

THE HAVEN  
CEO's Report  
Submitted to the Board by Aimee Graves  
June 17, 2024

**Finances, as of June 12<sup>th</sup>**

For May 2024, Cash; Investment; and net Accounts Receivable balances are \$4.5m with 243 days (8 months) cash on hand, up 14 days from April. The Current Ratio, current assets over current liabilities, is 4.52 to 1. At May's close, 72% of Client Accounts Receivable is aged at 90 days or less; without American Indian AHCCCS the figure is 87%.

American Indian AHCCCS is aged 56% less than 90 days with \$100,782, net, aged greater than 90-days. All document attachments are uploaded (biopsychosocial, treatment plan, permission to bill, notes for the charge). We have identified \$30,594 of charges over the allowable amount for the day that will be written off as they are denied.

The Net Operating gain for May was \$57,473, a favorable variance to budget of \$71,876 (399%). Revenue for May was 110% budget (with another \$20k surprise grant from the National Philanthropic Trust) and Costs were 98% of budget mostly with payroll variances.

Year to Date for the eight months ended May 31, 2024, the Net Operating deficit is (\$164,987) with Revenue \$131,725 (3%) less than budget and costs being \$20,641 more than budget (100%).

Accounts Payables and the credit cards are current. Units of service at Outpatient and Residential are less than budget, but already more than last year.

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**Development, Communications & Outreach**

Fund Development report as of June 10, 2024

<b>Breakdown</b>	<b>Year to Date</b>	<b>Goal FY 24</b>	<b>Progress</b>
# individual donors \$1,000 +	16		
# individual donors \$1-999	151		
# individual in-kind donors	59		
Raised from individual donors	\$106,306	\$70,500	150.8%
Average gift	\$501		
# organizations/businesses	36		
Raised from organizations/businesses	\$34,538	\$42,000	82.2%
# Grants submitted	7		
# grants received	3		
Raised from grants	\$57,500	\$35,000	164%

<b>Campaigns</b>			
End of year giving	\$36,753	\$35,000	105%
Tax credit advertising	\$10,223	\$10,000	102.2%
Chrysalis luncheon	\$41,703	\$33,000	126.4%
Fast Pitch	\$36,815	\$10,000	333%
Mother's Day	\$4,485	\$5,000	89.7%

May has been a welcome return to a more normal pace in the communications and development department. We sent 300 Mother's Day letters to donors and

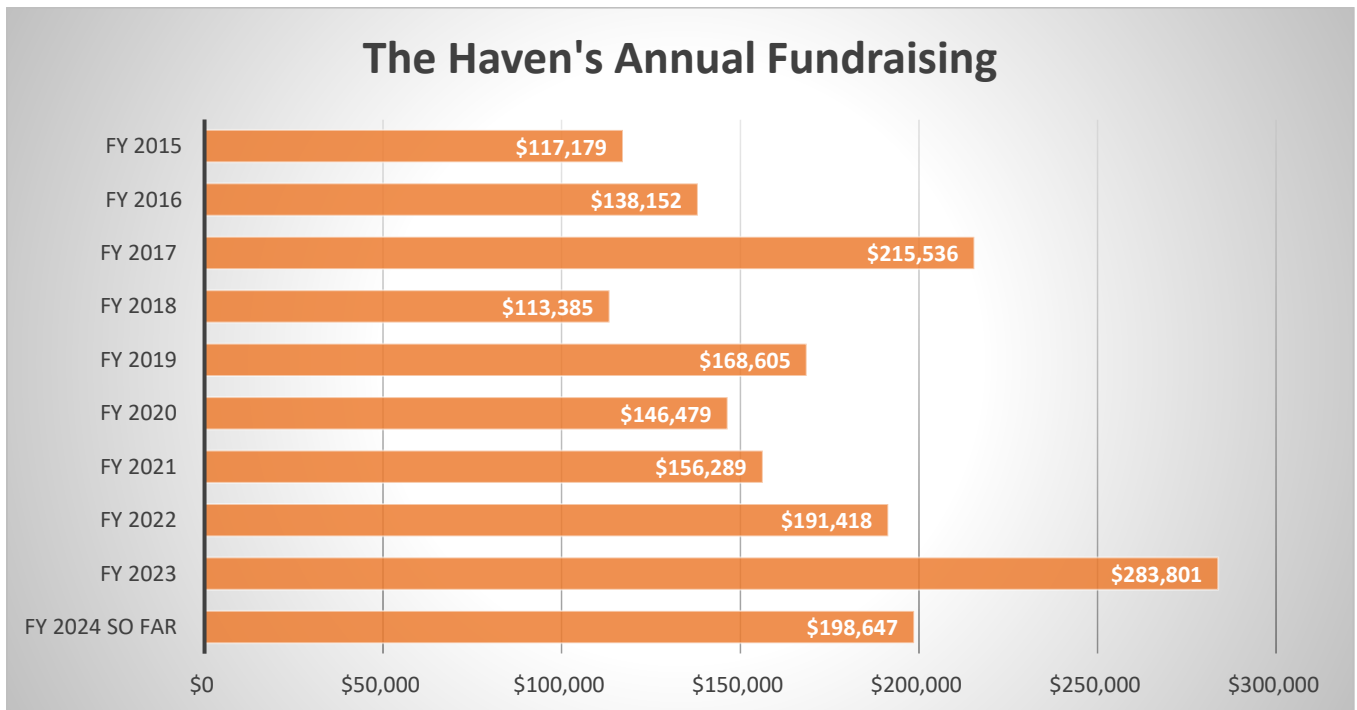
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shared the Mother's Day campaign also on our social media and newsletter. The campaign was more successful than last year in that we more than doubled the amount raised. We are still considering modifying the campaign because springtime is so busy with the Chrysalis luncheon and tax credit advertising.

Mother's Day was our last fundraising campaign of the fiscal year. We will spend the summer thanking our current donors, updating our donor database, and making plans for the next fiscal year.

We will organize three summer Thank-a-thon days that Board Members can participate in and help make thank you calls to donors. You can participate either remotely or by coming to the admin office. The dates are July 2, July 25, and August 23. We will send you more detailed information along with a phone script.

We wanted to share with you annual fundraising numbers from the past ten years. The Haven has had strong fundraising performance and we have been able to increase our efforts during the past three years. Fiscal year 2017 stands out from the historical data as we received some large grants from the Stonewall Foundation and the Connie Hillman Family Foundation that year.



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*The graph does not include the \$100,000 donation from The Stonewall Foundation to Reyn's fund in 2021 as that was a unique, one-off donation.*

We have some larger pending grant applications for this year and hope to raise at least another \$25,000 by the end of this fiscal year. We have submitted grant applications to Arizona Complete Health for the Native Ways Program, Oro Valley Chamber of Commerce Foundation for member assistance fund, and Tohono O'odham Nation for contracting with a medicine man. We received \$3,000 from the Desert Diamond Casino for Casa Mariposa backyard improvements.

The Fast Pitch sizzle video has been one of our most popular social media posts. The post reached over 1,100 people and gained 392 engagements. Other popular social media posts included the Mother's Day post and news about the grant we received from the Connie Hillman Family Foundation. The May newsletter was opened by 30.5% of the people who received it. (25.5% is an industry standard.)

Aimee and Emilia sat down with Danielle Johnson from *Center Stage: Nonprofits of Tucson* show to talk about The Haven's mission and our upcoming 55th anniversary. The interview aired on KVOI 1030AM on May 18. The interview will also be published as a podcast, and we will share the link with you once its available.

We participated in several outreach events in May. The Big Collab and Pima County adult probation provider fair took place on May 1, Arizona Palooza on May 11, and Tucson Indian Center's Heros for Hope on May 29. Furthermore, The Haven organized a give back event with Kendra Scott on May 3. Thank you to Phyllis and Jacquie for helping with the events!

We organized an alumnae reunion picnic on April 26. The picnic had a great turnout with ten members, two spouses, and 15 kids in attendance. The social gatherings are clearly more popular than weekly support classes, so we are



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pivoting the alumnae program to that direction. In May we organized support groups twice a week, but in June, we are offering them just once a week.

Our Alumnae Coordinator Shawna started taking IOP members to volunteer at Gospel Rescue Mission. She goes every other Tuesday and can take up to five members with her. So far, the volunteer opportunities have been very popular and there's even been a waitlist. We are trying to offer members more volunteer opportunities so that they can give back to the community and get their court mandated community service hours completed.

We are still looking for new mentors to join the Havenette Buddy Program. If you know anybody who has graduated from The Haven and would like to give back to the current IOP members, please reach out to Shawna at (520) 833-3277.

## **Workforce**

### *Diversity and Inclusion*

The DEI Committee planned several events for the month of June including Juneteenth Celebrations, presentations on Loving Day and LGBTQIA+ Appreciation Day.

### *HR Initiatives*

- In May, we met with representatives from Pima County One Stop to discuss developing a workforce partnership. The Haven will now be a preferred provider with One Stop for individuals interested in behavior health. **This status** means that they will post our open positions and direct refer candidates to us and pay certain fees (such as fees to get a fingerprint clearance cards) for anyone we select. They will work with us to follow up on candidates and collect feedback and data that can be used to help candidates going forward and help One Stop with their training efforts.

In addition, Latricia Clary has agreed to assist One Stop in its workforce development by allowing One Stop candidates to interview her regarding roles in the behavioral health field, qualifications, and other general behavioral health questions they may have. This will help One Stop candidates complete their career interviews, which is part of their "career packets." Candidates must research the careers they are interested in going in to. One of the things they must do is interview someone in the field about the field, the different career opportunities, job requirements, and more.

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We hope that by engaging with One Stop in these two ways that The Haven will attract people to apply for jobs with us.

- United Healthcare audited The Haven in May regarding Peer Recovery Support Specialists employees, credentialing, supervisions, continuing education, and other newly implemented policies and procedures. The Haven received a 100% pass rate based on the information audited.
- We have begun preparing for benefits open enrollment, including reviewing benefits and trends over the past two years. In June 2024, we will meet with Crest insurance to discuss trends and make recommendations on benefits changes.
- Outpatient Program Manager Sharese Bailey Harris explored how team members see their impacts on our Outpatient Clinic. She asked three employees *How has using Motivational Interviewing improved your members' engagement?*
  - *MI allows me to dive deeper into the problem behind the problem and I can better support members.*
  - *MI was challenging at first but as I continued to use it more, I found it was easier.*
  - *MI makes my conversations appear more natural.*
- Human Resources continues the process of reviewing and updated 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.

#### *Promotions & Transfers and New & Pending Hires*

- Peer Mentor, Amanda Jernigan was promoted to the previously open Recovery Coach position.
- Recovery Coach Judi Romero transferred to the Admissions Department.
- Aria Scharlemann-Holden started as a Residential Technician on May 13, 2024.
- Wednesday Allen started as a Residential Technician on May 20, 2024.
- Douglas Schumacher started as a Facilities Assistant on May 20, 2024.
- Robert Romero accepted the position as Facilities Assistant. Start date pending pre-hire clearance.

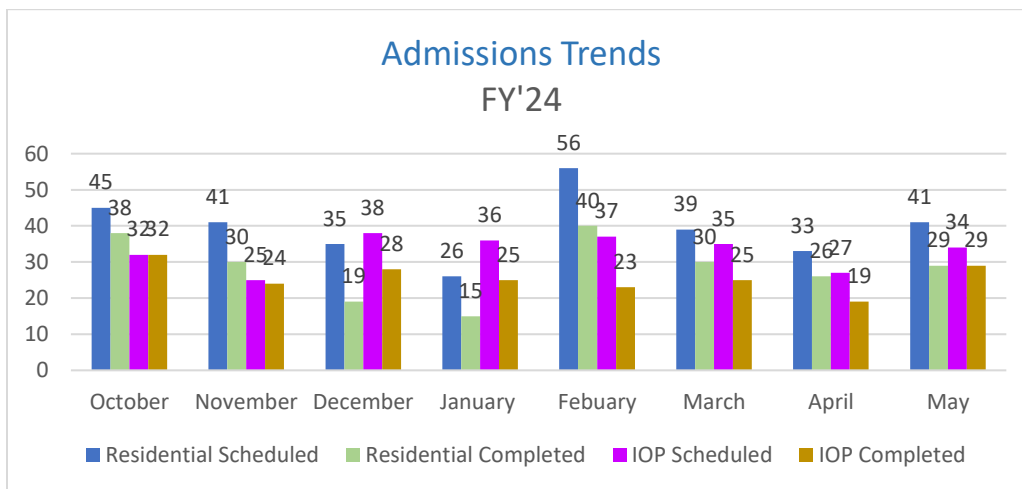
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- Tracy Aleksic accepted the position of Native and Indigenous Services Manager. Start date pending pre-hire clearance. Tracy is expected to start in July as she wraps up her duties with her current position with the Pascua Yaqui Tribe. She will be an excellent addition to The Haven, the Native Ways program, and of great assistance in meeting the New Dawn Warrior Women grant project objectives.
- Jennifer Ellringer accepted the position Therapist (Outpatient). Start date pending pre-hire clearance.
- Angelique Bryson accepted the position of Recovery coach (Residential). Start date pending pre-hire clearance.
- Emmanuel Osei accepted the position of Office Coordinator. Start date pending pre-hire clearance.

**Programs & Services**

*Admissions for May*

The Admissions team were able to have 71% of intakes completed for Residential in the month of May. None of those new admissions were pregnant this month. The new admissions to IOP in May soared from 70% in April to 85% in May. With the programs combined, a 77% intake completion rate was achieved with **75 Scheduled admissions total, which is up from 60 in April with 58 of those being Completed which is up from April's 45.**



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<u>RESIDENTIAL declined services cancelled or no show.</u>	<u>IOP declined services cancelled or no show.</u>
Federal PreTrial – 1 Rescheduled	CBI Detox – 1 Cancelled
Buena Vista Detox – 1 Declined to complete the intake	Buena Vista Detox – 1 Rescheduled
Former Member – 1 No Show	Pima County Adult Probation – 1 No Show
Graham County probation – 1 No Show	Word of Mouth – 1 Cancelled
Terros – 1 Cancelled	The Haven Residential – 2 Cancelled
City of Tucson Public Defender's Office – 1 Cancelled	
Julia Vasquez – 1 Rescheduled	

Judi Romero transitioned from Residential Recovery Coach to Admissions Team Coordinator. Judi has been a great addition to the Admissions Team and is eager to learn all that our extraordinary team consists of and contributes to The Haven and our members.

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. They are vigilant daily of the current census numbers tracking ASAs, AWOLs, and Administrative Discharges in order to fill beds just as quickly as possible by women in need.

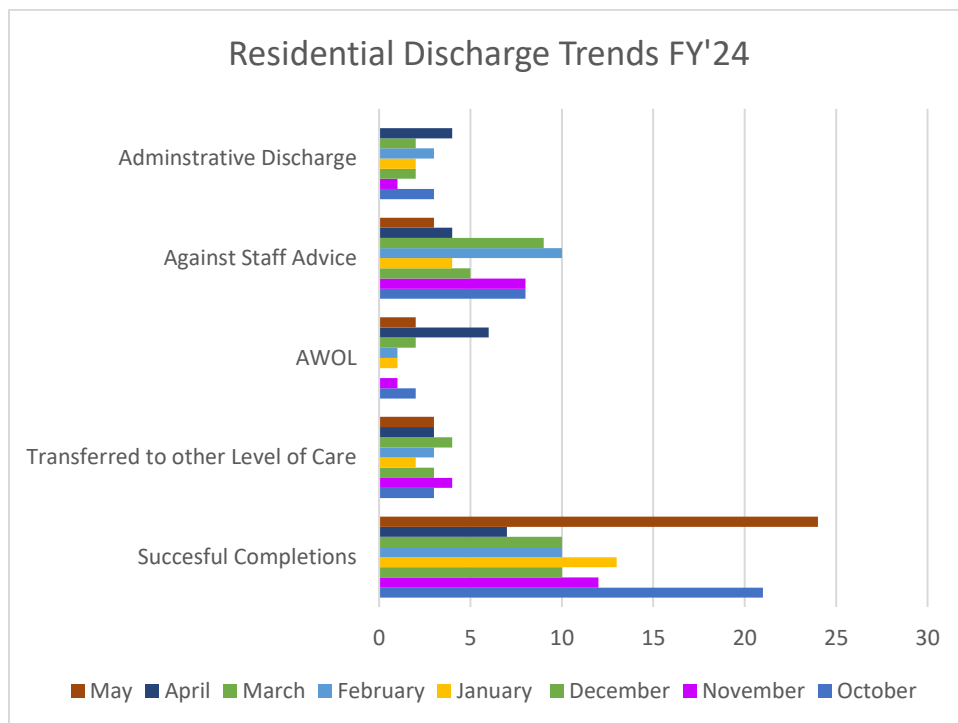
*Residential*

May was an incredibly successful month for members completing Residential treatment as there were **24** successful completions of care where there were **7** in April. **Seventeen** of those members discharged to The Haven IOP demonstrating the significant continuum of care offered by The Haven. Four went to an IOP program that was a better for their situation. Three members transferred to another level of care that was more appropriate for their needs. It is important to note that these are still considered successful as the treatment teams coordinated these successful transitions of care for these members. There were zero administrative discharges due to not following program guidelines in May.



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Just two members left AWOL in May and there was another decrease in members who left against staff advice (ASA) to just three. All 13 left within 5 days of treatment stating they did not want to be in the Residential level of care as it was not what they had expected. As always, we hope to see these individuals again and welcome them back when ready.



*Residential Events*

- **We had three newborns/infants living in residential in May, so many kiddos!**
- 5/2/24-Sandra and Nati took the Native Ways members to the Missing and Murdered Indigenous Persons (MMIP) Day of Awareness Symposium at the U of A
- 5/3/24-We hosted various MMIP related activities in the morning at residential, including wearing red in support, a walk around the neighborhood that included drumming and singing, dancing, and drumming on site, a blessing, and a wonderful meal to honor those who have been impacted by these tragedies.
- 5/5/24-Nati, Sandra, Violet, Ashley, and Ann took members to the MMIP 5K Walk/Run at Brandi Fenton Park.

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- 5/5/24-Members had a special dinner for Cinco De Mayo, which highlights have sober fun around this day.
- 5/10/24-Sandra took a group of Native Ways members to the Women's Day Event at the Ramada on Cushing, hosted by the Tucson Indian Center.
- 5/10/24-Provided a tour of Residential to Greg Taylor with AZCH, he provided a lot of information regarding grant applications with AZCH and how we can further support our program with those opportunities.
- 5/17/24-Provided the quarterly Haven tour, one of the participants from Amity had very positive feedback to share when he saw Haven staff at an event on 5/29 regarding the tour and our program.
- 5/17/24-Rachel Wedig with the U of A provided an educational group on International Day Against Homophobia, Transphobia, and Biphobia to residential members.
- 5/17/24-Allison participated in the RAISE Leadership Meeting at Juvenile Court and received positive feedback from RAISE staff regarding the collaboration with ensuring moms with active DCS cases who would benefit from RAISE services have access to their services, we are a primary referral source for them and they will continue to refer moms who need substance use treatment to us.
- 5/19/24-A group of members volunteered at the Z Mansion with Avant Recovery to provide meals and drinks to those who are unhoused and in need.
- 5/29/24-Nati, Przha, and Sandra took Native Ways members to the Heroes for Hope event at the El Casino Ballroom, hosted by the Tucson Indian Center.

*Upcoming Residential Events*

June	Occasion
6/2024	Pride Month
6/11/2024	Residential Juneteenth Celebration Lunch
6/12/2024	Loving Day (movie and education group)
6/19/2024	Juneteenth
6/26/2024	Residential Pride Celebration Day
6/27/2024	Allison Present at DVIP Encouraging Mental Wellness and Fostering Resilience in Diverse Youth - 2024 Cultural Humility Conference

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*Nursing*

- Board Member Dr. Fran Moore and The Haven's Medical Director Nancy Williams established a timeline to conduct our annual peer review.
- The Pima County Health Department mobile clinic came twice, which has been great. When the mobile clinic comes on site the members can receive additional testing. This most recent time, they had a provider on site and so our members were able to set up gynecological appointments.
- Nursing began to stay late 1 night per week to provide additional support to RTs who work the evening/overnight shift and do not consistently get to work with nursing in person.
- 5/6/24-5/10/24-Celebrated Nurses week and our two residential nurses, Savannah and Melissa, and Medical Case Aid, Kersey
- 5/23/24-Vaccine clinic offered on site from Pima County Health Department with the flu, COVID, and Hep A vaccine.
- 5/30/24 – Savannah had a very successful collaboration meeting with Easter Seals Blake Foundation, furthering the networking and partnership between agencies and the support to be provided for pregnant and postpartum women while they are at The Haven, and ongoing post treatment. They discussed Haven referrals for new moms to their various pregnant and parenting support programs and Easter Seals will triage the referrals to determine which program the member should be part of, rather than us trying to determine that prior, which is helpful for nursing.

*Native Ways*

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

*Celebrating Families!*

- Week six of Celebrating Families! was completed the last week in May, and we have had consistent children and other family members participating weekly. About 25 members and their families regularly attend, including children, parents, and grandparents supporting members.
- 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

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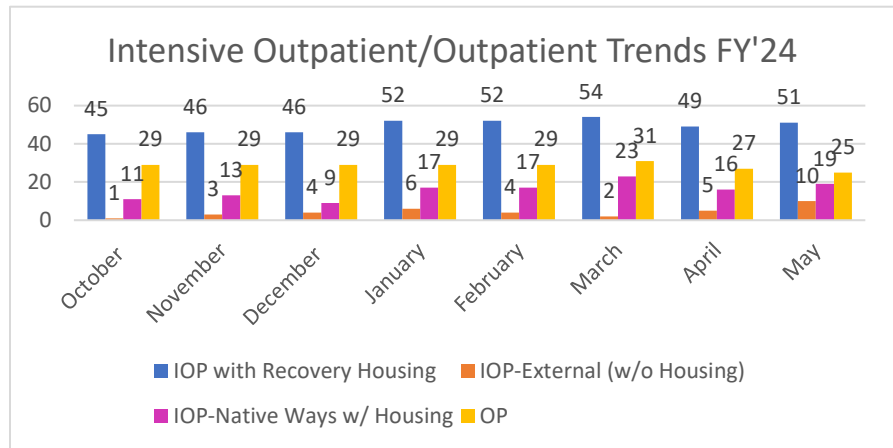
high risk for SUD, multi-generational trauma, and safety by building healthy living skills, healthy relationships, and psychoeducation.

*Intensive Outpatient & Outpatient*

On June 17, therapists will run groups on Mondays, Wednesdays, and Thursdays with recovery coaches running groups on Tuesdays and Fridays. We find this will support members with enhanced processing of their thoughts/emotions and well as prevent staff burnout.

There were **49** members in IOP with Recovery Housing on the last day of May, Max

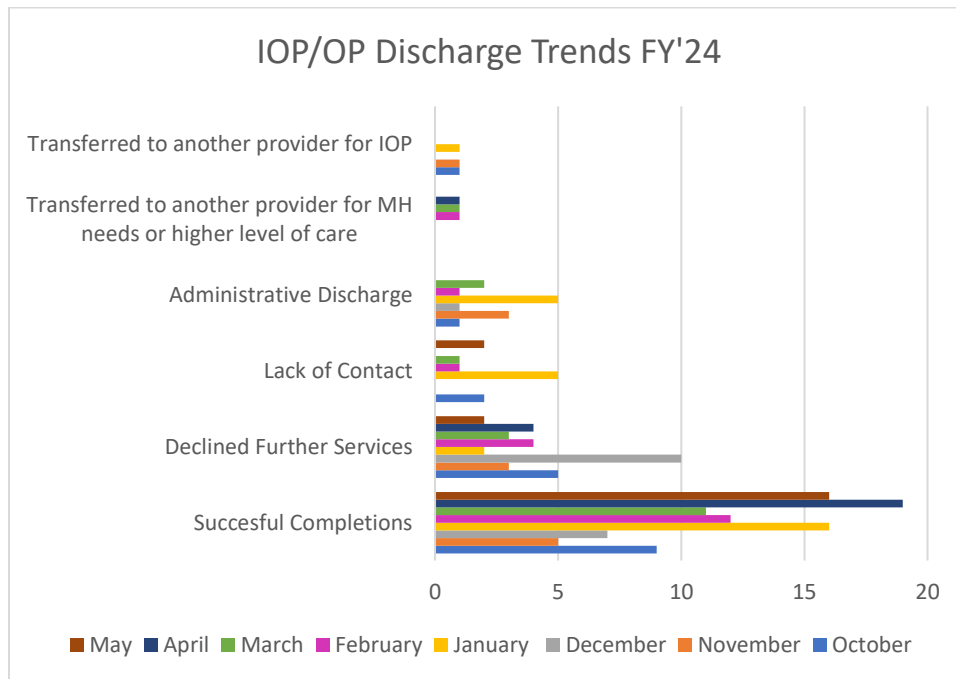
Total Capacity of 56 members. The Native Ways program had 19 members in the Butterfly house and Glenn apartments at the end of May. There is an increase in members attending IOP externally without housing to ten at the



end of May. There were 25 members being seen in outpatient level of care.

May celebrated another month of successful IOP completions at 16 total. Just two members declined further services. Two discharged due to a lack of contact. There were zero administrative discharges. There were also no transfers to another provider for mental health needs, no transfers to a needed higher level of care no one opted to transfer to another IOP program in May.

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*A Selection of Member Success Stories from May*

Sandra completed on IOP 5/6/2024. She shared, "I grew up here. I can look at myself in the mirror and tell myself that I am beautiful and a good person." She plans on living with her parents while she awaits her housing voucher and intends to continue to engage in services with CODAC and engage in 12 step meetings in the community. Steppingstone member awarded: Blessings.

Lynette completed IOP on 5/6/2024. She shared, "I learned to never give up and that self-love and self-care is big. I got my self-will back and I love myself again. I now look forward to tomorrow." She plans to return home to live with her family while awaiting a bed at Riverbend and transition to The Haven's outpatient program. Steppingstone member awarded: Believe.

Jasmine completed OP on 5/21/2024. She demonstrated motivation in outpatient services. She reports successful attainment of all her treatment goals. She shared, "I learned to manage my emotions, to be a present mom, to have faith, and believe in myself." She plans to continue to participate in NA meetings and secure employment as an RSS.

Maria completed IOP on 5/28/2024. She reports successful attainment of all her treatment goals and shared, "I learned to always put myself first and that I can be happy sober." She is

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transitioning to The Safe House in Safford AZ and expressed her intension to continue to engage in services with La Frontera (SEABHS) in Safford. She received the steppingstone of Happiness.

Marjorie completed IOP on 5/29/2024. She reports successful attainment of all her treatment goals and shared, "I learned patience, to have faith in myself and to trust the process." She transitioned to secure housing and expressed her intension to continue to engage in outpatient services with CBI. She was awarded the steppingstone member faith.

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