

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
November 22, 2023

Finances, as of November 13th

For October 2023, Cash; Investment; and net Accounts Receivable balances are \$4.7m with 281 days (9 months) cash on hand, up 39 days from September. The Current Ratio, current assets over current liabilities, is 4.25 to 1. At October's close, 97% of Client Accounts Receivable is aged at 90 days or less.

The Net Operating deficit for October was (\$22,320), an unfavorable variance to budget of \$32,637 (217%). Revenue for October was \$99,506 less than budget and Costs were less than budget by \$66,879. \$15,693 was recouped from year end bad debt entries.

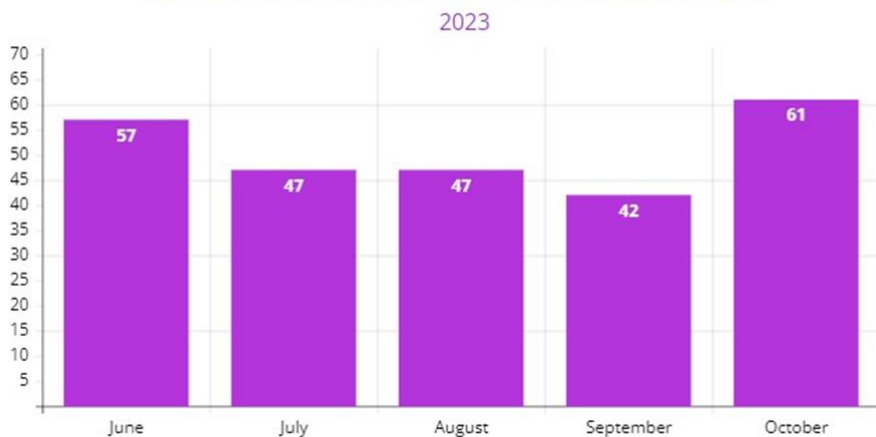
Accounts Payables and the credit cards are current. Units of service at Outpatient are greater than budget, at Residential less than budget.

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

Programs & Services

Alumnae Program

Successful Alumnae Communications



During the month of October attendance to the afternoon group that was held every Tuesday from 1pm-2pm proved to be just about non-existent. Only one person showed

up on one of the Tuesdays. As was mentioned last month a variation has been created in the schedule to change what day the afternoon class will be provided. It is the plan to run with this varied schedule for the next two months and see how it goes. If it continues that no one attends the afternoon 1:00pm-2:00pm group on either day provided, then it will be discussed that possibly there is not a need for them. The plan is to provide the alternating schedule through to the new year and if at that time afternoon attendance has not improved, then we may need to just eliminate it altogether and begin looking at a way to provide more evening and/or weekend groups.

Six new mentor/mentee pairings were made in the month of October and the program has proven to be viable and sustainable. It has created some greatly needed sober support systems for quite a few of our newer alumnae thus far. We are also extremely excited to begin offering this mentorship to our IOP clients after the new year. It has been determined that this service can and will be provided to current IOP clients by way of hosting Mentor Mix and Mingle gatherings. Available mentors, IOP members and Alumnae wishing to obtain a mentor, will attend the mix and mingle, and create their pairing off on their own. Designed with the same concept of going to a meeting and finding a sponsor.

We hosted an extremely successful Halloween party on October 26th. Fifteen alumnae were in attendance bringing along with them 17 children and three family members. We provided some arts and crafts and showed the Hocus Pocus movie while everyone enjoyed catching up and eating some yummy treats. Several of the ladies even stuck around to help make sure everything got cleaned up afterwards.





The art class we have been providing once a month has been a hit yet again last month. Miss Bernadette West, one of our Alumnae, finds great joy in coming and sharing her art skills with her peers. She is always thanking us for “the wonderful opportunity.” Miss Bernadette was also a great asset to our crafts room during the

Halloween party and provided great instruction to the children and parents on how to complete the art projects provided.



Admissions for October

In efforts to align with similar departments across Arizona community behavioral health, the Assessment Department has been renamed the Admissions Department. The dedicated team of 2 employees in the last year has officially doubled to a solid team of 4 as we have welcomed two new Admissions Specialists! Meet them below:

Randi Rhodes, CRSS, BHT is a Tucson transplant from Upstate NY, moving to Arizona in 2010. Since moving to the Tucson area, Randi has found recovery and a passion for the Behavioral Health Field. Randi has been employed by The Haven for the past 3 years as a Recovery Coach for The Outpatient Program and recently transitioned into the role of Assessment Specialist. Randi has a strong connection to the 12-step community and outside agencies and loves to share those resources with clients. Randi values sharing her personal experience of recovery with clients at The Haven because she feels that she can bring hope and faith to those women who need it the most and show them that their story can help other women recover too.

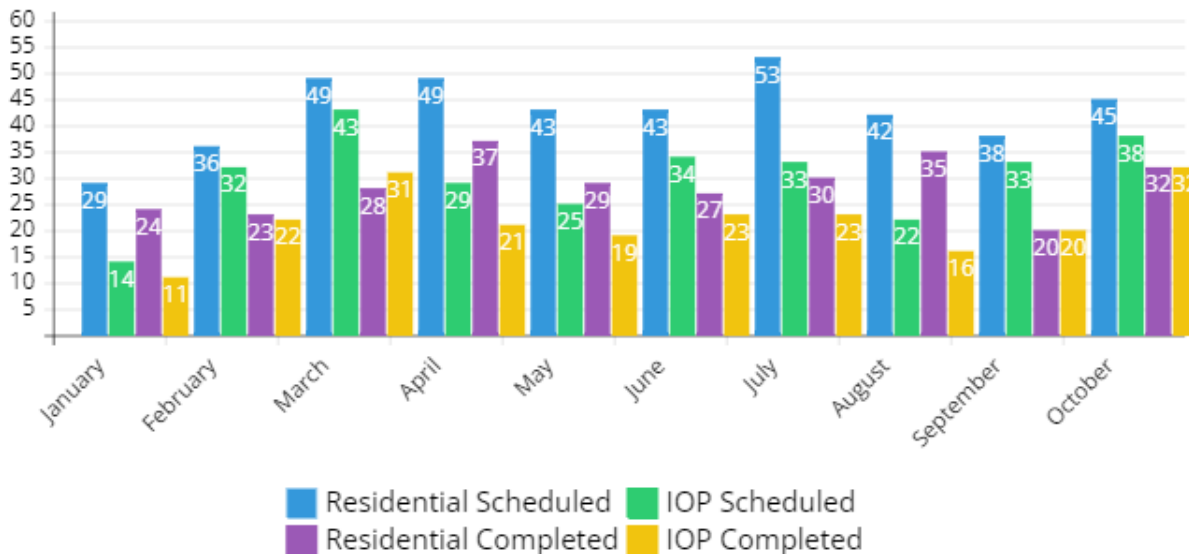


Leilani Sutton, CRSS, BHT was born and raised on Maui, HI moving to Phoenix, AZ when she was 12 years old. After years of struggling with addiction and justice involvement, Leilani was granted services at The Haven Residential and IOP program and experienced her first break through. After completing both programs, Leilani completed her RSS certification and came back to work at The Haven as a Peer Mentor in 2021. Leilani left briefly to gain some experience working with the SMI population and came back to The Haven as a Recovery Coach in 2023. Leilani is now an Admissions Specialist and gratefully using all her experience to help navigate women on the beginning of their journey in recovery. Leilani is passionate about her participation in the NA community and service work. Leilani is grateful that her faith has led her to place where she is able to give back what was freely given to her.



Admissions Trends

2023



Admissions broken down for October:

Residential

IOP

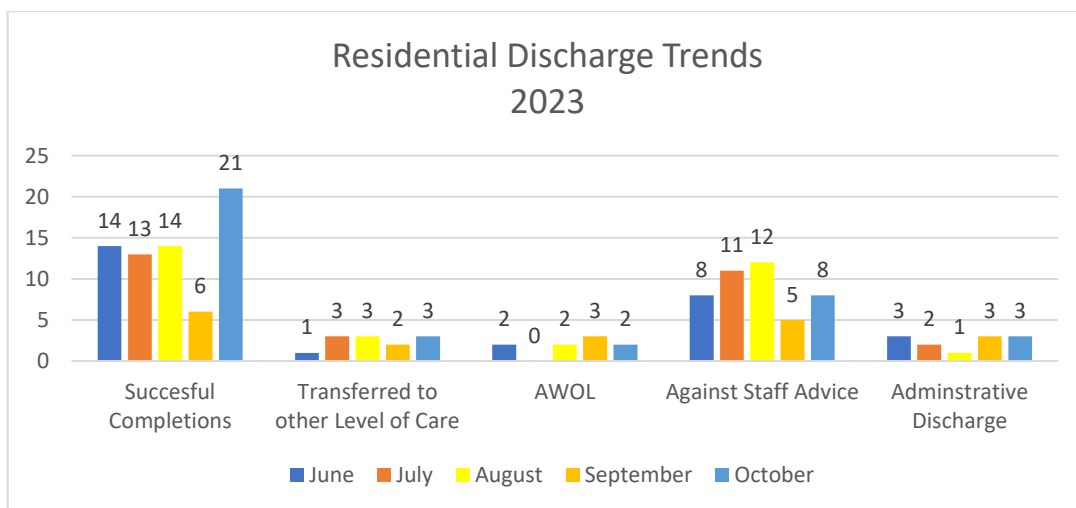
Scheduled:	Completed:	Scheduled:	Completed:
45	32	38	32

83 Scheduled intakes increased from September by 12

64 Completed intakes increased from September by 24

Residential

This month there were **21** successful Residential completions of care, compared to just 6 in September. 10 of those members went to The Haven IOP. There was also an increase of planned discharges this month at 73%. Three members transferred to a more appropriate level of care and 3 were discharged administratively due to physical conflict with another client, refusing admission requirements to the residential program, and not following program guidelines even with staff interventions. The 8 members who left against staff advice this month included 1 leaving due to not wanting to stop their benzo medication and the others shared a common theme of leaving due to not wanting to be in the residential level of care as they desired more flexibility in being able to see their children or other family members or wanting another type of program such as not wanting to be in a women's only program. Staff continue every attempt with each member leaving against staff advice in encouraging them to stay and reviewing the potential benefits of staying all while also honoring and respecting the autonomy of each woman who comes and goes through The Haven.



Residential Events:

- 10/7-Some residential members attended the Tucson Indian Center 60th Anniversary Gala
- 10/9-Women in the residential Native Ways program attended Indigenous People's Day events at the University of Arizona

- 10/20-We had our annual Domestic Violence Awareness silent walk around the neighborhood. Most residential members and staff participated, along with IOP members, staff, and administration staff.



- 10/18, 10/20, and 10/27-Multiple tours of the residential program were had, including guests from Beacon, Virtue Recovery Center, the quarterly board tour, and more!

- 10/23-10/27-Multiple residential and IOP staff members, participated and completed the Celebrating Families! training and we will be implementing this group for residential members, their children and family starting 12/5

- 10/31-Halloween! There was a door decorating contest for staff, Judi Romero won for residential, the Dia De Los Muertos door. We also allowed members and staff to dress up and the members went trick or treating around the quad.



- All month we had the Ofrenda set up to honor loved ones who have passed for Dia De Los Muertos in November

Staffing:

- The Dietary Manager position was filled by former Res Tech Amie Garcia, she is doing an amazing job!
- Lalita Arnold will be transitioning to an Educator role starting on 11/20.
- Marissa Luna-Ridenour, a former Res Tech, is now a Residential Recovery Coach!
- We are currently actively hiring for another Res Tech Supervisor and a Dietary Assistant.
- There are still currently 3 Full Time Res Tech positions open, 2 on the 2-10pm shift and 1 on the overnight shift.

Upcoming Residential Events:

Whole month	National Native American Heritage Month
11/1	Dia de Los Muertos, All Saints' Day, All Souls Day
11/11	Veteran's Day
11/12	Diwali
11/16	International Day for Tolerance
11/20	Transgender Day of Remembrance
11/23	Thanksgiving
11/29	Giving Tuesday

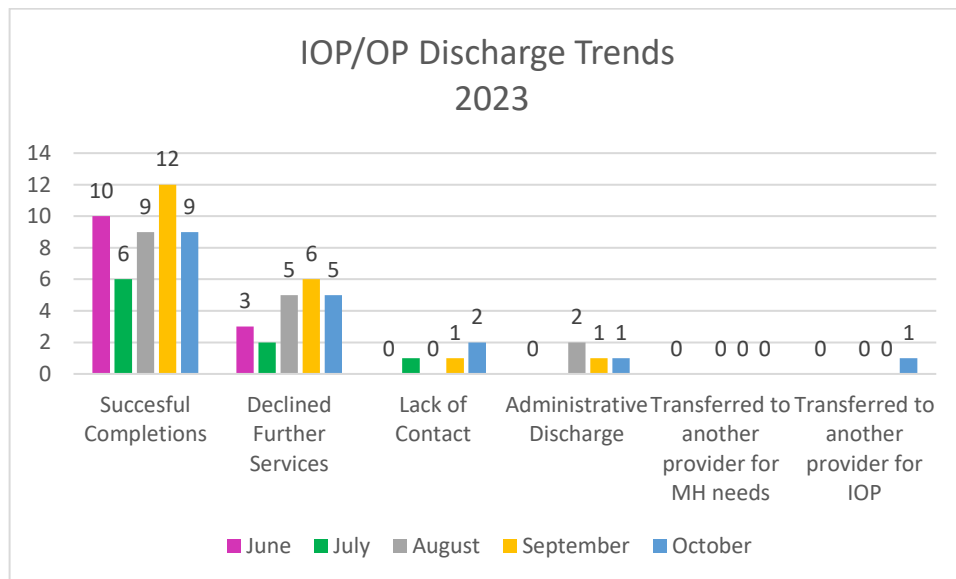
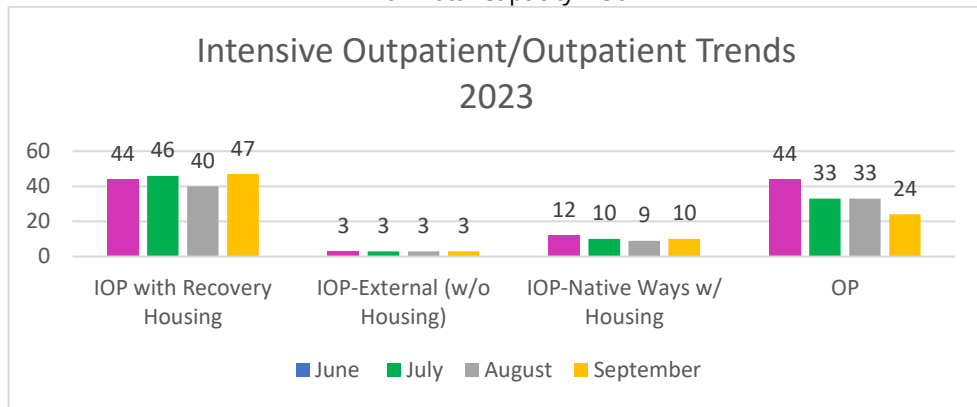
Intensive Outpatient & Outpatient

Program Updates:

- SIROW's Sexual Health curriculum has been going strong since 10/9/2023 with average attendance of 13 members.
- The evening Peer Groups have supported strengthening programming for members as members learn more about how to prioritize their time, balance recovery with life activities (working, school, recovery), finding fun in recovery, and essential building blocks to enforce healthy recovery.
 - Sundays: Fireside Meeting, Mondays: Time Management, and Saturday: Living Skills focused on daily living activities/grocery shopping.
 - These groups are growing in popularity and increasing member's engagement in services.
- We continue to receive positive feedback from members regarding our bimonthly IOP Celebrations (for those members nearing their program completion with 1-2 weeks, occurring on the 2nd & 4th Fridays). Members have

shared “seeing my peers complete their journeys and being a part of the celebration helps me learn from them that I can build a healthy recovery.”

IOP with Recovery Housing as of 11/6/23: 46
Max Total Capacity = 56



Member Success Stories:

Kaylee completed IOP on 10/30/2023 and received the rock “courage” due to her consistency and effort in showing up day in and day out no matter how difficult things felt or what obstacles popped up for her.

Veronica successfully completed IOP on 10/23/2023. Veronica has made the decision to continue with The Haven as an OP client. Veronica received the rock of "Hope" due to her ability to find the positive in all things especially when she is faced with challenges, she is able to find a ray of light and hope. Veronica is hopeful her recovery will continue to bring her closer to her children and mother as they are extremely

important to her, she strives to be at her best with her children. Veronica is kind and compassionate, having served her peers with great empathy and understanding. Veronica has found a job and continues to work toward finding and building a home for herself and her children once reunified.

Chavone successfully completed IOP on 10/25/2023. Chavone has found a job and is now ready to move forward in her recovery, building new relationships with her family unit. Chavone has now moved on to join The Haven alumni group and hopes to someday be a mentor. Chavone received the rock of "Hope" due to her relentless ability to find that glass half full every single time she was faced with a challenge. Her strength lies in the wake of her love for family and kindness. She has been a joy to have in group as she has been a powerhouse in sharing her story and finding that she can change her story.

Aurora successfully completed IOP on 10/16/2023. Aurora made the decision to continue working on her recovery and was accepted into COPE-Yavapai, another SUD treatment facility. We wish her the best on her continued recovery journey. Aurora received the rock of "Faith" due to her continued connection to her higher power during her recovery, and faith in her own abilities.

Brandie successfully completed IOP on 10/16/2023. Brandie has secured two jobs at Amazon Warehouse and a Home Health Service. She will continue with OP SUD for individual therapy. Brandie shared that she has built a strong foundation and has made many sober supports that she will carry into this next phase. Brandie received the rock of "Courage" for her ability to overcome her barriers and learn to put herself first.

Yolanda successfully completed IOP on 10/17/2023. She entered the Job Force program at the Gospel Rescue Mission and hopes to utilize her recently completed RSS certificate to gain a position in the SUD field. Yolanda received the rock of "Believe" to represent her ability to continue working towards her goals and trust in her ability to achieve her recovery goals.

Rebekah has successfully completed OP 10/16/2023. Rebekah has obtained full-time employment doing embroidery at a uniform store. Rebekah is living with her parents while she saves for an apartment of her own. Rebekah found out this morning that she is going to get unsupervised visits with her daughter soon.

Kaitlyn has successfully completed IOP as of 10/11/23! Client will be moving into the Oxford house, and she obtained a job at Texas Roadhouse. Kaitlyn has worked very hard throughout her time with the Haven. She will be doing OP with us and is scheduled for today.

Native Ways Program

November 2023 |

Please see CEO BOD Report Attachment X for Native Ways Program updates.

Workforce

Performance Management

- In October 2023, The Haven officially finished 2023 Annual Performance Evaluations. All Evaluations were processed in late October and early November by Human Resources. Due to APRA money that was obtained in 2023, the Haven is able to offer performance-based bonuses to qualifying employees. Bonuses are expected to be given out November 24, 2023, in time for “Black Friday”.
- HR and the Key Leadership team continue to work on revising all job descriptions. To date, 30 Job descriptions have been completely updated and approved for use. This project will continue until all positions have been reviewed and updated as necessary. The completion goal has been pushed out to the end of calendar year 2023 to ensure enough time to make necessary changes.

Among these updates were changes made to the Educator job description. This position was developed into a career ladder position giving new and current employees growth and development opportunities.

- Human Resources is in the process of reviewing and updating all HR policies and procedures. This process is meant to ensure that all policies and procedures meet federal, state, and local regulations and are in line with payor requirements. This project will continue until all documents have been reviewed and updated.
- Human Resources has begun working on the 2024 Workforce Development plan due to AZAHP in February 2024. This plan discusses The Haven's successful implementation of the 2023 Workforce Development goals and outline its goals 2024.

Diversity and Inclusion

DEI Committee met for its 2nd official meeting in October. HR was able to recruit new members from every department to ensure increased diversity and input. The committee planned an organization wide Dia de los Muertos event for members and employees and began planning events for November and December. The committee will begin discussing training needs and opportunities for the upcoming year at the next meeting. The committee also held its first fall door decorating contest, which was judged by members from all programs (see pictures below of winners). Key leaders

and employees from various departments will continue to spearhead various DEI projects and activities.

Employee Benefits

Benefits for the 2023-2024 Benefits year began October 1, 2023. Human Resources and Crest Insurance are in the process of completing benefits audits to ensure that all benefits are active and in alignment with selected benefits.

Promotions and New Hires

- Amie Garcia, Former Residential Technician, officially started as the Dietary Manager at Residential.

Active Hiring

- 1 Peer Mentor (Native Ways)
- 1 Indigenous Communities Outreach Coordinator
- 2 Residential Technicians (1- 2:00pm-10:00pm; 1- 10:00pm-6:00am)
- 1 Dietary Assistant

Quality Management & Compliance

Our priorities in this area continue to be:

- Assess The Haven's existing compliance indicators and activities.
- Design initial compliance program by January 31, 2024.
- Create new trackers to benchmark indicators.
- Update all policies and procedures to ensure they meet company needs and contractual requirements.
- Compile QA portion of the Annual Report 2023.
- Created an Incident, Accident and Death Report Training with a new internal Incident Report Form
- Started the process of getting everyone in the company registered for the Arizona Quality Management Portal
- Started in-person trainings.

The Haven is currently playing catch up. Some things have gone unreported for a long time. We are hearing positive feedback from staff regarding some of the new changes and structure Erisha is bringing to the organization.

Development & Communications

In anticipation of our end of the year fundraising campaign, we printed holiday cards that include an end of the year fundraising ask. These 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.

Outreach Coordinator, Marcy Kumer continues to build upon her well-established network in Tucson community connections to help the women at The Haven. She is expanding our visibility in the community and creating a stronger relationship with our referral sources.

The next Development Committee meeting is scheduled on January 22, from Noon – 1 PM via Microsoft Teams.