

**THE HAVEN**  
**Executive Director's Board Report**

**Monthly Report June 2018**

**Good Things to report:**

The Haven – in the guise of Margaret Higgins - won the award for the **2018 Influential Health and Medical Awards** for the category of **Outstanding Community Outreach**. I have no idea who nominated me but I am most grateful, as the nomination brought attention to The Haven. Thank you so very much, whoever you are! Also, my most sincere thanks go to Nati Cano, Sue Belcher, Colette Barajas and Kristen Birner for attending the dinner at which the award was presented. And – there's more! My thanks go to The Haven Board of Directors for the beautiful array of flowers I just received. They are lovely, and the purple vase is most appreciated!

Nati recently completed her 6<sup>th</sup> annual migrant trail walk (75 miles), to remember those who have died crossing the desert, and 'to bring awareness of the inhumane policies regarding migration'. Way to go Nati!!!!

**Census at a glance: June 19, 2018**

- Residential clients: 42
- Outpatient Clients: 49

**Programs: Residential:** (the following is an abbreviated report as the clinical director is on vacation) "So many amazing things happened last month. Liana attended the Houston National Association of Drug Court Professionals Conference, also she attended the Women's Foundation of southern Arizona's lunch and greet, her meetings with Pima County Justice Committee continue as do the ones at the Pima County Health Dept, the residential site hosted judges and attorneys from pre-trial, Liana is working with (retired) Judge Chuck Pyle on a potential partnership with Northern tribal women on supervised federal probation- and much more....."

**Outpatient:** Jody Gardner has left our employment to follow a professional track that has less management in it. Temporarily, Cindy Miller Potter is managing the program, until Liana (Clinical Director) returns from vacation and we can advertise for a replacement manager.

**Quality Management:**

- TOPAZ is scheduled to "go live" on July 9<sup>th</sup> and we are currently training the trainers.
- QM has been working with TOPAZ to integrate the HIE (Health Information Exchange) into daily practice at The Haven. All new admits will be offered participation and QM will be monitoring HIE information for quality measures.
- QM is also working with TOPAZ to implement a new tool (PRAPARE) recommended by AHCCCS to assess and utilize the Social Determinants of Health (SDOH) diagnosis codes. These new "Z" codes are mandated to be integrated into practice by October 2018. They will help us identify quality of life issues which need to be addressed to improve client success rates and quality of life.

- CARF will be conducting their survey of both our Residential and Outpatient programs on July 30-31, 2018.
- QM is currently working with other departments to complete our Policy & Procedure review and update.
- QM is utilizing the CARF Survey Preparation tool to ensure that all survey expectations are met prior to their visit at the end of July.

**Properties:** Colette continues to scan our environment for appropriate apartment complexes for us to possibly utilize for outpatient housing; similarly, Colette continues to talk with John Wesley Miller about the best way The Haven could utilize its property on Adelaide.

The exercise / workout room is complete, open and operational: Michael Ronstadt donated machines and music.

The security gates, paid for by the Stonewall Foundation, in the car park area, are operational complete with video, audio and keypads.

There are 3 remote access stations: in house 1, front office and House Manager's office.

The library / former maintenance office renovation is almost complete as one large room: formerly called the " Lower Rec" (about 20 years ago), it will be used as a (badly needed) multipurpose and accudetox room.

The library bookshelves and books have been relocated to the upper rec.

The maintenance storage and office have been cleaned up, completely relocated and organized on the west side of the complex.

Intake offices and house manager office have been relocated to house 1 with an internal camera system in waiting area, phones, computers, and furniture all in place, including the drop bathroom, kitchen and storage areas.

Offices in Admin and Outpatient have been moved around within 2601 N. Campbell.

**Finances:** As of this writing, May is predicted to show a gain of \$59,409. The Residential census was 39 and Outpatient 59, with 27 in IOP housing. Expenses are within 1% of April. Intensive Outpatient Services billing per day increased 9% over April and is at its highest (\$127 per bed day) this fiscal year. (Note from MH: At a more recent, informal staff meeting, IOP was showing a surplus). For the eight months ended May 31, a gain of \$177k is predicted at this time.

	Residential	OutPatient	Admin	Total
May	80,494	4,823	(25,819)	59,498
YTD	417,228	(61,352)	(178,677)	177,199

Cash and Investment balances are \$3.9m with 371 days cash on hand. 97% of the \$371k Accounts Receivable is current.

**Human Resources:** We have recently brought on Amber Santa Cruz, MSW as a Counselor at our Outpatient site. Amber was an intern for our Native Ways Program and recently graduated with

her Master's degree in May of 2018. We hope to utilize her skills and experience to help build a Native Ways Program in our IOP program.

**Marketing and Outreach:**

MH: Plaza Arboleda/Insurances; Sunrise Rotary x 4Board member facility tour; National Association of Addiction Treatment Providers conference; ; child and Family Resources/NET; Supporter/Donor; TOPAZ executive; COPE Board meetings; Mayor Jonathan Rothschild; FEMA x 2; Insurance; Primavera; Palo Verde; Cornerstone; BHC; TOPAZ Republican Women; TucsonMedia@Desert Diamond.

**MONTHLY REPORT STATISTICS: MAY 2018 for the June 2018 report**

Allie will provide them on the day of the Board meeting.

Respectfully Submitted

Margaret Higgins, PhD  
Executive Director  
June 19, 2018

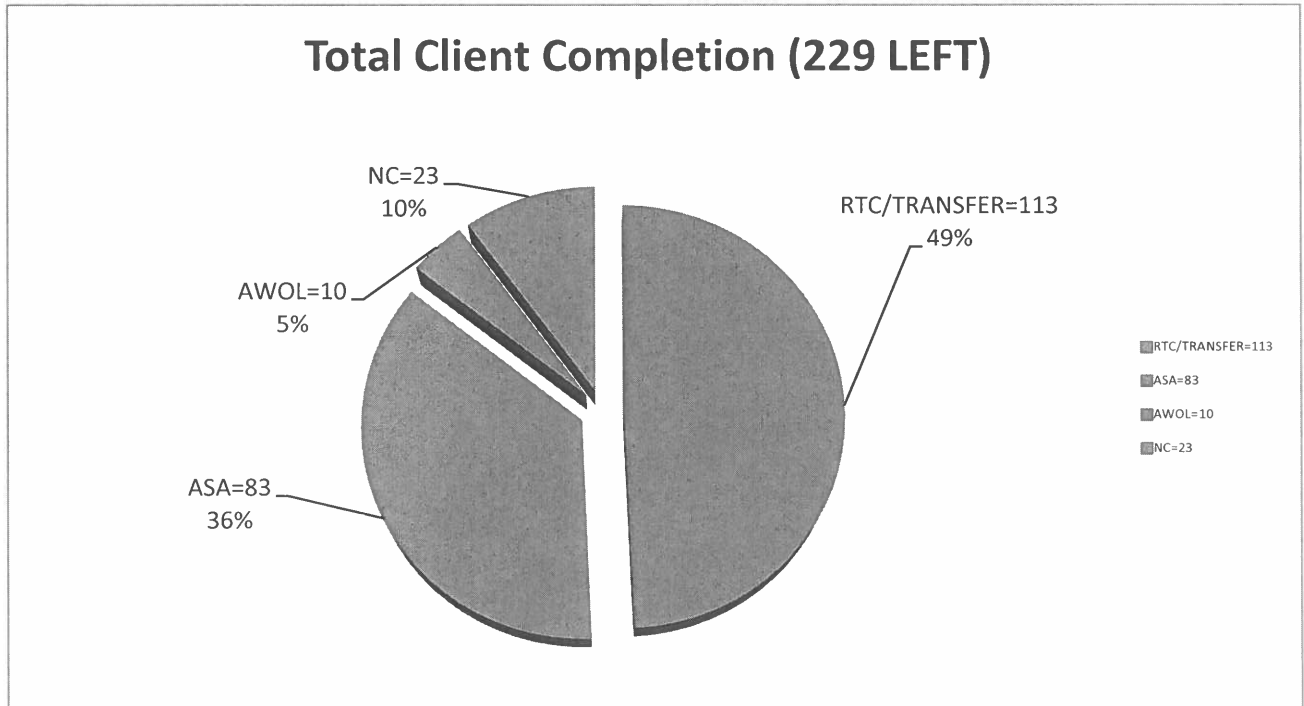


**MONTHLY REPORT STATISTICS: MAY 2018**

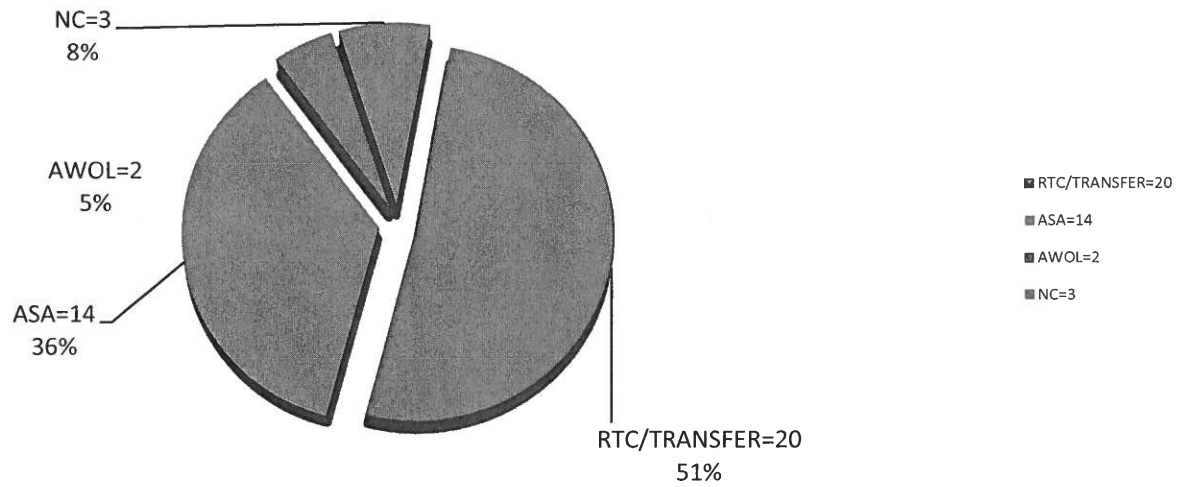
Fiscal Year Comparison	<u>17-18</u>
10/1/17 to 9/30/18	271
In Residence MAY 31	42
Left Residential (Stage I)	229
<b>Stage I Successful Graduation</b>	<b>106</b>
(70%) Transferred to Stage II, Haven IOP	75
Transferred to another facility	7
<b>Good Standing after Stage I</b>	<b>49%</b>
Left Stage I not in Good Standing	51%

Break Down

RTC	<b>(Residential Treatment Complete)</b>	<b>106</b>
Left ASA/AWOL	(Against Staff Advice)	93
Left NC	(Non Compliance/JAIL)	23
IOP	(Transfer to IOP program)	75
Transfer/ MED	(Other e.g. Trans to another facility)	7



## Total Native Completion (39 LEFT)



### NATIVE MONTHLY REPORT STATISTICS: MAY 2018

Fiscal Year Comparison	<u>17-18</u>
10/1/17 to 9/30/18	45
In Residence MAY 31	6
Left Residential (Stage I)	39
<b>Stage I Complete</b>	<b>17</b>
<i>(59%) Transferred to Stage II, Haven IOP</i>	<i>10</i>
Transferred to another program	3
<b>Good Standing after Stage I</b>	<b>51%</b>
Left Stage I not in Good Standing	49%

#### Break Down

RTC	(Residential Treatment Complete)	17
Left ASA/AWOL	(Against Staff Advice)	16
Left NC	(Non Compliance/JAIL)	3
IOP	(Transferred to IOP)	10
Transfer	(Transfer to another program)	3

*\*\*Transferred to IOP\*\* is not calculated in the percentages or charts.*