

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
February 23, 2024

Programs & Services

The Fire Watch in January impacted all Clinical Services from Admissions, to Residential and Outpatient. On January 9th it was confirmed that due to fire suppression system issues, all members living in the bedrooms on the quad at Residential would have to be moved to the bedrooms in the houses, dropping the Residential capacity to 27.

There was a pause on Residential intakes in Admissions from January 9th through the 26th. With the teamwork across all Admissions, Outpatient, and Residential staff, on January 10th we were able to transition 27 members to the houses and safely discharge members to either our IOP program or to their home. All teams worked hard to ensure that every member who was still in clinical need of substance use treatment was able to remain in treatment at The Haven without being referred elsewhere.

The Fire Watch shifts started on the 9th, with employees from across the agency ensuring that these shifts were covered, and the property and members were kept safe. During this time, we were able to maintain programming at Residential with as much normalcy as possible for everyone. On the 26th, we received the approval to return to using the bedrooms on the quad, resume admissions, and offer Residential care for those in IOP in need of this higher level of care. All this was made possible due to the hard work and dedication of The Haven employees who were instrumental in keeping the Residential program going during this time.

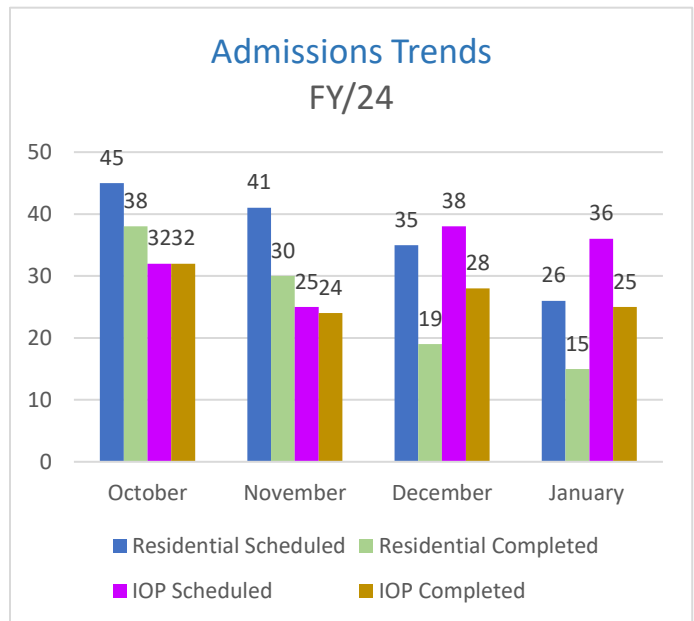
All Haven staff have started the multiple month Motivational Interviewing (MI) training with Mary Dillon of Motivational Interviewing Learning Exchange, LLC. This training has started with 1 hour learning "bites" and thus far, employees across the agency have had 2 full hour bites. MI is a collaborative, person-centered, and goal oriented gentle way to have a conversation with others to move towards change. As a leading evidenced-based practice around the world, MI is a way of being with and communicating with others and is not only used for substance use interventions and treatment, but also used in organizational change. It will be exciting to see the impact this training for every employee of the agency may have in the near future.

THE HAVEN
CEO's Report
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February 23, 2024

Admissions for January

Vondi and Kelli met with the Drug Treatment Alternative to Prison (DTAP)/Drug Court Supervisor and Officers as these programs had historically referred often to The Haven. The purpose of the meeting was to inquire of any improvements that can be made on behalf of The Haven's Admission staff and intake process, quality of care, reestablish our relationship and meet the new DTAP/Drug Court Supervisor, Robin Reynolds. Vondi and Kelli have since been working to address the concerns and requests expressed by DTAP/Drug Court. DTAP/Drug Court officers will also be speaking to Outpatient and Residential staff in February to speak about their program requirements, all so The Haven staff and DTAP/Drug Court team can best support our members to reach success. Since our meeting with DTAP/Drug Court, Admissions staff have scheduled 5 intakes referred by the agencies.

Admissions staff were directly contacted by AHCCCS representatives requesting assistance for tribal members being victimized by fraudulent sober living agencies. Four separate facilities with IOP services or offering sober living were closed in January and The Haven Admissions team responded to the call. Members were asked to leave the facilities, most within just hours, due to being terminated by AHCCCS, leaving many displaced. Admissions staff responded immediately by staffing with Kelli and assisting women with intakes to The Haven's IOP while also providing resources in the community to ensure the safety of these women.



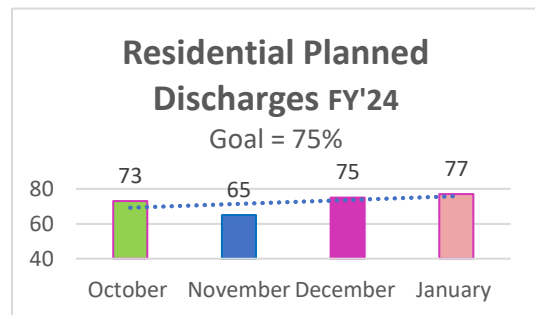
62 Scheduled Intakes 40 Completed Intakes

THE HAVEN
CEO's Report
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February 23, 2024

RESIDENTIAL declined services cancelled or no show.	IOP declined services cancelled or no show.
Cornerstone- 1 referral rescinded	Federal Probation-1 no show
Buena Vista detox- 1 referral rescinded	Buena Vista RTC- 1 declined services, 1 no show
Federal probation- 1 no show	ARC RTC- 1 declined services, 1 recommended to seek detox treatment.
Santa Cruz County- 1 Cancelled	Former client- 1 rescheduled
Detox- 1	Word of mouth- 1 no show
5 out of 6 scheduled Residential intakes that were cancelled at the time of the pause due to Fire Watch were rescheduled. 1 woman found placement with resources provided by Admissions staff.	

Residential

This month there were **13** successful Residential completions of care with **11** of those members discharging to The Haven IOP. There was an increase of planned discharges in January to 77% compared that 75% in December, meeting the monthly goal two months in a row! Two members transferred to a more appropriate level of care. Just 2 members were discharged administratively, 1 due to a physical altercation and the other due to not following program guidelines consistently and after multiple attempts to intervene and support the member by staff.



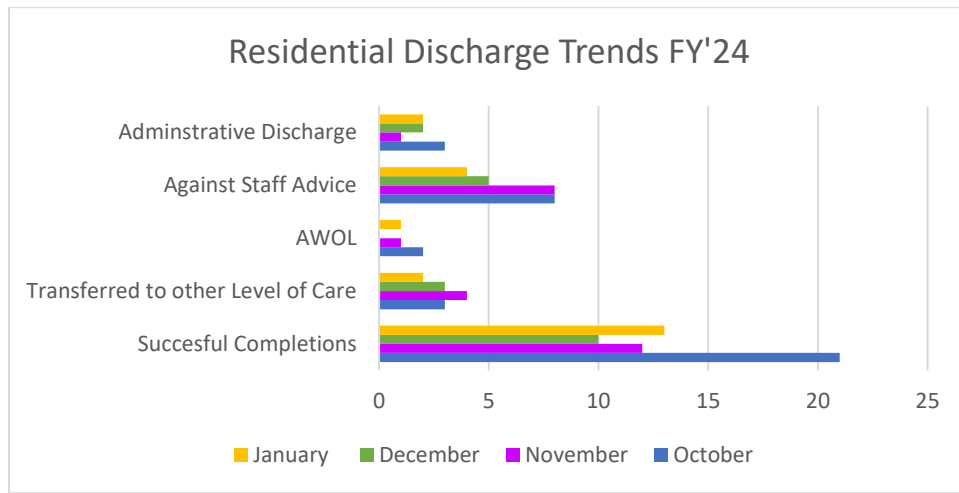
There was just 1 AWOL in January and there was another decrease this month in members who left against staff advice (ASA) to 4:

- 2 left within 1 week of treatment:
 - 1 member wanted to visit her mom, she attempted to leave multiple times after her admit.
 - 1 member left due to phone time guidelines and not wanting to follow them.
- 2 left after almost 2 months in treatment:
 - 1 due to wanting to see her family before they left for a vacation.

THE HAVEN
CEO's Report
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February 23, 2024

- 1 due to refusing appropriate and necessary psychiatric support and stabilization.

We hope to see them again someday and welcome them back when they are ready.



Residential Events

- 1/17- We have made a few trips to the library this month and made sure any members who are interested in getting a library card are able to obtain one.
- 1/25- The Haven has been selected to participate in Social Venture Partner's Fast Pitch program and they filmed a promotional video at residential on 1/25 which included staff and member testimonials. This will be put together for a 1-minute video which will be shown at Fox Theater in the spring.

The Haven's Newest Program: Celebrating Families!

- Celebrating Families! (CF!) is a 16-week evidence-based, trauma-informed, skill building counseling program for the member, their children, parents, and caregivers. CF! addresses members and family needs dealing with/at high risk for SUD, multi-generational trauma, and safety by building healthy living skills, healthy relationships, and psychoeducation.
- Week 9 of 16 of the curriculum was completed in January. We still have 9 members participating in the program, and some of their family members as well. The feedback has been great so far and we are seeing some of the positive impacts that the group is having on the family systems.

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
February 23, 2024

Upcoming Residential Events

February	Black History Month
2/14/2024	Valentine's Day
2/19/2024	President's Day

Nursing

- The partnership with SAAF kicked off in January hosting the first testing session. What is new and unique with our partnership with SAAF is they have been able to bring in Hep C testing for our members at both at Outpatient and Residential as they are coming each week and rotating between our locations.
- Savannah secured a new Pima County Health Department contact that connected her with obtaining 2 FREE cases of COVID tests.
- Savannah also coordinated with the Pima County Health Department who fulfilled a request for 3 cases of FREE Narcan. The Narcan supply has allowed The Haven Residential to discharge EVERY member who spoke to staff prior to leaving, whether planned or unplanned, to receive Narcan for the past year since Savannah has been the Nurse Manager. KUDOS Savannah!

Native Ways

On January 31, Amber, Nati and Sandra attended the Allies for Safety and Healing: Serving Native Americans within the Tucson Area Conference. They had so much positive feedback to provide about the networking and learning opportunities their participation at this conference afforded. They were able to share about The Haven and Native Ways services while getting exposure to other agencies and services to collaboratively support the native and indigenous population.

Intensive Outpatient & Outpatient

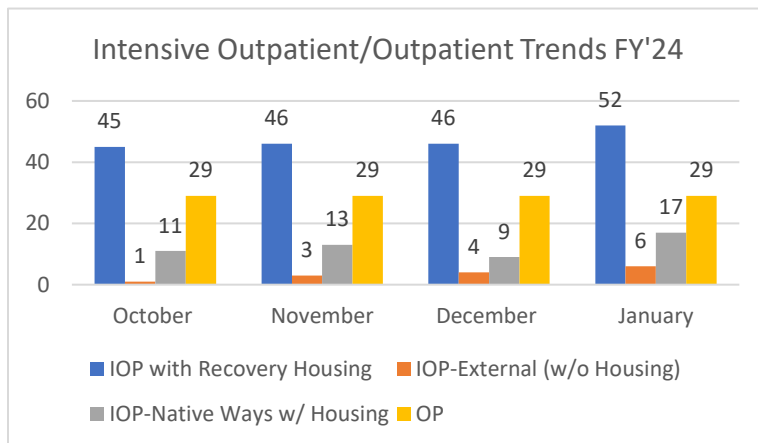
- The Peer Mentor group schedule that includes Fireside, Time Management, Living Skills, and White Bison groups has continued to grow offering an array of prosocial activities for our members after their morning programming and through the weekend. By offering this array of activities and groups, the growing Outpatient program is further supporting

THE HAVEN
CEO's Report
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February 23, 2024

women's preparedness for independence after their stay and episode of care.

- The NEW Outpatient Relapse Prevention Group that started in December is continuing to grow after a slow start through the holidays. We continue to be focused on building this group to help strengthen our members' recovery journey with more advanced skills that support them post IOP. KUDOS to Shawna all her efforts with these group members and growing this group!

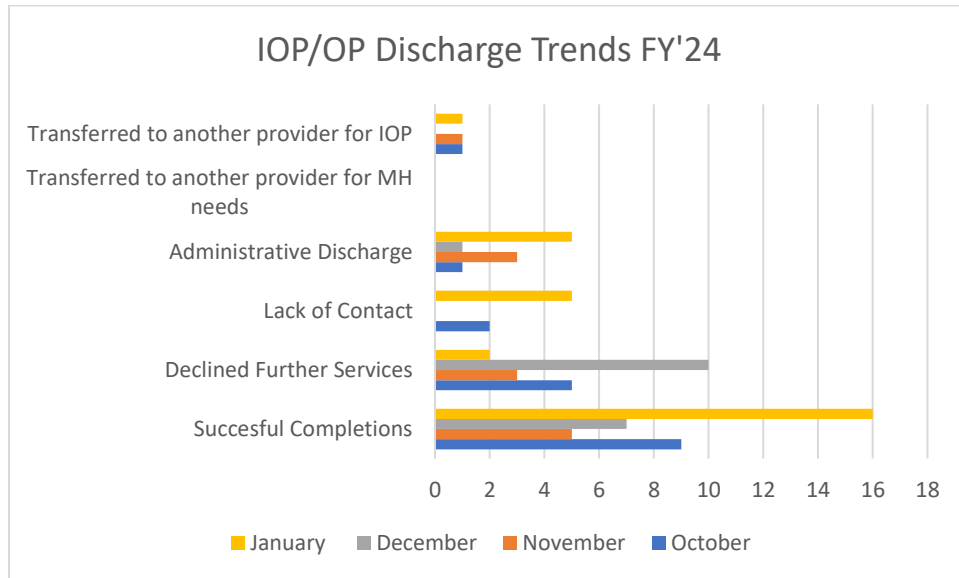
There were 52 members in IOP with Recovery Housing on the last day of January, Max Total Capacity of 56 members. The Butterfly house is overfilling as the 12 beds are full



and 5 others are in recovery housing at Glenn meaning 17 of the IOP members are enrolled with Native Ways. It is so wonderful to see the house being used for what it was intended in housing native and indigenous woman. There are 6 members attending IOP externally without housing and 29 members being seen in outpatient level of care.

January celebrated 16 successful IOP completions. Just 2 members declined further services. There were 5 discharges due to a lack of contact. Five were administratively discharged due to not following program requirements. There was no need to transfer anyone to another provider for mental health needs, though 1 did successfully transfer to a needed higher level of care. One member opted to transfer to another IOP program.

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
February 23, 2024



Member Success Stories

Nya successfully completed IOP on 1/30/2024. During her time in IOP, she applied for many jobs and had several interviews. She received the rock of "courage," facing many obstacles while in programming, but she never let it define her. She looks forward to finding permanent housing and employment.

Arlene successfully completed IOP on 1/26/2024. She will be moving in with her dad for support. During her time in IOP, she learned to set boundaries with her peers and her family. She received the rock of "peace," as she faced some obstacles, but she had peace within her. Her next steps are finding housing of her own and securing employment.

Jennifer successfully completed IOP on 1/26/2024. She will be moving back to Sierra Vista where she has her own home. During her time in IOP, she was determined to find employment and obtained an internship with HOPE as a peer support, received her RSS certificate, and she will be working at an animal center taking care of dogs. She received the rock of "faith," as she had faith in herself and her higher power. She will be engaging in OP services with the Haven.

Jannett successfully completed IOP as of 1/18/2024. While in IOP, she obtained a job at El Charro and got her own apartment. While she faced some challenges during programming, she never gave up and continued to work through her

THE HAVEN
CEO's Report
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February 23, 2024

problems. She received the rock of "believe" because no matter what she went through she believed in herself. Her next big focus is on working more hours and saving up her money for a car.

Christi successfully completed IOP as of 1/16/2024. During her time in IOP, she faced many challenges, but she never gave up. She received the rock of "faith" for continuing to participate in groups and individual sessions, challenging herself by being vulnerable.

Karla successfully completed IOP as of 1/12/2024. She obtained housing with the Oxford house and she's excited for her next step. While in IOP she obtained a job at Walmart. She worked hard to accomplish her goals and faced her fears of being vulnerable through group dynamics. She received the rock of "peace" for facing challenges and continuing to moving forward. She knew her dreams would come true and her peace within herself and in her higher power helped her to get to where she is at. She plans to join our OP services for extra support.

Jackie successfully completed IOP as of 1/11/2024. She worked hard during her time here. She continued to live with her mom, and she got a job at Amazon. She plans to join OP services with The Haven. She received the rock of "believe" because no matter what she faced, she believed in herself and her future. She did not let setbacks hold her back.

Aimee successfully completed IOP as of 1/11/2024. She will be living with a friend while she saves money to get her own place. She has continued to do all she needs to for DCS and hopes to have her son with her soon. She works at Safeway and enjoys what she does. She received the rock of "faith" because no matter what she was facing she had faith in herself. She overcame her struggles by talking to staff and leaning on her support system. She plans to do OP with The Haven.

Stephanie successfully completed IOP as of 1/11/2024. She went to Gospel Rescue Mission for more assistance with jobs and housing. She showed perseverance during her time in IOP by addressing her problem areas no matter how uncomfortable they were for her. She received the rock of "courage" for showing courage for how she handled her stress. She showed up to group eager to learn more about herself and challenge herself.

Ashley successfully completed OP on 1/9/2024. She reported she feels happy and confident in her recovery and was comfortable with closing out her services in

THE HAVEN
CEO's Report
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February 23, 2024

today after completing both IOP and OP services. She shared she is working and has stable housing, as well as custody of her son. She was able to name coping skills to support her sobriety and stated she will be seeking out sober supports/meeting as she moves forward in her recovery.

Breaunna successfully completed IOP as of 1/5/2024. Breaunna worked hard while in the program. She obtained a job and is living in Oxford housing. She addressed her problems in groups and individual sessions. Breaunna received the rock of "Joy". No matter what obstacle she faced, she had pure joy within her. She accomplished her goals, and she walked out with a smile on her face. She will engage in OP services with The Haven.

We celebrate all of our members and their success stories and are so excited for their next steps!

Finances, as of February 12th

For January 2024, Cash; Investment; and net Accounts Receivable balances are \$4.3m with 233 days (8 months) cash on hand, down 15 days from December. The Current Ratio, current assets over current liabilities, is 5.05 to 1. At January's close, 91% of Client Accounts Receivable is aged at 90 days or less.

The Net Operating deficit for January was (\$95,644), an unfavorable variance to budget of \$108,221 (860%). Revenue for January was \$107,520 less than budget and Costs were less than budget by \$701.

Year to Date for the four months ended January 31, 2024, the Net Operating deficit is (\$268,842) with Revenue \$161,481 (7%) less than budget and costs being \$45,067 more than budget (2%). Payroll, Independent Contractors, Legal, Payroll Tax (related to ARPA bonuses), and Employee Insurances are all over budget.

Accounts Payables and the credit cards are current. Units of service at Outpatient and Residential are less than budget. Two factors are affecting the age of Accounts Receivable, a change in the place of service code in January that was deployed mid-January and the July 2023 requirement for American Indian Health claims of more than 4 units in a day that there are attachments of the treatment plan, the biopsychosocial exam, the notes for the units, and the consent to treat. AHCCCS can't figure out how to process the data and the denials are piling up.

Development, Communications & Outreach

THE HAVEN
CEO's Report
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February 23, 2024

Fund Development report as of February 14, 2024

Breakdown	Year to Date	Goal FY 24	Progress
# individual donors \$1,000 +	5		
# individual donors \$1-999	101		
# individual in-kind donors	42		
Raised from individual donors	\$42,750	\$70,500	60%
Average gift	\$357		
# organizations/businesses	23		
Raised from organizations/businesses	\$8,540	\$42,000	20%
# Grants submitted	3		
# grants received	2		
Raised from grants	\$15,000	\$35,000	42,9%
Campaigns			
End of year giving	\$29,418	\$35,000	84,1%
Tax credit advertising		\$10,000	
Chrysalis luncheon	\$23,725	\$33,000	71,9%
Mother's Day		\$5,000	

Our development team has been busy planning the Chrysalis Luncheon. We have secured \$19,500 in sponsorship. JNR Networks is our Platinum sponsor with \$10,000. Blue Willow and Crest Insurance are sponsoring at the Bronze level with \$2,000 and Fennemore, El Rio, Holualoa Companies, National Bank of Arizona, and Barbara Sattler and Colette Barajas are sponsoring at the community supporter level with \$1,000. Furthermore, TEP is sponsoring the event with \$500 and Allegra made an in kind sponsorship by printing the invitations.

We mailed close to 400 invitations but have not received as many RSVPs as we expected. People are still buying tickets, but we do not anticipate that we will reach our maximum capacity of 200 guests.

Board members are encouraged to share the event invitation with their contacts. Here's a link to the website and ticketing system:

<https://thehaventucson.org/chrysalis-luncheon/>

THE HAVEN
CEO's Report
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We submitted a grant application for the LGBTQ+ Alliance Fund to enhance the services we provide to LGBTQ+ members and especially transgender members. If we receive the grant, we will be able to provide more training to staff and create a specialized recovery team for LGBTQ+ members.



Emilia has been drafting and practicing her pitch for Tucson SVP's Fast Pitch program. The group gathers almost every week for workshops and practice sessions. The pitch is coming together nicely, and Emilia is looking forward to presenting it at the main event on March 26th. As a reminder, the main event is on Tuesday, March 26th at 7pm at the Fox Theatre in Downtown Tucson. You can purchase tickets here: <https://foxtucson.com/event/fast-pitch/>

The alumnae program's group attendance picked back up a bit in the month of January. A few ladies have begun to attend groups again and we have had four new people utilizing the services offered. The alumnae seem to be more interested in the lifestyle/recreation groups than they are the recovery maintenance groups. Yoga, art, and open discussion/support circle groups seem to draw the most attendees. When groups are offered on topics such as relapse prevention plan reviews, coping with stress, identifying current triggers etc. there tends to be minimal to no participation. We are considering reintroducing the recreational outings, such as bowling, skating, outings to the zoo back into the program since the alumnae seemed a bit more engaged in those sorts of activities. Attendance is better at the 5-6pm group than it is at the 1-2pm group. Most times no one attends the 1-2pm group, and we are considering eliminating it all together.

In January, we were able to begin offering the mentor program to current IOP and OP members. We are very excited to finally have been able to get this opportunity to the ladies that will benefit most from it. We are holding a mentor mix and mingle the first Monday of every month. The event gives members and mentors who are available to take on new mentees an opportunity to get to know one another. We start the meetings by giving mentors some time to introduce themselves and share a bit about their story and recovery journey and

THE HAVEN
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then let the members choose their mentors. Since the beginning of the year, we have gotten four new Haven Alumnae to sign up to be mentors, bringing our grand total of mentors to 18. At the moment, we have 9 current IOP members paired with a mentor and hope that the number of ladies with mentors will continue to grow each month.

Our Outreach Coordinator Marcy has met with several community agencies to discuss collaboration. During the past month, Marcy met with *Casa de los Niños Nurse-Family Partnership Program*, PAX Awareness, Goodwill, Upward Bounds, Connie Hilman House, Novis Vita, Justice for Rosaura, and Miracle Center. She also gave a presentation on substance prevention and Narcan for Vineyard Church volunteers and pastor and has partnered with Mothers Against Drunk Driving to do presentations at schools. Furthermore, she attended the monthly meetings for Connection Café, Pregnancy, Addiction, and Parenting Newborns network, Tucson Postpartum Coalition, and Tucson Professional networking.

Marcy tabled at Vineyard Church, Food Bank for Southern Arizona, Northminster Church, and CMS East. She also participated in the Diverse Voices in Prevention's annual community roundtable on The Environment, Health, and You.



Marcy continues to increase The Haven's visibility in the community by participating in radio shows and podcasts. This month, she participated in the Fresh Start radio show with Dr. Holt and Tom Cortese from 4Tucson. The show was broadcasted on 106.3 The Groove and filmed for The Voice 1030. Marcy and the hosts discussed how substance use impacts a person and their family and how to turn the negative into positive to help other in our community. Marcy also shared information about The Haven and other resources in the community.

THE HAVEN
CEO's Report
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You can watch the interview here:

<https://youtu.be/ube6i7PcsII?si=bQHcdUuiahqtNn5Q>

Board Secretary Jacquie Wohl represented The Haven with Aimee Graves at the Southern Arizona Volunteer Management Association's 2024 Awards Breakfast. The Community Foundation of Southern Arizona nominated Aimee for volunteering as a mentor of emerging leaders at the Center for Healthy Nonprofits.



Workforce

Performance Management

Human Resources continues 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 continues developing two discreet 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.

We began using our new HRIS, Paycom in January and will continue to refine set up as implementation continues. Employees have responded favorably to this new platform.

Staffing

- Peer Mentor Andrea Clemon's last day was 1/29. We are actively hiring to fill that Peer Mentor position.
- Educator Dennis Pepe retired on 1/31 after 10 years of work with The Haven in various roles. We are actively hiring to fill that Educator position.
- Carol Adrian started as the Dietary Assistant in the residential kitchen and has been doing a great job!

THE HAVEN
CEO's Report
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February 23, 2024

- We currently have a couple full time RT positions open and are actively recruiting to fill them.

Quality Management & Compliance

We responded to the discovery at Residential that water to our fire suppression system had been cut off by Tucson City Water Department. A binder with The Haven's Business Continuity Plan and supporting documentation is available for board members to review upon request.

Other priorities in this area continue to be:

- Assess The Haven's existing compliance indicators and activities.
 - Design initial compliance program
 - Create new trackers to benchmark indicators.
 - Update all policies and procedures to ensure they meet company needs and contractual requirements.
- Completed the process of getting everyone in the company registered for the Arizona Quality Management Portal
 - Completed in-person trainings.

The Haven is playing catch up in the areas of quality management, compliance, and risk management. We continue to hear positive feedback from staff regarding some of the new changes and structure Erisha is bringing to the organization.