

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
September 21, 2023

IOP Monthly Completion Ceremonies

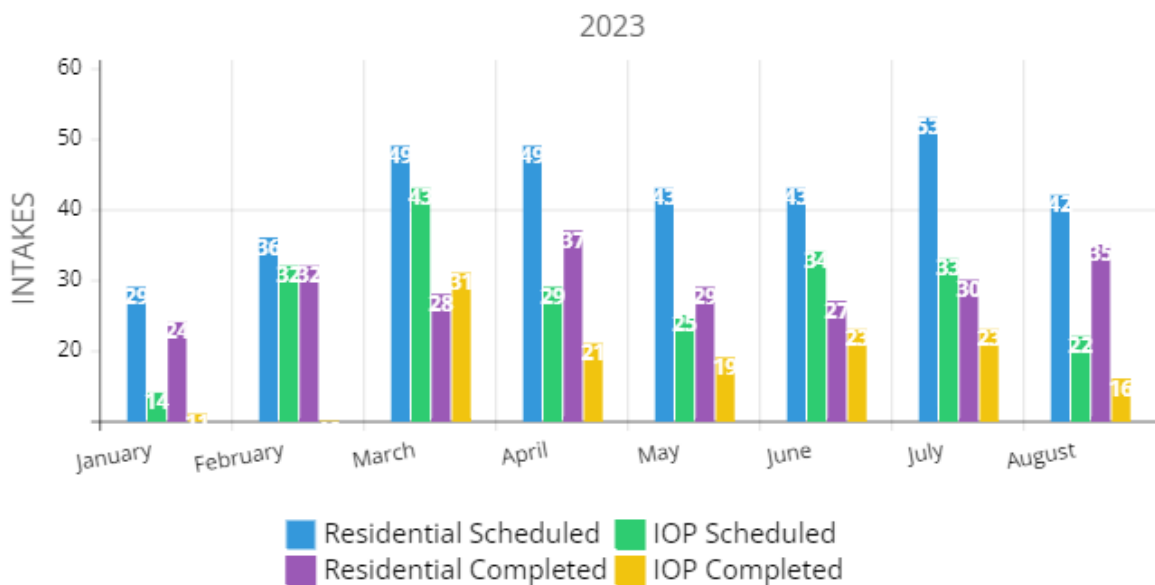
Recently, the staff voted to implement a twice monthly IOP completion celebrations falling on the 2nd and 4th Fridays of each month. We have had a total of 2 celebrations so far that clients have thoroughly enjoyed. One stated, ***“I like coming together, it feels even more real. It inspires me to keep going when I see some of my peers making it to the finish line.”***

Programs & Services

Assessment

The total scheduled intake assessments for August were 64 with a total of 51 completed, that is an 80% completion rate which is 17% higher than June and July.

ASSESSMENT TRENDS



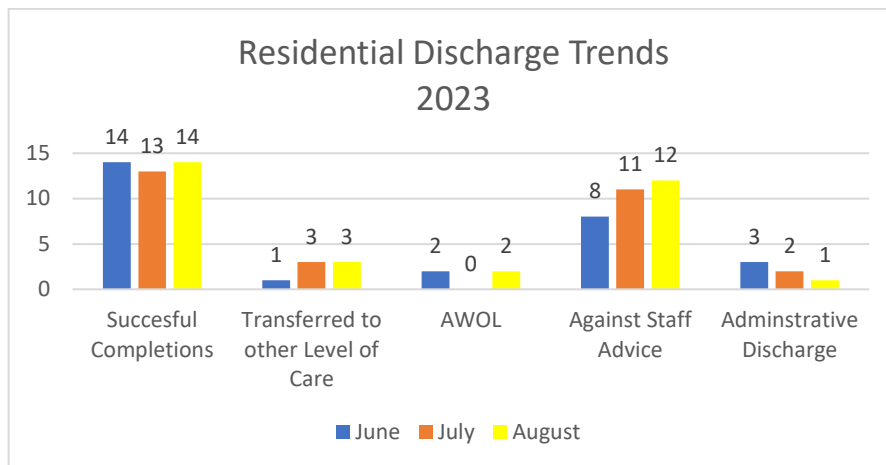
Residential

Residential ALMOST came close to capacity this month with 47 + 1 child!

August welcomed 14 successful Residential completions of care, 8 of which were scheduled to transfer to The Haven IOP. It was an exciting time for all the staff and

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clients. Though with this increase in clients, there was some discomfort for some clients. Several clients left due to feeling treatment was not right for them at this time, varying levels of motivation for treatment, and some interpersonal conflicts. Staff attempted intervention for all clients leaving against staff advice, encouraging them to stay and reviewing the potential benefits of staying. Seven of those clients have legal involvement and 3 have DCS involvement.



August Residential Events

- 8/11-Clients had a water day and food from around the world.
- 8/15-We provided a tour of the property to federal magistrates and marshals to show them the wonderful space they send clients to. We received a wonderful Thank You letter from them.
- 8/18-Allison participated in the RAISE Family Treatment Court Leadership Meeting (every other month)
- RAISE continues to refer a number of clients to The Haven for residential and IOP services and appreciates the connection and ease of communication with us to ensure they know what is going on with their clients/moms.
- 8/22-We provided a tour to staff from SUNDT, who granted use with a grant to help fund supplies for moms and kiddos living on property.
- 8/28-9/1-We hosted a Spirit Week at Residential
 - Monday-Sports Day-Staff winner-Michael Humphrey
 - Tuesday-Dressed to Impress Day-Staff winner-Andrea Clemons
 - Wednesday-Red Flag Day-Staff winner-Lalita Arnold
 - Thursday-Decades Day-Staff winner-Ali Sherrill
 - Friday-PJ Day-Staff winner-Marquis Ward
 This Spirit Week was so fun for staff and clients, inspiring IOP/OP to also plan for this type of event to increase spirit and plan to demonstrate for clients

similar activities that they can experience once they step down from Residential care into IOP/OP services.

- 8/29-We provided a tour to Ward 3 Council Member Kevin Dahl and a couple of his team members to show them our property and the services we provide to women in this area.
- Upcoming Residential Events to Look Forward to & with more to come this time of year!
 - Hispanic Heritage Month Starting 9/15
 - National Recovery Month Starting 9/1
 - The Day of Truth & Reconciliation 9/30

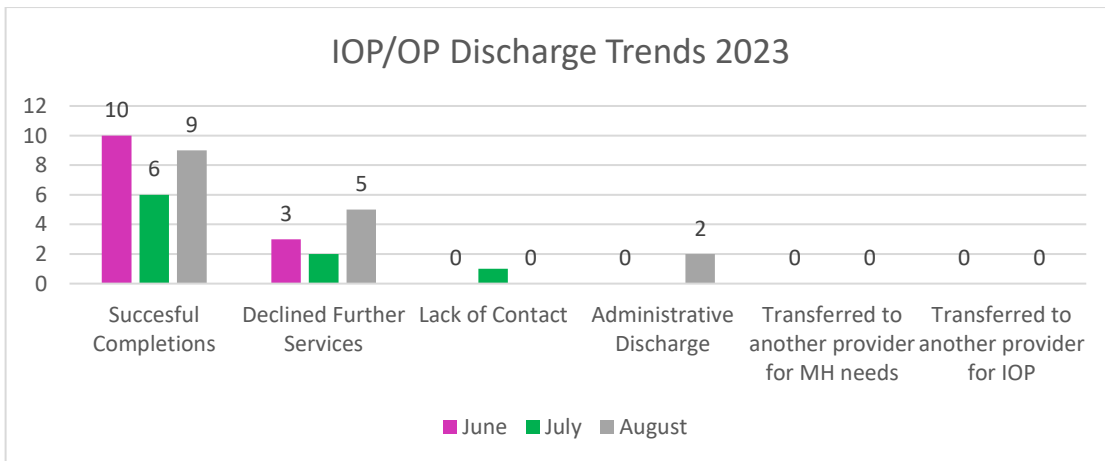
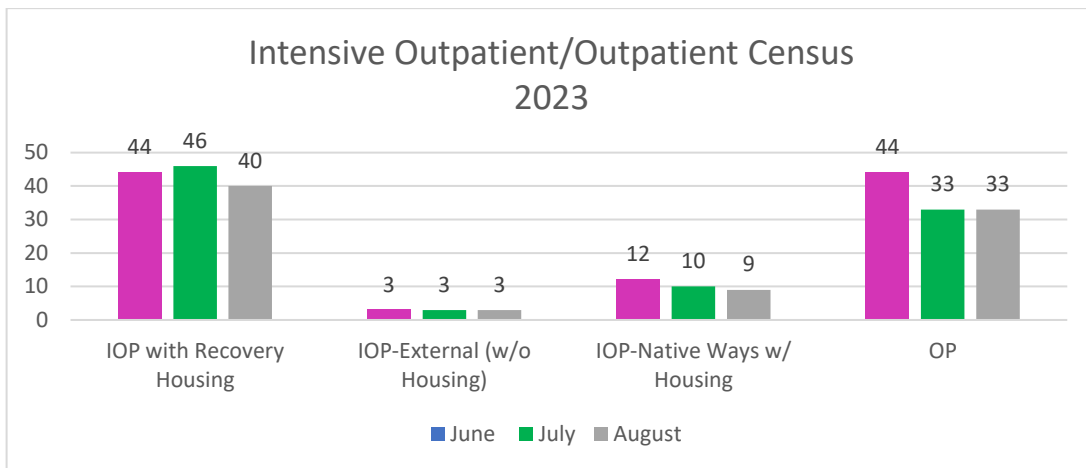
Nursing

- Flu season is quickly approaching, and Savannah arranged for the Pima County Health Department to come provide free vaccines for both staff and clients on Thursday, September 28th 11:00am-2:00pm. We are working to coordinate another date for IOP/OP clients. Vaccines available for staff and clients include Flu, COVID, and Hepatitis A.
- One client entered The Haven from the hospital just days after having her baby and she has been able to obtain significant support for both her and her baby. The nursing team worked with the community Maternal Early Childhood Sustained Home Visiting (MECSH) program with Easterseals Blake Foundation to get this client enrolled for parenting support. Through coordination with her treatment team, DCS, and MECSH, we were able to provide her additional support and show DCS that the client was engaged and did not lose her visits. Communication between all professionals created an environment of increased support and knowledge of the client's deficits to increase understanding among the team. This support will continue to be available to the client for at least **3 years** to help her build confidence in her parenting skills.
- Three of the women who left against staff advice this month also accepted referrals to the MECSH program prior to leaving. While they were not ready to staff at The Haven, they are still able to continue this connection that was made to other supportive community resources that addresses their current needs.

Intensive Outpatient & Outpatient

- Therapists returned to facilitating three process groups per week beginning the week of August 28 and the Recovery Coaches (Peers) have continued to facilitate groups on Mondays and Fridays. Staff and clients are all so pleased to return to this programming!

- We have implemented a **new evening program** where Peer Mentors are supporting clients even more to enhance client independent living skills and preparation for success upon leaving Recovery Housing with the following opportunities:
 - Mondays: Time Management Group
 - Tuesdays: community meetings
 - Thursdays: Tucson Indian Center-White Bison Meeting
 - Fridays: Celebrate Recovery
 - Saturdays: Living Skills/Cleaning & Groceries Support group.
- IOP with Recovery Housing as of 9/8/23: Max Total Capacity = 57



Staff Engagement

- The Outpatient Team has implemented staff check-ins 2x/week during our team meetings. The purpose is to focus on building team cohesion and learning more about how to enhance our work culture. Staff have shared about their

communication styles, what excites them about working for The Haven, and how they would like to continue to see The Haven grow.

- A running theme that we hear is “we’re here to help women recover, become empowered, and regain their independence over their lives.”
- Recently the team voted to rename our team meetings to Synergy & Strategy Circle to signify the purpose of the team.
 - **Synergy** = combined effect of working collectively together that is greater than working separately, collaborating.
 - **Strategy** = directed actions that support achieving desired goals i.e., enhance business goals, client support and satisfaction, protocols, efficiency, and etc.
 - **Circle** = representative of unity and wholeness with life powered from its core (each of us contributes to this phenomenon).

Successful Completions

- **Adileni B** successfully completed IOP. She was approved to move into an apartment with her spouse which is a big milestone for her in gaining her independence.
- **Hannah S** completed OP-SUD. She enrolled with Easter Seals Blake Foundation and expressed her interests in The Haven Alumnae Program. During her time in treatment she gained full time employment, custody of her infant son, and has built a support system which includes recovery yoga (yoga oasis), Smart Recovery, and NA. She shares that she has also recently started services at Emerge for survivors of IPV.
- **Carissa G** successfully completed IOP. She has a secure home with her family and children. She secured a job and is currently in training appearing excited to start this new chapter in life. She will be enrolling in OP services.
- **Sarah F** successfully completed IOP. She gained full-time employment and recently secured new employment at a hotel that she feels is “much nicer.” She is excited to start her new job and exhibited professionalism by submitting her two weeks’ notice to her current employer. She will be living at OPCS temporary housing while she awaits more permanent housing through OPCS. She was given permission to take her two dogs with her to housing, which she is very excited about. She also reports having “no roommate!” which is quite exciting after living with many people.
- **Danielle N** has successfully completed OP-SUD. During her time in services, she worked on building a sustainable pattern of recovery behaviors and is now

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working on obtaining employment in the recovery field. She plans to engage with The Haven Alumnae Program, and to continue to support other clients.

- **Nicole R** successfully completed OP-MH. During her time in the program, she was able to successfully implement her learnings about boundaries and safety in relationships. She has enrolled with Emerge and plans to continue both there, and with an outside support group for women leaving harmful relationships.
- **Ashely C** successfully completed IOP. She is actively seeking employment and is transitioning to Reach for It. She is motivated towards a sustained life of recovery.
- **Jasmine C** successfully completed IOP. She has obtained housing and moved into her new apartment and obtained her driver's license back while in IOP. Her daughter will be coming to live with her, she is currently working to find employment, and plans to continue attending yoga/meditation on Fridays.
- **Ann B** successfully completed IOP. She moved to Reach for It and is also in the process of applying to jobs at hotels.

Native Ways Program

Please see CEO BOD Report Attachment II.B.a. for Native Ways Program updates.

Workforce

Performance Management

- In August 2023 we worked together to complete the remaining Skills Competency Forms for middle management and executive leadership positions.
- The new Performance Management Program officially started on September 12, 2023. Performance Evaluations are set to be completed by October 10, 2023. HR will process all evaluations following this date.
- HR and the Key Leadership team are still working together to updated current job descriptions. To date, 23 job descriptions have been completely updated and approved for use. This project will continue until all positions have been reviewed and updated, as necessary.

Employee Benefits

- Open Enrollment for the 2023-2024 benefits year began in August 2023. Benefits meetings were held by HR and Crest Insurance Group on August 24th and 25th. In addition, individual benefit meetings were held on August 29th.

- The Open Enrollment platform opened on August 28th and closed on September 8, 2023. 100% of the staff engaged in open enrollment. **Overall, staff have reported a positive experience with this year's Open Enrollment experience.**
- Kyle Van Oort with Willow Creek Financial Partners held a 403(b) plan meeting on August 17, 2023. Since the meeting there has been increased participation in the plan.

New Hires

- Violent Krieger Accepted the position of Therapist at Residential. Start Date 09/5/2023. She has a wealth of knowledge and passion for working with women with substance use disorders. ***Violet will work an alternative schedule that includes working on Saturday to provide therapeutic support on the weekend.***
- Denise Williams accepted the position of Residential Technician at Residential. Start Date 09/25/2023.

Active Hiring

- 1 Assessment Representative (Full-Time) to increase the capacity for intakes for The Haven and work towards meeting census capacity.
- 1 Assessment Team Coordinator
- 1 Peer Mentor (IOP)
- 1 Peer Mentor (Native Ways)

Goodbyes

- Misty Dillon, almost 6-year tenured therapist, submitted her resignation and her last day was 8/31. The staff came together to celebrate her service with The Haven and the wonderful care she has provided over her time here.

Development & Communications

Fund Development report as of September 18, 2023

Breakdown	Year to Date	Goal FY 23	Progress
# individual donors \$1,000 +	8		
# individual donors \$1-999	161		
# individual in-kind donors	88		
Raised from individual donors	\$64,459	\$63,000	102,3%
Average gift	\$187		
# organizations/businesses	42		
Raised from organizations/businesses	\$42,951	\$42,000	102.3%
# Grants submitted	19		
# grants received	11		
Raised from grants	\$161,894	\$15,000	1,079%
Campaigns			
End of year giving	\$29,257	\$40,000	73%
Tax credit advertising	\$12,495	\$5,000	250%
Chrysalis luncheon	\$31,512	\$28,000	113%
Mother's Day	\$2,117	\$5,000	42%

We are already preparing for our end of the year fundraising campaign. We have printed holiday cards that include an end of the year fundraising ask and the cards will be sent to 500 donors. We will individualize each card with a small handwritten message and the cards will be mailed the week of Thanksgiving. In addition to the cards, we'll send two end of the year fundraising emails and will promote the campaign also on social media. Our goal is to raise \$35,000 through the campaign.

We have received a \$44,994 grant from the Blue Cross Blue Shield of Arizona Foundation for Community & Health Advancement. 174 organizations applied for the funding and the foundation selected 28 grant recipients. We are excited about this grant, and we will use it to provide several staff trainings. The two biggest initiatives are providing Motivational Interviewing training to all staff members and a Celebrating Families training to ten staff members. Celebrating Families is a 16-week curriculum that engages every member of the family, ages three through adult, to foster the development of healthy and addiction-free individuals. Our goal is to conduct the first 16-week program with our clients and their families at the end of this year or the beginning of next year.

We're still waiting to hear back from two grants that we've submitted. The bigger one is for Arizona Complete Health to execute major infrastructure projects and the smaller one is for the Arizona Diamondbacks Foundation to offset the cost of children staying at The Haven.

We have also applied for the Social Venture Partner's Fast Pitch 2024 training program. Eight nonprofits will be selected to join the 5-month training program to help them improve their fundraising and messaging skills. In addition to great visibility and capacity building, each nonprofit will receive unrestricted grant funding. We'll find out if The Haven gets selected by November 22.

We organized the Motel Drive film screening and panel discussion at The Loft Cinema on September 24. We'll share more information about the event during the Board of Directors meeting.

In early September, The National Council for Mental Wellbeing highlighted The Haven on their website. The news story gave us great visibility throughout the country as the Council has more than 3,300 member organizations that work in the field of mental health and substance use treatment. The story was also the main article featured in the Council's National Recovery Month kick-off email.

You can read the article here: <https://www.thenationalcouncil.org/womens-wellbeing-addressing-substance-use-in-arizona/>

Our most popular social media post celebrated Nati Cano's 16th anniversary with The Haven. The post reached over 700 people and gained over 300 engagements.



Our donor newsletter was opened by 34.4% of recipients which is in line with previous newsletters.

We had a resource table at the Arizona American Indian Integrated Health Care Forum. We also participated in the kick-off event for the 2023/2024 Employees Care About Pima County (ECAP) Campaign. ECAP is Pima County's annual fundraising campaign for its nonprofit agencies and we're hoping that our participating will lead to more payroll deduction donations from Pima County employees.

We have a new Outreach Coordinator, Marcy Kumer who joined our team on September 5. Marcy has done outreach for other behavioral health organizations for several years and has a well-established network in Tucson. We're happy to have her on board and are looking forward to expanding our visibility in the community and creating a stronger relationship with our referral sources.

The next Development Committee meeting is scheduled on October 23, from Noon – 1 PM via Microsoft Teams.

Finances, as of September 20th

For August 2023, Cash; Investment; and net Accounts Receivable balances are \$5m with 262 days (9 months) cash on hand, down 5 days from July. The Current Ratio, current assets over current liabilities, is 4.37 to 1. At August's close, 98% of Client Accounts Receivable is aged at 90 days or less.

The Net Operating deficit for August was (\$13,019), a favorable variance to budget of \$22,652 (36%). Revenue for August was \$42,733 less than budget and Costs were less than budget by \$65,385. In August, The Haven received notification of a \$45k grant from Az Blue Cross Foundation to be restricted for staff education. The Residential average daily census was 41 in August. In August, The Haven gradually stopped billing the SABG residential room and board code, to ensure that we have funding for the 2 clients funded solely by SABG.

Year to date for the eleven months of fiscal 2023, the Operating deficit is (\$304,883) an unfavorable variance to budget of \$329,178 (1,255%)

Accounts Payables and the credit cards are mostly current. Units of service across all programs are less than budget and less than last year.

The Finance Committee is scheduled on October 23rd, from 4 – 4:45 PM via MS Teams.