

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

Finances, as of May 13th

For April 2024, Cash; Investment; and net Accounts Receivable balances are \$4.2m with 231 days (8 months) cash on hand, up 11 days from March. The Current Ratio, current assets over current liabilities, is 6.10 to 1. At April's close, 78% of Client Accounts Receivable is aged at 90 days or less; without American Indian AHCCCS the figure is 89%.

American Indian AHCCCS is aged 63% less than 90 days with \$68,000, net, aged greater than 90-days. All attachments for H0015 codes (IOP 3-hour therapy or case management services in 1 day) are uploaded and documents for days without an H0015 code are being uploaded this week. If there are additional services provided on an H0015 day, AHCCCS pays the additional services and denies the H0015 as a duplicate service. AHCCCS does not pay for residential services.

The Net Operating gain for April was \$84,904, a favorable variance to budget of \$79,796 (1,662%). Revenue for April was 104% budget (with a \$20k surprise gift from the Tucson Federal Credit Union) and Costs were 90% of budget mostly with payroll variances.

Year to Date for the seven months ended April 30, 2024, the Net Operating deficit is (\$212,931) with Revenue \$182,429 (4%) less than budget and costs being \$8,430 more than budget (100%).

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

Workforce

Diversity and Inclusion

The DEI Committee planned several events for the month of May including organization-wide training regarding Homophobia, Transphobia, and Biphobia and a presentation for Jewish Heritage Month. The committee also agree to support events already planned for Missing, Murdered, and Indigenous People's Day, organized by members of the Native Ways Program.

HR Initiatives

- We completed the 2024 Arizona Healthcare Worker Goals and Metrics Assessment (AHWGMA) required through AZAHP. The AHWGMA is a statewide data collection tool used to help the Arizona Network by

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gathering information, analyzing data, and assessing the current and future needs of the workforce. The Haven is still pending results of assessment that was submitted.

- Latricia Clary began representing The Haven at the Arizona Complete Health workgroup, which aims to partner with educational institutions to fill the pipeline and influence the healthcare workforce and workgroup to enhance diversity in the workforce. She met with leaders from the Arizona Department of Education and JTED program to discuss opportunities for The Haven to partner with various universities and high schools to create internship opportunities and employment opportunities for new graduates and existing students.
- Latricia Clary met with representatives from Davis Month's Sexual Assault Prevention Team to discuss services offered by The Haven and the Trauma Informed Care model. The team invited The Haven to meet with Airmen and families once a month to inform them of the services offered. Latricia was also asked to present training once a month regarding substance use issues and trauma informed care.
- In May, we will meet with representatives from Pima County One Stop to discuss developing a workforce partnership. More information will be available after the initial meeting.
- We continue the process of reviewing and updating all HR policies and procedures, including the Employee Handbook for 2024. 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.
- Outpatient Program Manager Sharese Bailey Harris explored how team members see their impacts on our Outpatient Clinic. She asked 3 employees *How have you grown in your use of Motivational Interviewing?*
 - *Davi - MI allows me to get to learn more about my members.*
 - *Georgia - It makes the conversation flow more smoothly. I like being curious.*
 - *Tracey - It helps me overcome challenges. I don't have to know all the answers.*

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Promotions & New Hires

- Ashley Elizabeth, former Residential Technician, was promoted to Recovery Coach at Residential on April 29, 2024.
- Przha Chalabe, Therapist, transferred from Outpatient therapist to Residential Therapist on May 06/2024.
- Jenet Piggott started as a Residential Technician on May 06, 2024.
- Amanda Jerigan, Outpatient Peer Mentor, accepted the position of Recover Coach for Outpatient.

Open Positions

- 2- Therapist (Outpatient Program)
- 2-Peer Mentors (Outpatient Program)
- 1- Recovery Coach (Residential Program)
- Residential Technician (1-6:00am-6:00pm, 1-10:00am-10:00pm, 1- 6:00pm-6:00am)
- 1- Native and Indigenous Service Manager
- 1- HR and QM/Compliance Coordinator

Programs & Services

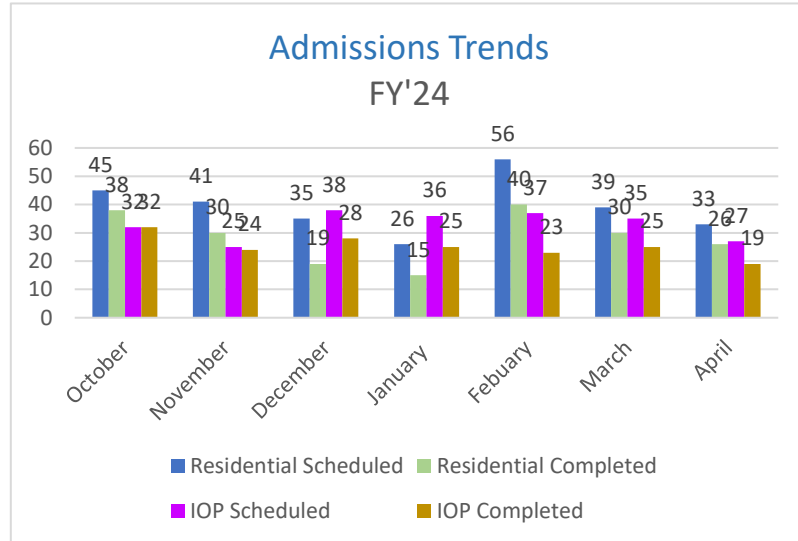
Admissions for April

In an enthusiastic celebration, the Admissions team has maintained the "Break Even" number of 41 Residential members in the month of April! The number of new Residential Technicians starting with the agency increased in April, thereby allowing for an increased ability to schedule more intakes. Being appropriately staffed impacts the number one concern always: safety. Due to improved staffing in April, the Admissions team and Residential had the capacity to complete 2 residential intakes on Mondays and Fridays and 3 Tuesday through Thursday.

The team continues to work diligently to respond to referrals sources as quickly as possible, to schedule intakes for new members within a timely manner and reschedule missed appointments for those who are still interested in entering services. We are vigilant daily of the current census numbers tracking ASAs, AWOLs, and Administrative Discharges in order to get these beds filled just as quickly by women in need.

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The Admissions team increased Residential scheduled-to-completed intakes by 79% compared to 76% in March. Three members were pregnant upon their admission. IOP scheduled-to-completed intakes stayed just about the same from March from 71% to 70%. One member was pregnant



on her admission. The programs combined, a 75% intake completion rate was achieved with **60 Scheduled and 45 Completed.**

RESIDENTIAL declined services cancelled or no show.	IOP declined services cancelled or no show.
Hushabye Nursery - 1 cancelled	RAISE - 1 rescheduled
Buena Vista detox- 1 rescheduled	Drug Court - 1 rescheduled, 1 cancelled
Haven IOP/Pima Co Adult Probation - 1 Rescheduled (medical), 1 cancelled (medical)	Pima Co Adult Probation - 1 cancelled
Former Member - 1 rescheduled, 1 No show	Haven Residential - 3 cancelled
Terros - 1 cancelled	Haven OP - 1 No show

Residential

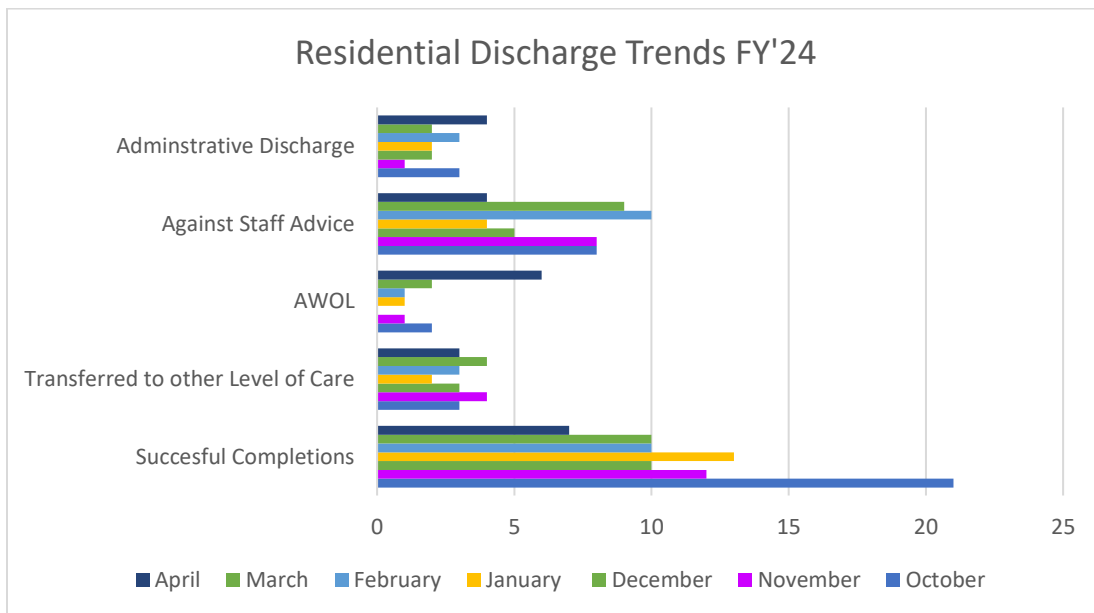
This month there were **7** successful Residential completions of care with **6** of those members discharging to The Haven IOP and **1** went to an IOP program that was going to better align with her schedule. Three members transferred to a more appropriate level of care. There were **4** administrative discharges due to not following program guidelines, even with intervention to help the member succeed.

Six members left AWOL in April and there was a large decrease in members who left against staff advice (ASA) to just 4 from 9 in March:

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- 3 left within 4 days of treatment, all indicating that this is not the level of care for treatment they wanted at this time.
- 1 left after 34 days. She initially only planned on staying 30 days and her treatment team worked with her regularly to consider extending her stay. Ultimately though, external family stressors influenced her decision to leave, longer than she initially planned.

As always, we hope to see these individuals again and welcome them back when they are ready.



Residential Events

- April is Sexual Assault Awareness month. Many of our members are survivors of sexual assault so we found different opportunities to support them and bring awareness throughout the month.
- 4/3/24 Some residential members and staff attended the TucSAAM Kick Off Event at SACASA in support of sexual assault survivors and sexual assault awareness month.
- 4/6/24-Some residential members and staff attended the NAMI walk and participated in either the 1K walk or 3K walk, they had a great time getting connected to other resources in the community.
- 4/13/24- TIC's 2024 Spring Social POW-WOW at the U of A, our members in the Native Ways program attended.
- 4/15/24-SAMHSA completed a site visit of residential.

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- 4/17/24-Residential Leadership met with Board Member Fran Moore to discuss opportunities for improvement of nutrition quality in the meals provided to members.
- 4/19/24-We were able to drum at the Miss Native American UofA Pageant, so the drummers and members in the Native Ways program attended.
- 4/20/24-Yoli with We Are Perennials donated her time and supplies for a small floral workshop for 8 of the members. They were able to create a floral arrangement and keep their creation. (SEE ATTACHED FLYER)
- 4/24/24-Nati and Sandra presented at the AZ Rural Women Health Network.
- 4/24/24-Teal and Denim Day, staff and members were encouraged to wear teal and denim in support of sexual support survivors and awareness month.
- 4/25/24-Annual residential picnic at the park! We had all members attend the picnic, brought the grills to grill the food for lunch, played games, and just enjoyed some music and everyone's company. It was a great day, and the members and staff all had a fun time.
- **We have 3 babies living on site now!** 2 were born in April and one in February. They are all doing great!
- Violet and the members planted a butterfly garden in the raised garden beds near the kitchen.

Upcoming Residential Events

May	Occasion
5/2/2024	Missing and Murdered Indigenous People's (MMIP) Awareness Day Symposium at the U of A
5/3/2024	MMIP Awareness Day activities and walk around the neighborhood
5/5/2024	MMIP 5K Walk at Brandi Fenton Park and Cinco De Mayo
5/10/2024	Mexican Mother's Day
5/12/2024	Mother's Day
5/27/2024	Memorial Day

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Nursing

- 4/11/24-Savannah presented the first "Medication Moments" medication education during supervision. The focus this month was on SSRIs.
- 4/23/24-Pima County Health Department Mobile Clinic came to site to complete comprehensive STI testing for our members and got many of them connected with follow up treatment and general well woman exams.
- The med room was organized to allow for a better flow, storage, and more productive use of the space.
- The med room door was replaced with one that automatically closes, which is an improvement for that space, safety, security, and privacy.
- A plan for quarterly refresher is planned for Res Tech staff for observation of self-administration of medication to ensure they continue to follow all protocols regarding the medication window.

Native Ways

We completed the Semi-Annual Report for the New Dawn Warrior Women (NDWW) grant to SAMHSA. It was submitted by The Haven and SIROW. Data for the reporting period of September 30, 2023-March 31, 2024, was pulled and documented. This reporting highlights the impact of the array of activities and services that the Native Ways, culturally- tailored programming helps to enhance the experience of treatment at The Haven and how, additionally, the NDWW project has already enhanced the agency wide Native Ways program. The current Disparity Impact Statement (DIS) from this report:

*"To date, our **New Dawn-Warrior Women** project has achieved progress in addressing health disparities related to accessibility of culturally-tailored and affirming SUD and COD treatment and related services. During this reporting period (9/30/23-3/31/24) there were 112 unique members that were in the Native Ways program and 55 unique members who identified as American Indians/Alaska Natives, who received culturally-tailored SUD and COD treatment and related services. The Haven has continued to work on tracking women who identify as Hispanic...Out of the 55 unique members who identified as American Indian/Alaskan Native, 13 of those women also identify as Hispanic. Of the 112 unique members that were in the Native Ways program during this reporting period, 41 identified as Hispanic...The expansion and enhancement efforts of the Native Way Program is intended to address the quality care of under-resourced populations, specifically Indigenous and Hispanic women."*

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Despite the success noted above, several of the NDWW objectives have not been met due to the loss of the Native Ways Program Manager. The Haven continues to recruit a new and dynamic leader to step into the Native and Indigenous Service Manager. Recruitment efforts have included reaching out to AHCCCS, AZ Council, ASU, and through multiple different channels across the community and native and indigenous population.

Please be sure to note all the wonderful Native Ways activities and member celebrations noted throughout this report!

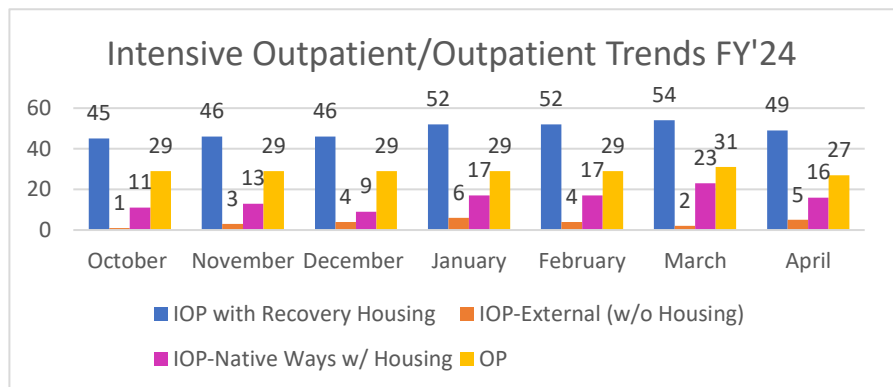
Celebrating Families!

We started the 2nd round of Celebrating Families! on 4/24/24. There were over 20 member referrals to review, and we narrowed it down to 12 members and their families (due to space limitations), which is still 35 members/family participating!

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.

Intensive Outpatient & Outpatient

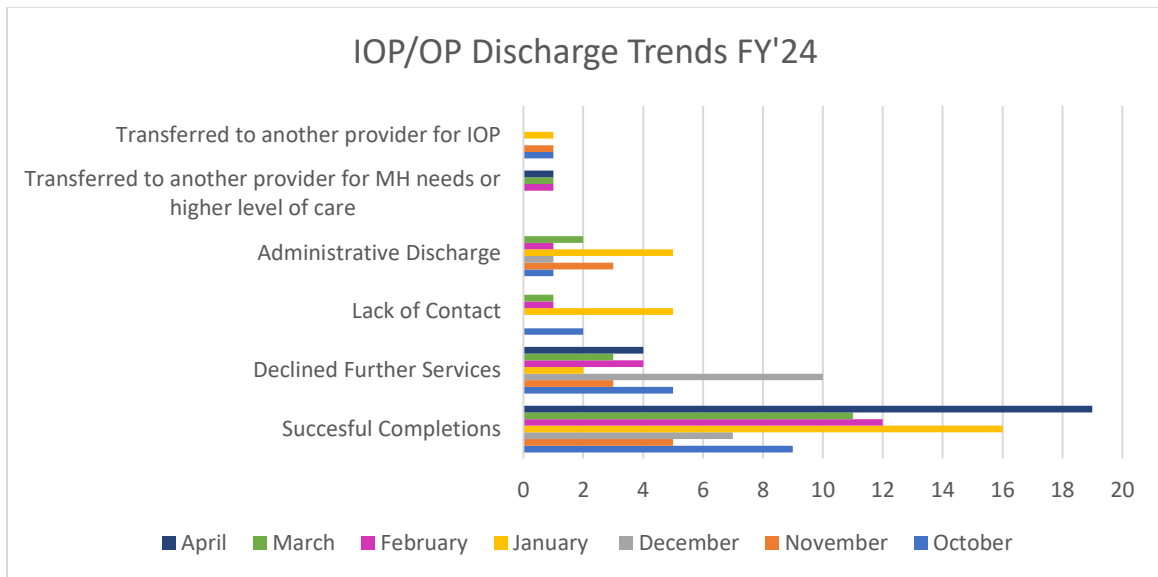
There were **49** members in IOP with Recovery Housing on the last day of April, Max Total Capacity of 56 members. The Native Ways program had 16 members in the Butterfly house and Glenn apartments at the end



of April. There is an increase in members attending IOP externally without housing to 5 at the end of April and 27 members being seen in outpatient level of care.

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April celebrated an increase of successful IOP completions to 19. Four members declined further services. There were no discharges due to a lack of contact or administrative discharges. There were also no transfers to another provider for mental health needs. One member successfully transferred to a needed higher level of care. No one opted to transfer to another IOP program in March.



A Selection of Member Success Stories from April

Cynthia successfully completed IOP on 4/1/2024. She successfully completed her goals, obtained a housing voucher, and gave birth to her daughter, Lyla. She plans to join OP when she finds housing and will live with her mom in the meantime. She was awarded the rock of "faith" as she had faith her herself to remain sober and work hard in her recovery.

Cynthia (different member from above) successfully completed IOP on 4/9/2024. Cynthia was approved for the PINSOR grant and will be in her own stable housing. Cynthia will continue to engage in OP SUD Services. Cynthia shared, '0 days in IOP went by to quick and I wish I could stay here longer, I felt safe here.' Cynthia received the rock of "Healing."

Jackie successfully completed OP on 4.16.2024. she experienced several struggles during her treatment, she still worked on her problem areas and stated, "I am still sober!" She voiced wanting to join the Alumni group.

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Samantha successfully completed on 4.17.2024. Samantha had strong group and individual attendance during her time at The Haven. Samantha was a self-admit and showed great dedication to her recovery and growth. Samantha continues to work on her recovery by attending 12-step meetings and connecting with her sponsor. Samantha is working to spend more time with her kids and get employment. She was awarded the steppingstone Hope.

Stephanie successfully completed IOP on 4.29.2024 after also previously completing The Haven Residential. She actively shared in group and provided other members with constructive feedback and support. She has obtained employment and secured her own apartment with a sober roommate. She is enrolled with CBI and plans to continue attending her psych appointments with them. She reports working a lot which is keeping her busy. Steppingstone member awarded: Courage.

Sherri successfully completed IOP on 4.29.2024. She grew in her ability to advocate for herself and to trust the process. She shared, "I learned to stay in my own lane and to have faith even when things get hard." She transitioned to Yavapai and expressed her intension to engage in outpatient services with The Haven. Steppingstone member awarded: Faith- member demonstrated continuous faith in her higher power.

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

Quality, Compliance & Risk Management (QCR)

The former QM/PI Department is now Quality, Compliance and Risk Management (QCR). We are restructuring the Quality Management Improvement Committee, which now encompasses the Policy and Procedures Committee. The Health & Safety Committee is also now overseen by the QCR Department.

We have officially started the process of reviewing all policies and procedures with the different departments and setting up different systems to help in yearly monitoring.

Erisha developed our initial Quality and Compliance Plan and we are in the process of refining it even as it is now "in play".

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Development, Communications & Outreach

Fund Development report as of April 9, 2024

Breakdown	Year to Date	Goal FY 24	Progress
# individual donors \$1,000 +	10		
# individual donors \$1-999	148		
# individual in-kind donors	56		
Raised from individual donors	\$61,920	\$70,500	87%
Average gift	\$355		
# organizations/businesses	32		
Raised from organizations/businesses	\$30,814	\$42,000	73%
# Grants submitted	4		
# grants received	3		
Raised from grants	\$35,000	\$35,000	100%

Campaigns			
End of year giving	\$29,418	\$35,000	84%
Tax credit advertising	\$6,526	\$10,000	65%
Chrysalis luncheon	\$25,921	\$33,000	78%
Fast Pitch	\$19,500	\$10,000	195%
Mother's Day		\$5,000	