

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
May 17, 2023

Finances, as of May 15th

For April 2023, Cash; Investment; and net Accounts Receivable balances are \$4.7m with 244 days (8 months) cash on hand, up five days from March. The Current Ratio, current assets over current liabilities, is 7.31 to 1. At April's close, 98% of Client Accounts Receivable is aged at 90 days or less.

The Net Operating surplus for April was \$63,368, a favorable variance to budget of \$75,817. Revenue for April was right at budget and Costs were less than budget by \$74,000.

Year to date for the first seven months of fiscal 2023, the Operating deficit is (\$104,230) an unfavorable variance to budget of \$87,959 (641%)
Accounts Payables and the credit cards are current.

The Finance Committee is scheduled on May 22nd, from 4 – 4:45 PM via MS Teams.

AHCCCS Rates Update

On May 8, AHCCCS Director Carmen Heredia told providers at an Arizona Council of Human Service Providers (ACHSP) meeting that the published notice would stand, effective May 1. Specifically, providers will be reimbursed for *H0015 – Alcohol and/or Drug Services; Intensive Outpatient* a flat rate of \$157.86. Until May 1. This is half the reimbursement rate prior to May 1 and significantly impacts our organization.

IOP code H0015 services were previously paid at an average of \$296.00. This has been the 'bread and butter' code for the Outpatient program, totaling \$1,121,535 (86%) of this program's revenue for the year and one-third of all client income for The Haven. As you will read below in IOP & OP Program Updates, we have begun offering more three-hour *Peer Group Services* that pay at \$260.00 and we plan to conduct fewer *Alcohol and/or Drug Services; Intensive Outpatient* Group services.

For the time being, this new H0015 rate applies only to our work through American Indian Health Plan (AIHP), but AHCCCS has left it to individual health plans to set what they will reimburse for H0015. Please see attached *Notice of Public Information – Final Public Notice*.

We are navigating these changes and working closely with the Arizona Council of Human Service Providers (ACHSP) to work toward meaningful solutions.

Select Legislative & Proposed State Budget Updates

The proposed 2023-2024 state budget does not include any provider rate increases for Behavioral Health or Child Welfare. However, it does allocate funding for:

- The proposal expands KidsCare to include families who make up to 225% of the federal poverty level. (Currently, enrollment is limited 200% of the FPL).
- It provides a one-time investment for AHCCCS's critical access hospitals, boosts resources for the AHCCCS Advisory Council on Indian Health Care.
- It includes funds to purchase and distribute fentanyl testing strips to institutions of higher education for availability in health centers located on the campuses.
- The budget includes a one-time \$150 million deposit in the Housing Trust Fund, a flexible funding source for affordable housing, housing assistance and other programs to combat homelessness. It also directs more resources to a new Homeless Shelter and Services Fund.
- It provides new resources for the Governor's Missing & Murdered Indigenous People Task Force and the Anti-Human Trafficking Grant Fund.

Yay!
Signed By
Governor
Hobbs!

HB2168- Good Samaritan; medical assistance

Extends for five years, to July 1, 2028, the repeal date for statute protecting a person who, in good faith, seeks medical assistance for someone experiencing a drug overdose from prosecution for the possession or use of a controlled substance or drug paraphernalia if the evidence for the violation was gained as a result of the person's seeking medical assistance. Emergency clause.

HB2194- Drug overdose fatality review teams

Establishes a 20-member Drug Overdose Fatality Review Team (The Council will have one person on the team) in the Department of Health Services and requires the Review Team to develop a drug overdose fatalities data collection system, assist in the development of local drug overdose fatality review teams, develop protocols for drug overdose investigations, and determine changes needed to decrease the incidence of preventable drug overdose fatalities.

Yay!
Signed by
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Programs & Services

Assessment

Meet the Assessment Team

Christine Evans, BHT,CRCS
Assessment Team Representative



Vondi Grijalva, BHT
Assessment Team Supervisor



Daniel Robb, BHT
Assessment Team Representative



Christine Evans joined The Haven in 2019. Christine brings over a decade of experience working with individuals living with substance use disorders, acute behavioral health conditions and has worked closely with incarcerated persons to assist with community reentry. Christine joined The Haven as a Residential Technician, moved into a Recovery coach role, created, implemented, and facilitated the Peer support Education Training program and is the CPR/First Aid instructor for The Haven. Christine joined the Assessment team in 2023 and takes pride in being one of the first faces to greet the incoming clients to ensure their recovery journey begins with positivity and encouragement.

Vondi Grijalva is a native of Tucson, Arizona and began working for The Haven in 2015. Since then, she has experienced working as Residential Office Manager, Case Aid, Residential Case Manager, IOP Case Manager, Assessment Representative and currently Assessment Team Supervisor. Vondi is also a 2012 Haven Alumni and a proud indigenous woman of the Tohono O'Odaham and Pascua Yaqui Nations. Vondi honors and embraces all of those whose lives are directly impacted by substance use. Vondi also draws from personal experience and has a strong passion for criminal justice reform. Vondi has enjoys sharing her story of hope and attributes her success to her faith and support from her family and community.

Daniel Robb was born and raised in New Jersey and relocated to Arizona in 2014. Daniel began working in the field of substance abuse in 2014 as a Support Specialist in a detox facility. Since then, he has worked with emerging start up's and development in Case Management, Admissions, Utilization Review and Community Outreach. He started working with the Haven in 2022 and puts great emphasis on meeting our clients where they are at currently at the time of intake, with a commitment to compassion and empathy.

Residential

49 scheduled intake appointments- 12 no show/cancelled/rescheduled/detained.
37 Completed Residential intakes.

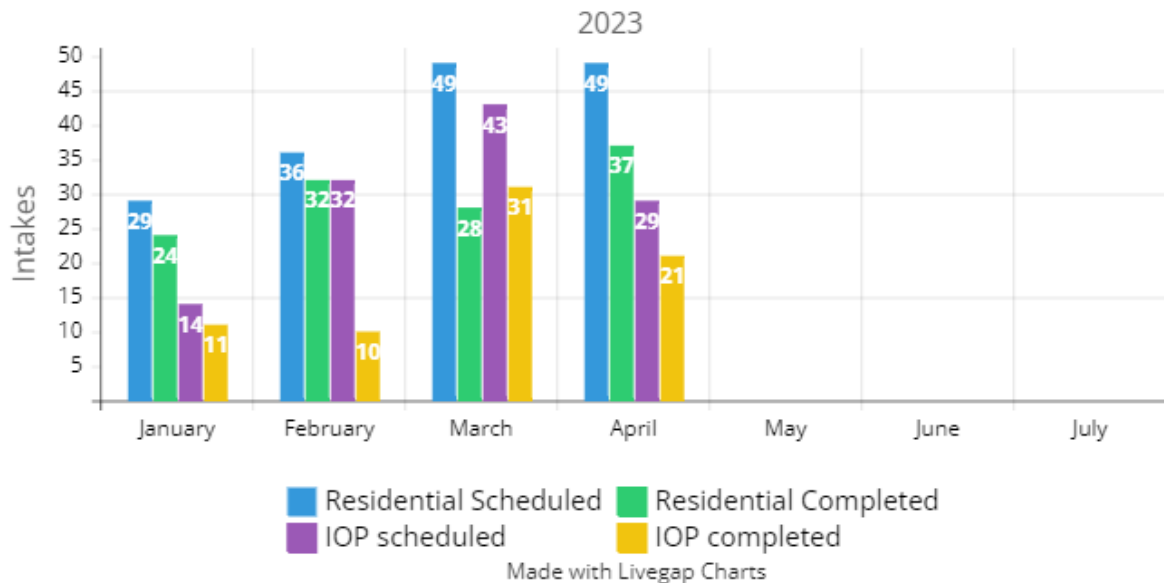
IOP

29 scheduled intake appointments- 8 no show/cancelled/rescheduled/detained.
21 Completed IOP intakes.

Total

78 scheduled intake appointments
58 intakes completed.

Assessment Trends



April 2023

Continuous Goal: To meet census capacity for Residential and IOP/OP programs.

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

Residential

Bed Capacity: 52 Bed Availability: 1

IOP

Bed Capacity*: 57 Bed Availability: 3 Native Ways Beds available: 0

Outpatient/Intensive Outpatient/IOP-Housing

- Recovery Coach (RC) Randi Rhodes has facilitated the IOP-External (IOP-E) group (H0015) via Zoom since December 2022 in addition to her RC duties. Effective week of May 15, Randi will begin facilitating Peer Groups (H2016) via Zoom for the IOP-E clients (Tuesday-Thursday). Randi has gone above and beyond to ensure that the IOP-E clients' needs are being met.
- All RCs now facilitate Peer Groups on Mondays and Fridays. RCs have risen to the occasion and adapted to changes in our service mix of H2016 and H0015 codes.

New Monday Peer Groups

- Creative Expressions. This peer run group focuses on the use of creativity in the context of healing (i.e., visual art - drawing, painting, collage; drama; writing; storytelling; music; and movement).
- Healthy Relationships. This peer run group focuses on helping clients identify the characteristics of a healthy relationship, forming healthy attachments, setting and enforcing healthy boundaries that are protective of one's mental health and recovery.
- Women in Recovery. This peer run group, similar to a NA/AA meeting, focuses on providing support to women who have substance use disorder (SUD). The group focuses on helping clients gain insight into their addictions, learn healthier ways to live a sober life, build self-worth/value, and identify and address challenges in their recoveries as well as how to overcome these challenges.
- Self-Care & Self-Love. This peer run group focuses on building healthy self-esteem and self-confidence, learning ways to show oneself love beyond the superficial level, and learn how to build a routine that teaches individuals how to put their recoveries and mental health first.

New Friday Peer Groups

- Recovery & Beyond. This peer run group focuses on helping clients with reintegration into their communities with successful discharge planning where clients learn how to build a resume, search for employment, learn how to interview, learn strategies for building strong recovery long-term, and the importance of community in recovery.
- Health & Wellness. This peer run group focuses on teaching clients how their health impacts their recoveries and mental health. Clients explore the importance of sleep hygiene, nutrition, physical health, and mental health on recovery.

- **Healing & Spirituality.** This peer run group focuses on the identification, implementation, and importance of a higher power within the recovery journey. Clients explore how use of a higher power strengthens their recovery and find ways to serve a purpose in living beyond the self.
- **Mindfulness & Meditation.** This therapist/peer run group focuses on using mindfulness to reduce stressors. Clients get exposed to using physical activities such as yoga as a coping skill, and Acudetox with a guided meditation that uses mindfulness to teach grounding skills necessary in their building stronger recoveries.

IOP Therapists

- As of May 8, IOP Therapists began facilitating IOP process groups (H0015) Tuesday-Thursday of each week. This change affords increased availability of our therapists to provide individual sessions with clients, as well as enhanced planning to best support clients in the IOP groups.

Census Updates

- IOP with Recovery Housing
 - IOP with Recovery Housing Census = 40
 - IOP-External (without housing) Census = 5
 - IOP-Native Ways = 10 clients in housing
- Outpatient (OP)
 - OP Census = 42
 - There are 9 groups that OP clients can attend (Please see the above new group schedule for Mondays and Fridays, plus Fireside Saturdays.)

Client Engagement Improvements

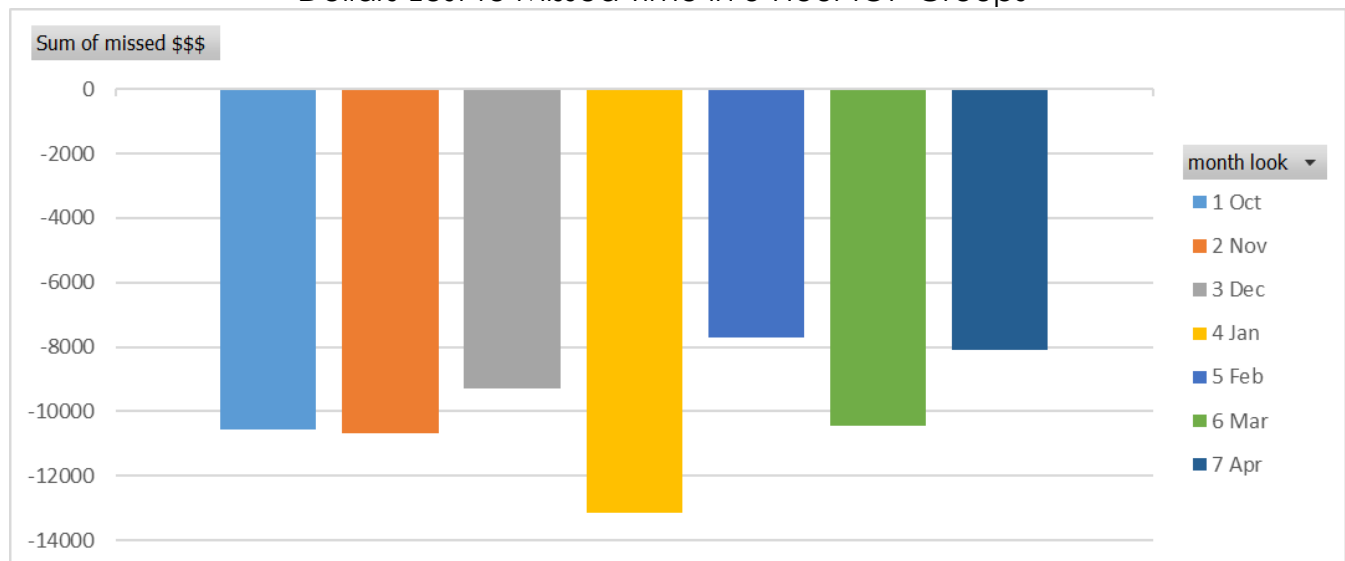
We continue to see a marked increase in clients attending the full 3 hours of Group.

- Team members have increased communication among themselves to engage and support clients with the goal of engaging their fullest participation in treatment.
 - This includes strategies such as re-enforcement of group rules and uncovering barriers impacting clients' ability to participate fully.
 - Therapists have increased direct services for clients and have improved their documentation of those services. April's average was 22.0 hours of productivity per week per therapist and each of the three IOP therapists provided 20 hours or more of direct care.

- Recovery Coaches (RC) each provided an average of 16.5 hours of direct care per week, which supports the overall goal of increased wrap around client support. They have also strengthened their documentation of these services.

From a business perspective, we have decreased our financial losses due to better documentation of encountered services combined with our clinical team's efforts to improve client engagement in IOP Group. Per billing notes for the month of April, there were 7 total days with no write downs due to encountering H0004 services instead of H0015 services.

Dollars Lost to Missed Time in 3-Hour IOP Groups



Nursing

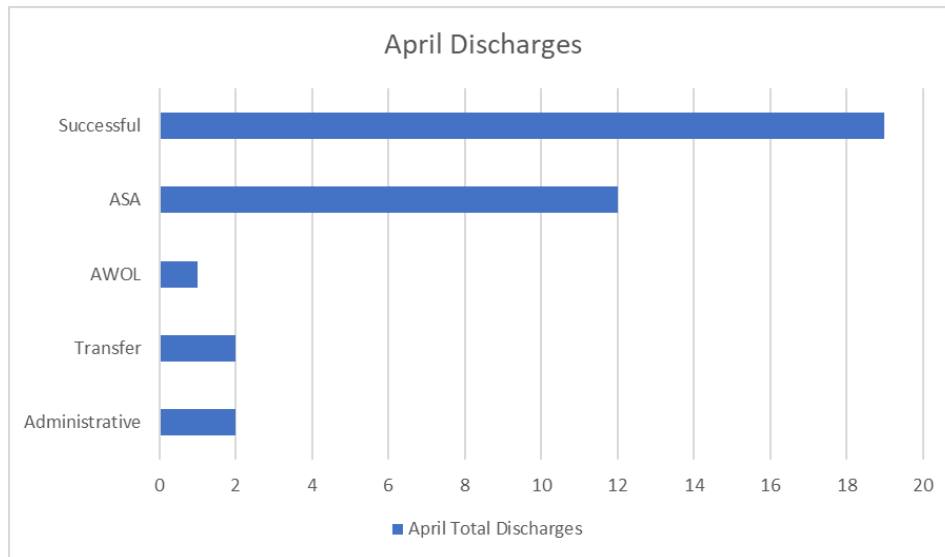
- We were given 2 cases of COVID tests from the Health Department at no cost.
- Emergency kits have been placed at IOP and Residential for all vehicles and for intake.
- We are working with Genoa, who has agreed to have a pharmacy student under supervision of a pharmacist to do monthly medication education sessions for Haven staff.
- We hosted an education session at Residential on The U of A Family Centered Neonatal Abstinence Syndrome (NAS) Care Program. Their Program's outreach staff described the Program and what its referral process is for mothers on MAT services.

Residential

- 36 Total Residential Discharges in April
 - We are exploring the possibility of developing and implementing a short-term family program in Residential to help reduce ASAs and AWOLs by including

natural supports in their treatment more often. This is at the early stages of discussion but there is a lot of potential for this to be beneficial for the clients.

- Still actively working towards the Key Performance Indicator of having 75% successful discharges



- April Residential Events

- We had the staff and client picnic on 4/26/23. It was very fun for all involved.
- Multiple Native Ways drumming events occurred.
- Clients and staff were able to attend the Chrysalis Lunch and really enjoyed themselves. Clients said they felt very inspired being involved and feeling all the support from everyone in the room.
- Residential staff also supported Dine Out for Safety on 4/19 and had lunch from one of the local restaurants that was donating proceeds to SACASA. Many Haven clients are survivors of sexual assault and utilize SACASA services.

- General Updates

- Residential Therapists achieved their productivity goal for 2 months in the row.
- We received lots of positive client feedback forms about staff (edited for spelling):
 - "We the people of the Haven humbly want to make the court aware that this place makes miracles happen, thank you"
 - "I want to formally show gratitude to every last one of the staff for working together to be there for me and my daughter while we have been in quarantine. Shoutout to Kassy, Shane, Ana, Kersey, Pam, Nicole, Kasey, and Judi, these women all helped me and my child's need with no expectations or question they were just awesome! Thank you all from the bottom of our hearts we love you"
 - "RT Pam and Shandra and Ana make living here more bearable and Sarah (RT) has grown on me and really helped me be ok that other night and deserve recognition for their radiant light they've brought into my life."

- "I just wanted to express how much I enjoy groups led by both Dennis and Shawna because I find these sessions to be engaging and thought provoking which challenges me to make more progress in my recovery than groups where we merely read a handout without processing (shout out to Marquis-his process groups make reading handouts so worthwhile and helpful too! All three deserve a raise!)(Carmen does too for that matter!) I also want to thank Carmen for her awesome group last weekend for making such an effort to provide vegetarian meals that are both delicious and varied. It isn't easy to accommodate us veggies and she is doing great. I also loved getting to bake my peach cobbler for everyone, it was fun and a literal taste of home 😊 in a good way."

Native Ways

The highlight of the NWP in April was successfully hosting the second open house since 2006 on the 27th. The Butterfly House was officially blessed by Jerry Carlyle, a Tohono O'odham traditional healer. There were many familiar faces in the crowd from Victoria Steele to Margaret Higgins who came out to lend their support. Native Ways staff were all over the event helping and most importantly, sharing about the impact and meaning of the program. This event was only possible by the coming together of us all.

We are striving to find proper translations for all 22 Tribes and Nations for the State of Arizona. Current translations for Butterfly House include Hokimel Ki: (O'odham), Vaisevo'i Kari (Yoeme), and Casa Mariposa (Spanish).

Please refer to the end of this report for photos of the open house.

Workforce

Performance Management

- InnovationHR met with key leaders from Residential and IOP/OP to develop the Skills Competency forms for Therapists, Peer Mentors, and Recovery Coaches. Innovation HR will be meeting with key leaders from Assessment, Nursing, and Admi. In the coming weeks to continue developing the Skills Competency form for their departments. This project will continue over the next several months. We plan to roll out the new Performance Management Program in Q4 of FY 2023.
- We, along with Fahrenheit Advisors, plan to provide initial training on the new Performance Management Program in late summer. The goal of training is to help managers and employees understand the purpose of the new performance management tools, how they will be used, and how they impact the organization.

Policy and Procedural Updates

- We have completed an initial draft of the new Employee Handbook, with assistance from Fennemore Craig, P.C. The goal is to have the final revision completed by mid-summer. 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.

Workforce and Diversity and Inclusion Committee

- HR and key leaders from other departments are re-establishing the Workforce and Diversity and Inclusion Committee. The Committee will focus on ways to grow and develop our workforce and provide diverse and inclusive practices to staff and clients of The Haven. The Committee's initial meeting is scheduled in early June and will continue bi-monthly thereafter.

Promotions

- Peer Mentor Tracey Santilli was promoted to Recovery Coach on May 8, 2023.

New Hires

- Kelli Gacic, LCSW accepted the position of Director of Clinical Services. Her official start date will be June 5, 2023.
- Melissa Wilt accepted the position of Registered Nurse. Her start date was April 3, 2023 is pending pre-hire clearance.
- Joscelyn Patrick accepted the position of Residential Technician III. Her start date was April 3, 2023
- Tina Pablo accepted the position of Residential Technician III. Her start date was April 24, 2023
- Jordan Lee accepted the position on Residential Technician. His start date is May 17, 2023.
- Przha Chalabe accepted the position of IOP Therapist. She start date in May 30, 2023
- Hellen Fullmore, Amanda Jernigan, and Sarah Torgerson accepted the position of IOP Peer Mentor. Their start dates are pending pre-hire clearance.

Active Hiring

- 1 Quality and Compliance Director (Full-Time)
- 1 Intensive Outpatient Therapist (Full Time)
- 1 Native Ways Program Therapist (Full Time)
- 3 Residential Technician (Full Time 1-6am-2pm; 2-2pm-10pm)
- 1 Kitchen Assistant
- 1 Assessment Team Coordinator (Full-Time)
- 1 Human Resources Assistant (Full Time)

Development & Communications

We ran our Mother's Day campaign during the week of May 8-14. We sent donors a postcard that included information on how to make a donation. In addition, we sent two appeals via email and shared information about the campaign on social media.

Instead of inviting people to make a one-time gift, we encouraged people to make a small monthly donation of \$20. We're still processing the donations made via check, but so far, we have received two new recurring monthly donations as well as \$150 in one-time donations.

We got this lovely note from one donor who made a Mother's Day gift and shared the note with our clients during their Mother's Day lunch.

"All the mothers (past and present) who work so hard day in and day out at The Haven. You should all know that your stories are an inspiration to countless people in this community. Anytime I'm having a rough day at work wondering what to do with myself, I think about all of you and how far you've come. You have encountered challenges that very few people can understand. Please know that your success stories inspire us all. Happy Mother's Day!"

Our fundraising goal for the Mother's Day campaign was \$10,000 and it's clear we did not get close to our goal. With the Tax Credit advertising and Chrysalis luncheon, our donors have received a lot of communications from us during the past two months and as a result they are not as engaged. We will take this into consideration when making fund development plans for the next fiscal year.

We are currently working on several grant applications. In May, we submitted applications to Tucson Osteopathic Medical Foundation to support the Native Ways program, to American Rescue Plan under AHCCCS to modernize our infrastructure and expand the Alumnae Program, and to TMC Foundation to create a client assistance fund. We are currently working on applications for the Rotary Club of Tucson, Tohono O'dham Nation, Sundt Foundation, and The BlueCross BlueShield of Arizona Foundation for Community & Health Advancement.

Our most popular social media posts were The Haven's new promotional video, pictures from the Native Ways open house, pictures from a client picnic, as well as pictures from a baby shower we organized for three Residential clients who are about to give birth. Our donor newsletter featured many of these pictures and the content was clearly popular as the newsletter was opened by 35% of recipients.

We participated in a few community events in May. We had a table at Arizona Palooza, a mental health awareness event that was organized by the University of Arizona Department of Family and Community Medicine. In addition, our Outreach Coordinators tabled at the 3rd Annual Southern AZ Missing and Murdered Indigenous

People (MMIP) Awareness 5K Run/Walk and at the Healing Our Nations, Offering Resilience Coalition's healing event.

The next Development Committee meeting is scheduled on June 26, from Noon – 1 PM via Microsoft Teams.

Foundation

During a May 10 working meeting, Kendis Muscheid of Ballard Spahr presented to members of The Haven Board her suggested revisions of both The Haven's and The Haven Butterfly Foundation's Bylaws. Those present refined the drafts for presentation to The Haven's Board at its general meeting on May 23. Please see attached the current drafts for both organization's Articles of Incorporation and Bylaws. Additionally, please find a draft service agreement that establishes how the day-to-day operations between the two organizations will be handled.

Once the final drafts of these foundational documents have been adopted by both organizations' respective governing boards, The Haven can begin to create its standing committees' charters, as well as governance policies and procedures.

Photos from the Native Ways Open House



Jerry, Vondi, Edward, Briana, Nora, Amber, Sharon, Denise, Nati, Miguel and Sandra

Julia Northrup

She Sits Before The Piki Stone, 2023

Oil on canvas

A Hopi woman sits before her piki stone. She dips her fingers into the piki bowl, scooping up the watery, blue cornmeal batter and using the rim of the bowl to scrape off the excess. Quickly and methodically, she smears thin layers of piki batter over the hot, blackened stone. Once cooked, she peels the thin sheet of cornmeal from the stone and carefully folds it before stacking it onto the piki tray. She will use piki as a gift during occasions like naming ceremonies or weddings and to fulfill social commitments.



Julia Northrup is a local Hopi artist

Brenda, Nati, Miguel and Denise watch as presenters engage the crowd.

Brenda Granillo is with Southwest Institute Research on Women and serves as Principle Investigator for the New Dawn Warrior Women SAMHSA grant.

Miguel Flores provides blessings, healing and traditional teachings for the women in Residential.

Denise Miller provides drumming, blessings and traditional services for the women in Residential.



Some of the wonderful people that made this event spectacular.



Jerry Carlyle giving opening blessing for The Butterfly House. We hope Jerry comes back for more blessings and healing for our women.

Allison talks to Victoria Steele before Victoria gives an historical explanation of why The Haven created the Native Ways Program



Jerry, Melodie, and Monica take time out to paint some rocks that were left for the clients at the Butterfly House



Cristina, Nora and Jae take a well-timed photo opportunity!



Angela, Briana, Sandra P, Sandra T, Nati and Fran



No celebration is complete without cake!



Aimee reads a framed poem that she dedicated to the women in the Native Ways House



Nati, Denise and Desire finish up with the Strong Women Song

