- Key Leadership continues to develop The Havens' Performance Management Program development. Staff are in the process of developing position specific Skills Competency Forms and Performance Evaluations. This project will continue over the next several months. The Haven tentatively plans to roll out the new Performance Management Program prior to the end of FY 2023.

### *Policy and Procedural Updates*

- Latricia Clary and representatives from Fennimore Craig, P.C. continue to revitalize The Haven's Employee Handbook and Human Resource policies and procedures. This project is intended to ensure The Haven's HR policies and procedures meet all state and federal regulations, are fair and equitable, and are consistent throughout all platforms. This project will continue over the next several weeks. Once complete, the Employee Handbook and any updated policies will be presented to the Policy Committee. They will then be distributed to all employees for review.

## **Foundation**

As per President Barbara, Aimee engaged Kendis Musheid of Ballard Spahr to revise The Haven Butterfly Foundation's Articles of Incorporation and Bylaws. She presented and responded to questions from the entire Board at its February Governance Committee meeting.

Once the Board has completed its deliberations on what to have Kendis include in The Haven's and The Haven Butterfly Foundation's revised Bylaws and Articles of Incorporation, she will forward the drafts for their consideration, edits, and/or adoption.