

THE HAVEN
Executive Director's Board Report

JANUARY 2020

- A. I am absolutely sure that all Board members will appreciate reading the below message from a staff member – she was recently featured on a TV documentary, and I sent her a message letting her know how her appearance impacted me, and The Haven. Here is her reply:

“You just brought ME to tears! Thank you all! Working here has been for lack of words completely life changing and I speak of my job and the Haven with EXTREME pride!!

- B. From Nati (Native Ways program coordinator): The following ladies volunteered for 8 hours to fill food boxes to be delivered to needy families around the holidays. A total of 300 boxes were filled. Judyann T, Marissa R, and Cherie M worked tirelessly and joyfully. (side comment from MH: Isn't it wonderful that our ladies are giving back to the community?)

At a Glance: Census at January 23 2020,

	capacity	<u>census</u>	% of capacity
residential	53	39	74%
IOP/OP housing	43	38	88%
IOP/OP program	80	83	104%

Programs:

Outpatient Clinic: Jody Barba (IOP/OP Manager) is away on medical leave at the moment; full reports will resume on her return. In the meantime, we can report that clients in the IOP program have started to transition into the casas at Refugio3727. Further, we are delighted to read that, per the above data, the outpatient program is at 104% capacity. We are currently advertising for more staff, to accommodate the increasing client levels, and to enable an increase in billed services. I am pleased that the Board of Directors supported the development of thi IOP/OP program, as a strategic path forward.

Residential Services: Liana Condello, Clinical Director, resigned from her position as of Dec 24th 2019, effective Jan 3rd 2020. Any staff departure affords an opportunity to restructure an organization: the Board's personnel committee, plus staff members, met recently to address the current structure and consider it in light of The Haven's growth, its direction as guided by the

Board of Directors, and its staff workloads. Following Board guidance, and with input from clinical and administrative staff, several positions were restructured, approved, and will soon be advertised. During the interim between advertising and hiring, Kristin Lindberg and Jody Barba are assuming and sharing the workload of the Clinical Director. They are doing a magnificent job. Thank you, both!

QM: Kristin has been extremely busy redesigning the outcomes data presentations to the Board, and assuming the duties of the Clinical Director. Due to the pressure of the latter, the former may not be available until the next report.

Finances: For December 2019, Cash; Investment; and net Accounts Receivable balances are \$4.5m with 326 days cash on hand, a decrease of 39 days from November. In December, The Haven purchased a property at 3727 E Glenn St. The Quick Ratio, current assets over current liabilities, is 10.76 to 1. At December's close, 41% of the non-known-issue \$1,187,314 Accounts Receivable is current, down 12% from November. In December, Arizona Complete Health (AZCH) made a big effort to pay off all of its long-term outstanding receivables. While some may not have been paid correctly, AZCH's claims are aged at 74% less than 90-days. Banner continues to have a \$30k balance over 180 days.

We are pleased to note that December's gain was, at this early projection, \$40,088, as compared to a budgeted deficit of \$20,486. For the three months ended December 31, 2019, there is a net gain of \$116,755 as compared to a budgeted deficit of \$27,590. This is primarily attributable to Outpatient income being greater than budget, estimated Bad Debt (which is estimated off allowable charges), and client costs being less than budget.

There is a deficit of \$12,595 at Residential, as compared to a budgeted deficit of \$15,941 for December. Year-to-date gains are \$25,261 as compared to a gain of \$40,706 for Residential. This is primarily attributable to income. There was a freeze in admits in October, again, due to insufficient House Management staff availability.

There is a gain of \$32,228 at Outpatient as compared to a budgeted deficit of \$2,445. Year-to-date gains are \$118,941 as compared to a deficit of \$17,341 for Outpatient. This is primarily attributable to income and the timing of purchases of mattresses.

Administration and Fundraising costs had a favorable variance of \$21,322 for December, for the year there is a favorable variance of \$20,359. Expense variances are primarily attributable. The Haven was notified in October of a grant from The Tohono O'odham Nation for \$23,500 to the benefit of both residential and outpatient clients.

	Residential	OutPatient	Native Ways	Admin	Total	Budget	%
December	(12,595)	32,228	(1,642)	22,097	40,088	16,119	149%
YTD	25,261	118,941	16,524	(43,971)	116,755	(27,590)	523%

Grants and Other: a) \$12,000 was received from the O'Rielly Foundation; b) the Christmas appeal generated \$8,185, and c) the AZ tax credit response was \$15,350.

HR: The Haven has hired: a) a new Part-Time Licensed Practical Nurse (Anna Lavan); she comes to us with 10+ years of experience from Sabino Recovery, Nursecore, and Compass Behavioral

Health; b) a new Part-Time Receptionist at Outpatient (Tiffany Luckey) who comes to us with 2 years of customer service experience in the banking industry; c) a new House Manager (Amie Mendoza) at Residential who comes to us with 15 years of experience, from Intermountain Centers and the Arizona Rehab Campus; d) a new House Manager (Grace Espinoza) at Residential, who comes to us with 5 years of experience, from Banner University Medical Center, Palo Verde Behavioral Hospital, and the Arizona Rehab Campus; and e) a new PRN House Manager at Residential (Merlinda Simpson) who comes to us with 10 years of experience, from La Paloma Family Services, and Banner University Medical Center.

Respectfully Submitted

Margaret Higgins, PhD
Executive Director
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