

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
October 19, 2023



In July 2022, the National Suicide Prevention Lifeline 1-800-273-8255 number was updated to simply dialing 988. The 988 Suicide & Crisis Lifeline still operates 24 hours per day 7 days per week. It is fashioned after 911 in order to be quick and memorable to connect people who feeling suicidal or feeling any other mental health crisis to trained mental health professionals. The previous number can still be called, but is redirected to 988. We are updating our Safety Plans and other documents that have the previous 800 number on it. For additional information and culturally specific resources, please refer to the *Lifeline* website at www.988lifeline.org.

Quality Management & Compliance

Erisha Green, Director and Quality and Compliance, began 9/5/23. Our priorities in this area are to:

- 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.

Finances, as of October 19th

For September 2023, Cash; Investment; and net Accounts Receivable balances are \$4.7m with 242 days (8 months) cash on hand, down 20 days from August. The Current Ratio, current assets over current liabilities, is 4.44 to 1. At September's close, 98% of Client Accounts Receivable is aged at 90 days or less.

The Net Operating deficit for September was (\$148,814), an unfavorable variance to budget of \$177,667 (516%). Revenue for September was \$155,950 less than budget and Costs were more than budget by \$21,717. \$31,256 was written off as bad debt in year-end entries.

Year to date for the twelve months of fiscal 2023, the Operating deficit is (\$464,461) an unfavorable variance to budget of \$517,608 (874%)

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

Programs & Services

Alumnae Program

The last four months have been focused upon building relationships with the Alumnae ladies of the Haven and developing program groups, of not only interest, but also of purpose, to support the continued successful recovery journeys of our graduates.

Currently, approximately 25-35 women communicate with the Program Coordinator on an ongoing basis through telephone and/or text, and 5-10 in person off and on. The primary focus in June, at the beginning of developing the program, was to initiate contact with graduates and build rapport. The development of a group schedule that would provide ongoing support in which the Alumnae ladies would have available to them twice weekly was the second area of focus. From there, implementation began.

The first Alumnae group calendar was released in August 2023 and groups have been provided every Tuesday and Thursday since. The calendars are posted on The Haven website and Facebook. They are also sent by text to all Alumnae who are in contact with Alumnae Coordinator. Providing food or calling it a party promotes attendance. On pizza night, the last Thursday of September, there were five women in attendance at that support circle, the most that have ever showed up for a group thus far. The Halloween party that will be held on the 26th of October has already received 11 RSVPs from Alumnae. The Thursday evening group attendance is better than the Tuesday afternoon, with three woman who show up fairly consistently. The calendars also provide the Alumnae with information on community events held outside of the Haven that might be of interest.

We provide a variety of group topics that are recovery based, fun and useful to everyday life. For example, by outsourcing and using the skill sets of as many individuals as possible we have been able to provide an Art class once a month. It is led by one of our alumnae, who just happens to be an artist.



Another example is our monthly Mindfulness Money Matters workshop, led by our Residential Technician Supervisor Lalita Arnold. The ladies are learning where their money goes and how to regain control over spending, budgeting and most importantly planning and saving.

Each month's schedule varies a bit as far as subject matter and scheduled days. For instance, this month we did yoga and meditation on a Tuesday afternoon and next month it might be on a Thursday evening. By moving the activities around our hope is that those who might be interested in certain topics may at some point have an opportunity to attend. In November, the plan is to change the scheduling up a bit to offer groups on Mondays and Wednesdays some weeks to hopefully meet the scheduling needs of Alumnae who have expressed interest, but inability to attend on Tuesdays or Thursdays. By opening the monthly schedule to include more options in terms of days offered, hopefully attendance will increase. Please see CEO BOD Report Attachment III.B.b. for Alumnae Program calendar.

HAVENETTE BUTTERFLY BUDDY MENTOR PROGRAM

The purpose of the Havenette Butterfly Buddy Program is to provide all new graduated clients, an alumna mentor that can provide support through the transitioning period back into everyday life and out of the safety net of treatment. The support provided may look quite different for each set of ladies and will be determined by the needs of the individuals.

REQUIREMENTS:

- All Alumnae interested in being a Butterfly Buddy should have completed their program at The Haven in 2020 or earlier, having accumulated at least 2.5 years of sobriety.

- Committed to providing at minimum of, one hour every two weeks, to in person support to their mentee, for at least 90 days.
- Participate, with mentee, in at least one scheduled Haven Alumnae support group meeting/activity per month for 90 days.

EXPECTATIONS:

- Must report to Alumnae Coordinator (Shawwna) when in person meetings take place, between you and your mentee, for tracking purposes, through text, phone call or voicemail at 520.833.3277.
- Must exhibit healthy boundaries and provide recovery focused direction to mentees.
- Be willing to hold mentees accountable when observed risky behavior is noticed by mentor and provide support utilizing resources provided by Haven alumnae employees.

Assessment

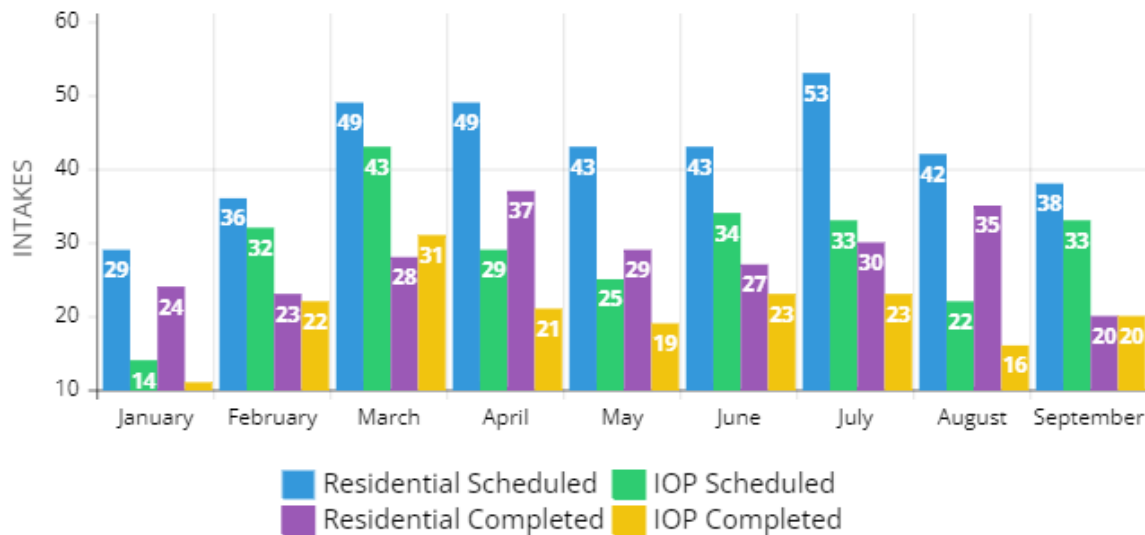
The Assessment Team completed 40 intakes in 20 days!

The Assessment Team has consisted of just two extremely dedicated staff working so hard on their own. We had two vacant Assessment Team Positions through the month of September, but we can say at this time of this report, *both* positions have been filled! October is sure to see the results of having double the team members to accommodate referrals and intakes.

The total scheduled intake assessments for September was 71, 40 of which were completed. In an effort to address any barriers within our control, we continue to look at reasons intake referrals for assessments are not completed, including “No Shows” or “Declined Services”.

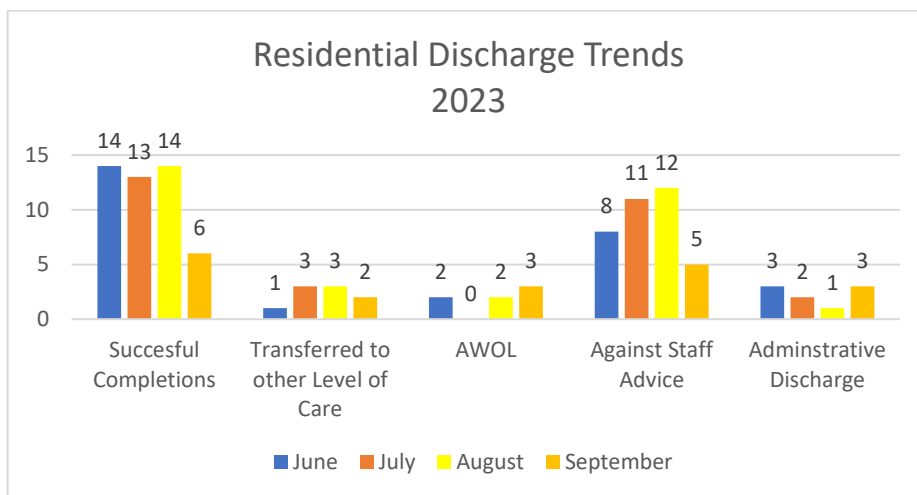
ASSESSMENT TRENDS

2023



Residential

In the month of September, 6 Residential clients successfully completed care. All of these clients transferred their care to The Haven IOP. Only 58% of discharges were planned discharges. Safety is our number one goal for clients, staff, and our Residential community. Two clients transferred to a more appropriate level of care and three were discharged administratively due to physical conflict with another client. There is an array of reasons for why other clients decided to leave treatment this month. Staff continue every attempt with each client leaving against staff advice to encourage them to stay and review 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

- 9/5-New Dawn Warrior Women Quarterly Meeting was held at Residential. Multiple discussions had regarding the group implementation and transitioning to one fewer New Dawn group at Residential and starting at group at IOP. Pima County Health Department continues to come in monthly to provide STI testing for clients who are interested.
- 9/9-Some women participated in YWorks activities where they were able to work on resume building and other skills associated with finding employment.
- 9/22-We celebrated Hispanic Heritage Month, and clients were able to break pinatas and all received a variety of Mexican candy. They had a blast!
- 9/24-Multiple clients attended the Motel Drive screening at The Loft.
- 9/24-We provided a tour of the residential property for the documentary director of Motel Drive.
- 9/25-There were multiple activities on site to honor National Day for Truth and Reconciliation (Orange Shirt Day), including a blessing, creating orange shirt pins, and drumming.
- 9/28-We held our monthly Residential staff potluck. The theme was Hispanic food and there were so many great dishes!
- 9/28-A group of women was able to go to Aveda Salon to get free haircuts. They really enjoyed the experience and the boost in self-confidence.
- 9/29-We had Pima County Health Department out to provide Hep A and Flu vaccines for interested clients and staff, both.

Upcoming Residential Events

Whole month	Domestic Violence Awareness Month-We will do a neighborhood walk
Whole month	Depression Awareness Month
Whole month	Global Diversity Awareness Month
10/9	Indigenous Peoples Day-Our Native Ways clients will be participating in various events, including drumming
10/10	World Mental Health Day
10/31	Halloween-We will have different activities, decorations for fall, and fun stuff planned for staff and clients

Nursing

- The Haven Residential Med Clinics hosted the first free Flu Vaccine clinic this season in partnership with the Pima County Health Department for both staff and clients on Thursday, September 28th 11:00am-2:00pm. The second Vaccine Clinic has been coordinated for Thursday, October 26th 12:00pm-2:00pm in Outpatient.
- An updated COVID policy, acting fast, using best practices, and coordinating care by the Nursing Team and Residential staff led to managing and containing a COVID outbreak and preventing spread throughout the Residential community. Infection control guidelines were followed and controlled any further spread. All staff worked together to accommodate the needs and changes while keeping programming going uninterrupted.

Intensive Outpatient & Outpatient

New Peer Groups have been added to the programming calendar. These groups are facilitated by our Peer Mentors and include:

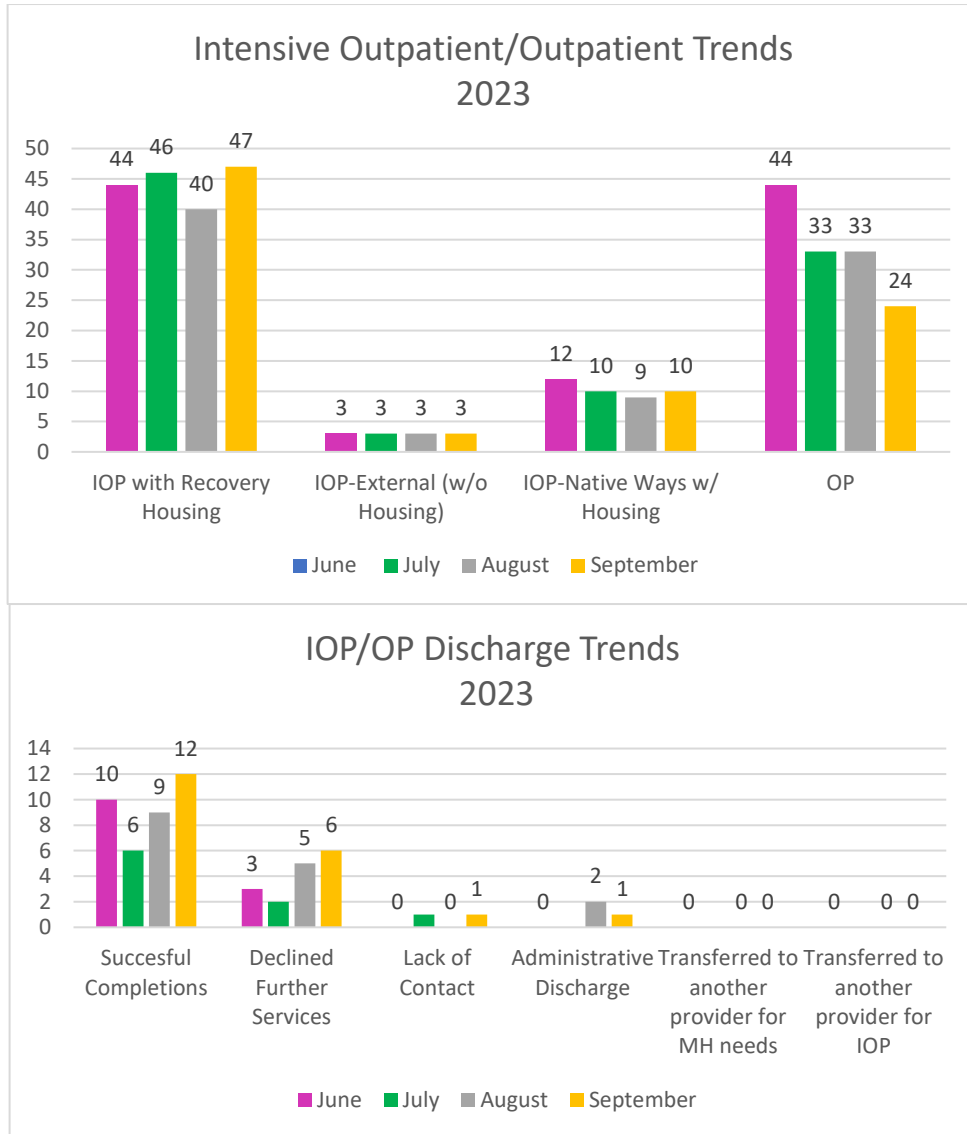
- Sundays: Fireside Meeting;
- Mondays: Time Management; and
- Saturdays: Living Skills focused on daily living activities/grocery shopping.

These groups are growing in popularity and increasing client's engagement in services.

We continue to receive positive feedback from clients regarding our bimonthly IOP Celebrations (for those clients nearing their program completion within 1-2 weeks, occurring on the 2nd & 4th Fridays). Clients have shared "'it helps me stay focused on my programming, it's nice to see us come together to celebrate each other."

UA SIROW will begin facilitating the New Dawn Warrior Woman program's 7-week Sexual Health Curriculum at IOP starting on 10/9. This is an expansion of the SAMHSA-funded program already occurring at Residential. To make this a seamless experience for clients, clinical staff identify which clients will experience this for the first time at IOP and which clients can continue their participation in the curriculum at the session where they left off while participating at Residential.

IOP with Recovery Housing as of 9/30/23: 40
 Max Total Capacity = 57



Staff Engagement

Staff continue to engage in weekly check-ins that are increasing cohesion. Some staff have said “it’s nice to know that I’m not the only one, it’s good to know there’s others that communicate and think like me, it’s fun learning how much we’re connected with each other.”

Successful Completions

- **Amanda R.** Successfully completed IOP on 9/5. She is avidly applying for jobs and is working with SAFE to secure housing. She has elected to continue working on her recovery as with Outpatient services at The Haven.
- **Terra S.** Successfully completed on IOP on 9/5. She will be relocating to the White Mountains, has secured employment at Jiffy Lube. She will continue strengthen her recovery journey by engaging in Outpatient services at The Haven.
- **Ciara S.** Successfully completed IOP on 9/11. She will be moving to Houston, TX later this week as she has secured housing at the Oxford House in Houston and employment. She has dreams of becoming a Yoga instructor and to get her massage license back.
- **Sandra “Corrinna” M.** Successfully completed OP on 9/15. She shared that she just gained employment with Mi Familia and will be support immigrant families. She continues to stay active in her recovery and is busy being a mother. Corrinna shared that she is interested in our Alumni Program.
- **Noemi “Alex” R.** Completed OP SUD Treatment on 9/19. Alex will continue with The Haven Alumni and continue attending drumming sessions at Hokimel Ki: (Butterfly House). Alex consistently attended 8 months of individual therapy and expresses feeling ready to move forward. Alex has maintained her job at El Charro Steak and has been promoted from Dishwasher to Prep Cook. She is maintaining a safe living environment and reflects feeling proud of all her progress. She shared ‘this is the first time I have completed all 3 treatment levels successfully!’ with a beaming smile, as she was handed her the completion certificate!
- **Victoria M.** Successfully completed IOP Treatment on 9/26. She has transitioned to the Job Program with Gospel Rescue Mission. Her goal is to find a job and continue staying strong in her recovery.

Native Ways Program

Please see CEO BOD Report Attachment III.B.c. for Native Ways Program updates.

Workforce

Performance Management

- In September 2023, The Haven officially began 2023 Annual Performance Evaluations. All Evaluations were due to Human Resources on October 10, 2023, for processing. Once all evaluations are processed, Human Resources will meet with Aimee Graves and Cynthia Duncan to discuss financial ability to offer

performance-based raises or bonuses. If financial ability is available, a request will be made to the Board of Directors for Approval.

- HR and the Key Leadership team continue to work on revising all job descriptions. To date, 26 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.

Diversity and Inclusion

The newly reorganized DEI Committee held its first official meeting in September 2023. The committee set its initial goals and expectations. The committee has already planned several company wide diversity and inclusion initiatives including celebrating Orange Shirt Day, A Fall Door Decorating contest, and annual DV Walk. The committee will meet once a month with key leaders and staff from various departments 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

- Randi Rhodes, Former Outpatient Recovery Coach, was promoted to Admissions Specialist on October 09, 2023
- Leilani Sutton, Former Outpatient Recovery Coach, was promoted to Admissions Specialist on October 16, 2023
- Chasity Mathias began as Outpatient Peer Mentor on October 16, 2023
- Amie Garcia, Former Residential Technician, accepted the position of Dietary Manager. Start date is pending pre-hire clearance.

Active Hiring

- 1 Recovery Coach (Outpatient)
- 1 Peer Mentor (Native Ways)
- 1 Residential Educator
- 3 Residential Technicians (2- 2:00pm-10:00pm; 1- 10:00pm-6:00am)

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%

In anticipation of our end of the year fundraising campaign, we have 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.

This past month, Marcy developed a robust plan for monthly tabling to reach out to families who need SUD treatment; gave out Narcan along with a training "so lives could be saved"; reached out to faith communities for support and everyday items for our clients; and established communication with other agencies that offer sober living, MAT services, and resources for babies and toddlers. Marcy serves as The Haven's representative at the Community Prevention Coalition and at Tucson Network.