



THE HAVEN BOARD OF DIRECTORS MEETING

Minutes

August 29, 2023, 3:30pm

via Microsoft Teams and in person at
2601 N Campbell, Suite 110

Our mission is to provide professional, holistic services to all women as they unlock their potential while recovering from substance use and while moving toward their best mental health.

Board members present: Judith Frances, Barbara Sattler, Vanessa Seaney, Phyllis Howell, Colette Barajas, India Davis

Board members absent: Jeannie Gadea, Jacquie Wohl, Fran Moore

Staff members present: Amber Santa Cruz, Cynthia Duncan, Aimee Graves, Allie Lippard, Emilia Honkasaari, Allis La Croix, Sharese Bailey, Vondi Grijalva, Lalita Arnold, Kelli Gacic, Latricia Clary, Julie Mairs

Meeting called to order at 3:30pm

I. **Staff Appreciation**

A. July – Allie Lippard – Billing Manager

for groundbreaking ciphering of KIPU reports for QMPI Process Improvement measurements. And for making the reports in KIPU ‘come to heel’. 15-year Haven Veteran – started with answering the phone and shredding moved up to Billing Manager. Electronically bills the roughly \$9mill that The Haven encounters in everything from a day to a quarter hour unit. Then processes the \$6.2mill in payments and the \$2.8mill in disallowances. Disputes all incorrectly processed claims – some more than once! Manages all the Medicaid (AHCCCS) contracts and their handlers. And now, makes all our QMPI reporting dreams come true~

B. August - Allison LaCroix – Residential Program Manager

She is always willing to do what she can to support staff and clients alike. She is also always willing to show and/or teach you something you don’t know. Residential wouldn’t be the same without her.

II. **Consent Agenda**

- A. Minutes from June 2023
- B. CEO’s Report
- C. Strategic Plan 10/1/23 – 1/31/24
- D. Governance Policies
 - a. Code of Ethical Conduct
 - b. Records Retention Policy
 - c. Conflict of Interest
 - d. Whistleblower
 - e. Form 990 Review



f. Annual Commitment, Acknowledgement and Disclosure

Discussion: Current Strategic Plan ends on September 30, 2023. The new plan will be completed in January. A “bridge” Strategic Plan is being presented to carry us through January. The board report highlights some important trends to note.

Motion by India to approve and seconded by Colette. All in favor. Unanimous approval.

III. Committee Reports

Please review the committees’ meeting notes, in the board packet on the Board Portal on The Haven website.

Executive

Discussion: There was no meeting in August and the next meeting is September 6. Aimee’s evaluation was presented in Executive Session and overall the board is please with her performance. Aimee appreciates their feedback.

Finance/Audit

Discussion: Reviewed bullet points and supporting documentation. July was a rough month is about \$70k loss. August is on track to be about the same.

Development

Discussion: Chrysalis has been scheduled for March 5, 2024 at Tohono Chul. We are potentially honoring Victoria Steele. Barbara will be contacting her. The movie screening at The Loft is scheduled for September 24 and we have 100 tickets available. Be sure to invite your connections. We’ll be having a tabling event in addition to a panel discussion after the movie. The clients holiday party is scheduled for December 12th. Additional information will be forthcoming.

Board Growth and Advancement

Discussion: This is a newly formed committee with Judith, Barbara and India (chair). A survey was sent to board members. Please complete this week if you haven’t. The main focus right now is updating the board orientation manual. If there is anything specific you want to see in the manual, please let the committee know.

IV. Information, Discussion and Action Items

Strategic Planning Update

Discussion: The Strategic Planning Retreat is scheduled for October 30 from 5-8pm and November 4 from 8-11am. Locations TBD. Everyone should plan to attend.

Meeting adjourned at 4:30pm



DATES TO REMEMBER

- Executive Committee –September 6, 12:15pm via Microsoft Teams
- Motel Drive screening & Panel Discussion – September 24, 2pm – 5pm, The Loft
- Development Committee – September 18, 12pm via Microsoft Teams
- Board Growth and Advancement Committee – September 25, 3pm via Microsoft Teams
- Finance/Audit Committee – September 25, 4pm via Microsoft Teams
- Board Meeting – September 26, at 3:30pm, hybrid (in person and via Microsoft Teams)
- Strategic Plan Retreat – October 30, 5-8pm and November 4, 8-11am Place TBD