

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
August 20, 2024

Finance

For July 2024, Cash; Investment; and net Accounts Receivable balances are \$4.7m with 255 days (8 months) cash on hand, unchanged from June. The Current Ratio, current assets over current liabilities, is 4.07 to 1. At July's close, 60% of Client Accounts Receivable is aged at 90 days or less; without American Indian AHCCCS the figure is 88%.

71% of American Indian AHCCCS is aged greater than 90 days, \$183,000 net. All document attachments have been uploaded (biopsychosocial, treatment plan, permission to bill, notes for the charge) for months with no effect on payments. In July we wrote off \$25,000 of IOP charges for services rendered on the same day as we billed the day code (H0015) for IOP services. AHCCCS is already paying claims based on rules outlined in the 2025 (October 2024) covered services guide. These are 1,286 claims that can only be worked 5 at a time with phone calls. The AHCCCS contact provided by the Arizona Council in July emailed, on August 5th, that he would forward our information to his team in order for someone to reach out to us.

The Net Operating gain for July was \$39,986, a favorable variance to budget of \$53,002 (307%). Revenue for July was 107% of budget and Costs were 98% of budget. The Haven received a \$40,000 grant from the Ruth Alexander Fund via the Community Foundation of Southern Arizona in July.

Year to Date for the ten months ended July 31, 2024, the Net Operating deficit is (\$115,146) with Revenue \$90,975 (2%) less than budget and costs being \$15,482 more than budget (100%).

Accounts Payables and the credit cards are current. Units of service at Outpatient were less than budget for the month, they have been short two therapists since May 2024. Residential's units of service were greater than budget for July – with a contractor and management making up the therapist shortage there.

Programs & Services

The new AHCCCS Covered Behavioral Health Services Guide (CBHSG) was released in July that will be effective 10/1/24. Several updates will impact the operations of The Haven programs including billing rules changing to align with Medicare standards, billing limitations for nearly all other services that are offered on the same day as the intensive outpatient services, and group counseling size

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limits. These upcoming changes are encouraging much thought and innovation to ensure new requirements are met while the employees continue to deliver quality programming in each level of care.

Admissions for July

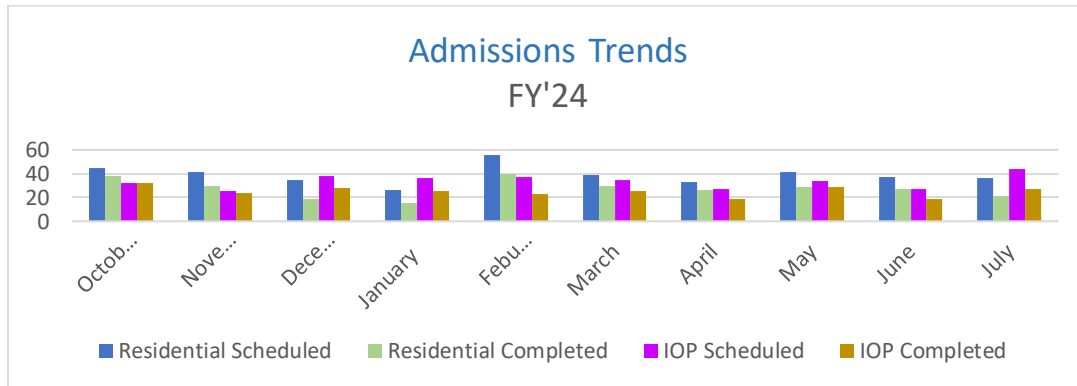
The Admissions team takes pride in their team goals of reaching towards meeting census capacity in both the Residential and Intensive Outpatient programs, continuing to respond to all inquiries within 24 hours, developing new relationships with outside agencies, and always providing exceptional customer service.

New admissions are limited to 2 residential intakes on Monday/Friday and 3 residential intakes on Tues/Wed/Thurs due to staff shortages at residential and safety and quality programming being of utmost significance. Active recruitment for open positions continues.

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.

In July, The Haven welcomed 3 new members who were pregnant on admission, 2 in Residential and 1 in IOP. The Admissions team saw 58% of intakes completed for Residential in the month of July, a decrease from June. The completed intakes in IOP in July were 61%. There was one member in each program that was pregnant upon admission in June. With the programs combined, a 60% intake completion rate was achieved with **80 Scheduled admissions total and just 48 completed admissions**, a drop from 72% in June.

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<u>RESIDENTIAL Incomplete Intakes</u>	<u>IOP Incomplete Intakes</u>
Pima Co Public Defender's Office: 1 detained, 1 absconded prior to intake	Haven Residential: 1 cancelled (moving home to NM), 1 cancelled (remained at residential due to insurance extension), 1 cancelled (going home to Safford to complete IOP), 1 cancelled (went to Connie Hillman)
CBI: 1 cancelled (did not completed detox)	Buena Vista RTC: 1 cancelled (after doing further research member was found not appropriate for our level of care)
Buena Vista: 2 cancelled (both left ASA from detox)	Word of Mouth: 1 cancelled (completing IOP at Cottonwood), 1 cancelled (left before completing stating she had things to take care of), 2 no shows (contact attempts made for both)
Word of Mouth: 1 left prior to intake started stating, "I want to smoke the two blues I have on me." 2 no shows (contact attempts made), 1 rescheduled	Former member: 1 cancelled (went to a different program)
Hope Inc: 1 no show (contact attempts made)	Cornerstone: 1 cancelled (went to a different program)
Naphcare PCADC: 1 detained	Pima Co Adult Probation: 2 cancelled (member was not at pick up location)

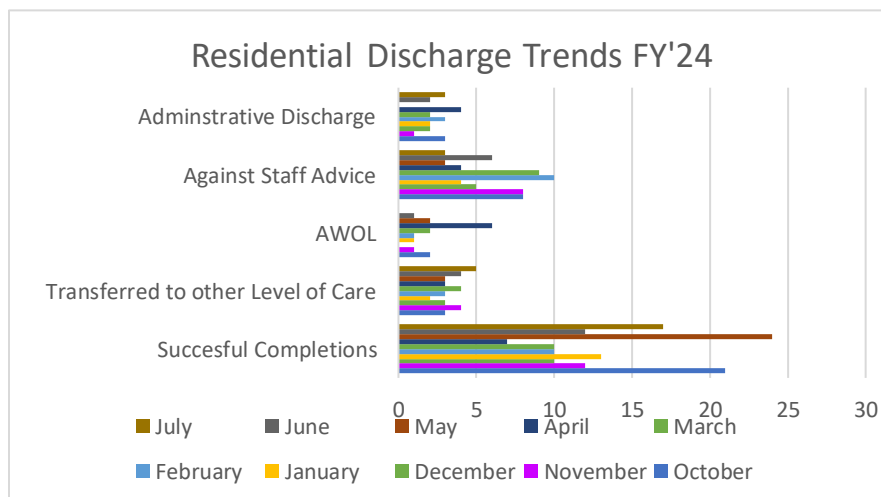
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Banner UMC: 1 no show (contact attempts made)	
Cornerstone: 1 cancelled (Left ASA after 24hrs from detox), 1 cancelled (declined further services and return home.)	
Centered Spirit: 1 no show (contact attempts made to both member and referring agency.)	

Residential

July was yet another great month for members successfully completing Residential treatment as there were **17** successful completions of care, compared to 12 in June. The Haven IOP welcomed 7 of those members who discharged. Five went to an IOP program that was a better fit for their situation. Five members transferred to another level of care that was more appropriate for their needs, though these are still considered successful discharges as their care was assessed and coordinated by the Residential treatment team. There were 3 administrative discharges, 2 due to physical altercations and 1 due to her legal involvement taking her into custody.

There were ZERO AWOLs in July! There were just 3 members who left against staff advice (ASA). All 3 left within 4 days of admission or less because they did not feel like this was the program for them. As always, we hope to see these individuals again and welcome them back when ready.



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Residential Events

- 7/5/24-Education group and celebration for Independence Day.
- 7/12/24-The Leadership classes at Tucson Indian Center resumed and members of the **Native Ways** Program are attending for 5 weeks.
- 7/13/24-Some members attended a resource even where they were able to see about getting fines reduced/removed.
- 7/17/24-Some **Native Ways** members attended the Equality in the Family Workshop at New Pascua Yaqui Reservation with Nati and Sandra.
- 7/22/24-7/26/24-Spirit Week! Staff and members dressed up for each of the days.
- 7/31/24-Nati took 3 members to the Tucson Indian Center for a listening session on DV and its impact on safe housing & other needs facilitated by the Indigenous Women's Resource Center out of Lame Deer, MT. The members received a \$200 gift card. The sharing was very powerful, and the women spoke highly of The Haven's **Native Ways** Program and how the integration of culture into the clinical is helpful for the healing.

Upcoming Residential Events

July	Occasion
8/16/24	The YWCA employment groups resume, they took a summer break in June and July

Nursing

- Dr. Fran Moore and Medical Director Nancy Williams prepared to begin the 2024 peer review.
- Pima County Health Department and SAAF continue to come in monthly to provide testing for the members:
 - 1 member was able to get connected with treatment for a communicable disease.
- Nursing continues to provide monthly medication education. This most recent education minute was on Anticonvulsants.
- Nursing held an 'Ask the Nurse' group for residential members which was highly informative for the members and allowed them an open forum to ask questions and reduce any concerns they felt comfortable sharing.

Celebrating Families!

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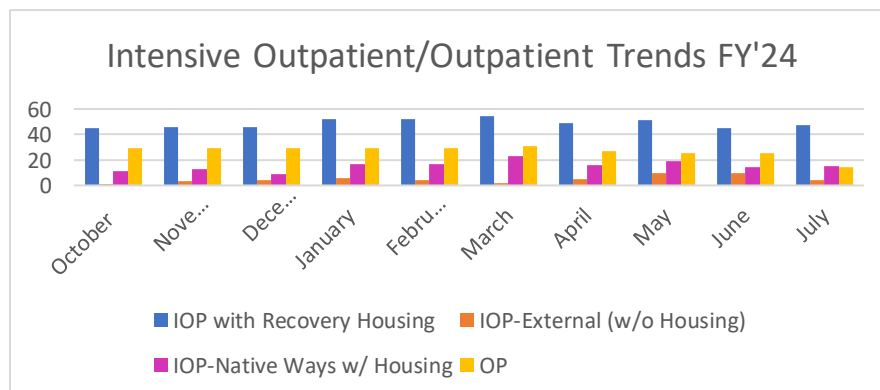
- We wrapped up Week 14 of Celebrating Families! (CF!) in July. We still have 6 families participating, 4 of which started at the beginning of this round. We will wrap up our 2nd round of CF! on 8/14.
- Celebrating Families! (CF!) is a 16-week evidence-based, trauma-informed, skill building counseling 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.

Native Ways

- Tracy Aleksic started in July as the Native and Indigenous Service Manager. Tracy comes to The Haven from working with the Pascua Yaqui Tribe for the last year. She has spent July getting to learn all about the history and current working of The Haven and Native Ways within the agency.
- 7/22 Tracy and Mary Castaneda engaged in the Native Ways Casa Mariposa cleansing.
- 7/24 Tracy and Denise Miller facilitated a Blessing Ceremony of the Native Ways Casa Mariposa. Native Ways members from Residential, IOP, and Alumni were attendees who learned how to cleanse their own energetic field to empower themselves.
- Please be sure to note all the wonderful Native Ways activities and member celebrations noted throughout this report!

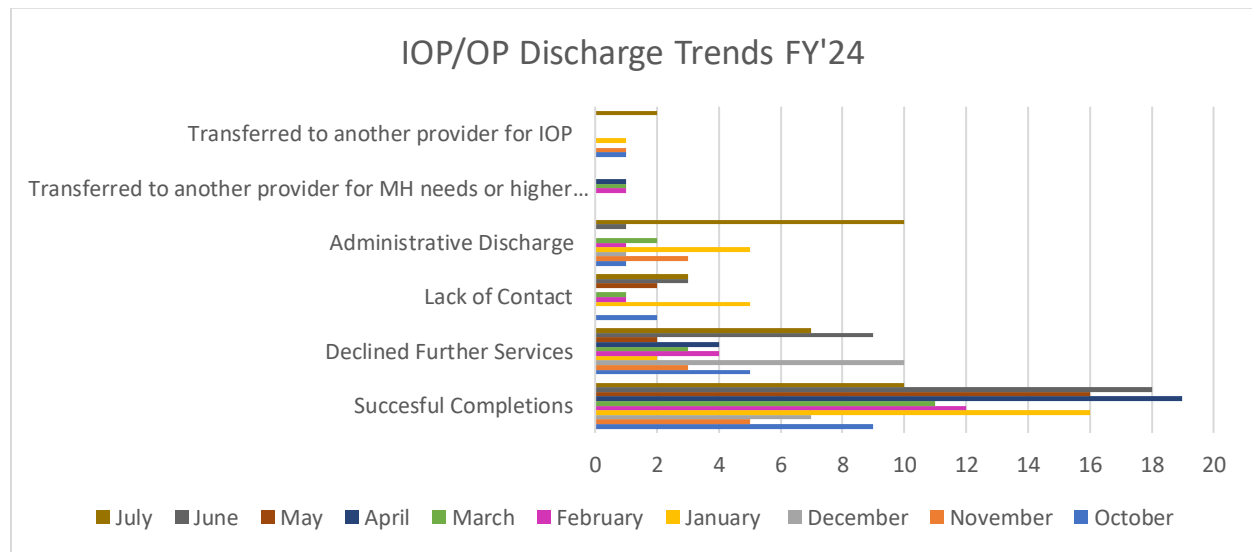
Intensive Outpatient & Outpatient

There were **47** members in IOP with Recovery Housing on the last day of July, Max Total Capacity of 56 members. The Native Ways program had 15 members in Casa Mariposa and Glenn apartments at the end of July. There were 4 members participating in IOP externally without housing. The outpatient level of care census has dropped to 14 members in July.



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July celebrated another month of successful IOP completions with **10** total. Seven members declined further services. Three discharged due to a lack of contact. There were no administrative discharges, however, there were 10 unsuccessful completions. There were no transfers to another provider for mental health needs, no transfers to a needed higher level of care and there were 2 transfers to another IOP program in July.



A Selection of Member Success Stories from July

Naomi completed IOP on 7/1/24. She grew throughout her time at the Haven, sharing very little early on in her group experience and by the time she left was comfortable sharing, accepting group feedback, and providing constructive feedback to others. She wanted to continue her programming and chose to move to Avant Recovery Housing post-IOP.

Sarah completed IOP on 7/2/24. She has obtained employment, continues to attend her DCS visits, and is going to be admitted to Avant Recovery Housing as the next step in her recovery journey to continue programming and sober living.

Sereen completed IOP on 7/9/2024. She reports successful attainment of all her treatment goals. She demonstrated vulnerability coming out of her shell, sharing thoughts and feelings during group therapy. She will be living with family and is awaiting housing. She is enrolled in GED classes and will start in August. She successfully completed probation. She expressed her intension to engage in outpatient services with The Haven.

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Marissa completed IOP on 7/11/2024. She reported successful attainment of all her treatment goals. she obtained her PRSS while in IOP. She secured her own residence and employment. She expressed her intension to engage in outpatient services with The Haven.

Stephanie completed IOP on 7/12/2024. She demonstrated motivation in her recovery. She was present for all her group and individual therapy sessions, gained employment and completed PRSS certification training. She transitioned to the Oxford house and expressed her intension of continuing to engage in 12 step meetings all as next steps in her recovery journey.

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

Administration & Facilities

Billing

- Billed 5,724 units of service for a net of \$535,000.
- Posted \$566,000 in payments and \$175,000 in contractual adjustments.
- Processed the RFP for the Judicial system.
- Adjusted Outpatient (OP) billing practice to include Peer Services in the Intensive Outpatient (IOP) day code bundle.
- Sent a file to AZCH regarding some Substance Use Block Grant (SUBG) billing for customers whose AHCCCS coverage was retroactive to cover the charges billed to SUBG.
- Analyzed the AHCCCS Covered Services Guide that will be effective October 1, 2024. Started showing what will be allowed under the new Guide on the daily IOP billing data validation files.
- Met with the OP Program Manager regarding services that will be covered under the new Guide.

Information Technology

- Deployed the new surveillance camera system in the OP clinic.
- Revised the quarterly IT employee orientation presentation.
- Deployed the new gamified anti-hacking training program to employees and their supervisors.
- Contributed to a proposed Camera policy and procedure.
- Generally dealt with diagnosing and replacing a lot of equipment that got destroyed in storms.

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Facilities

- Fantastic grant funded beautification of the back garden of the Native Ways IOP house. This is the before picture:



And here are the after photos:



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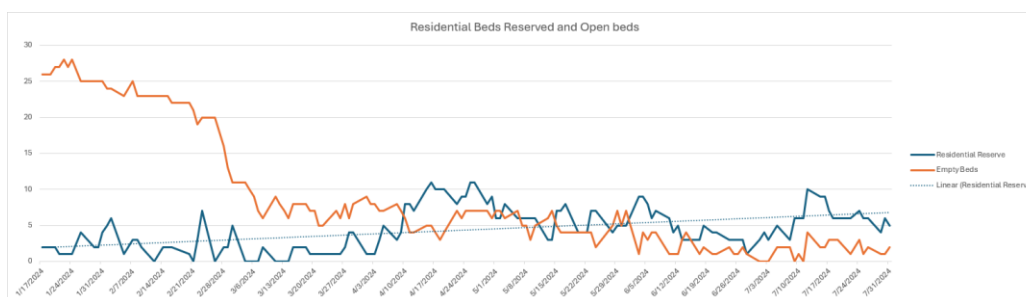
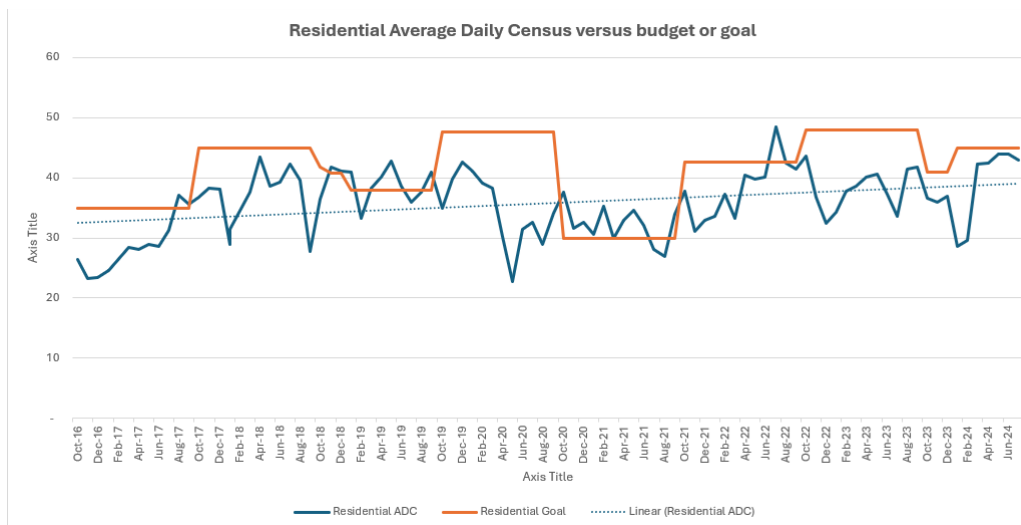
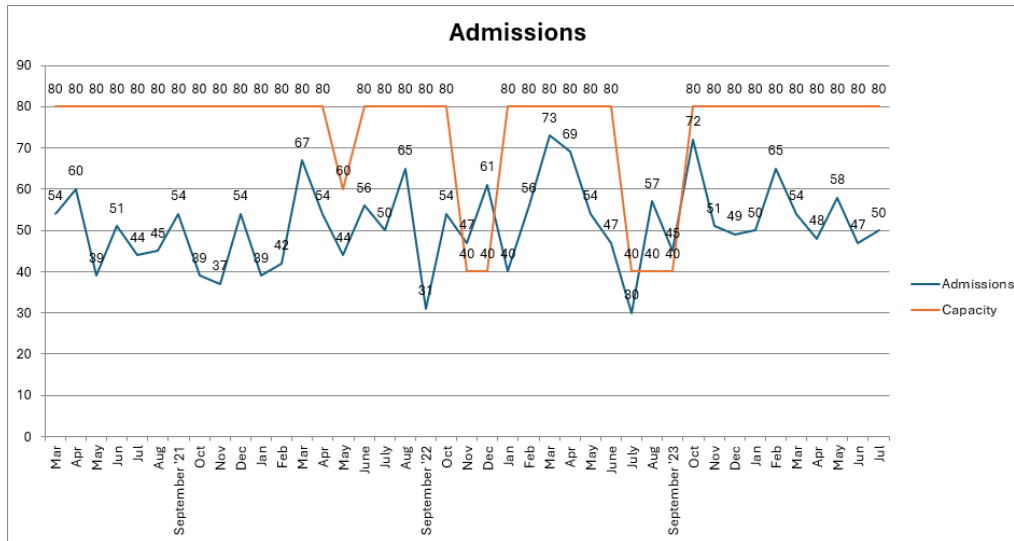
- Replaced an aged ice machine at Residential.
- Dealt with the robbing of the Grand Marquis' battery.
- Roof coating (flat – elastomeric) on the Quad
- Installed soap dispensers in all the Residential bathroom showers.
- Wrangled the order and wait for delivery on new electric stoves generously donated by Tucson Appliance Company for Glenn IOP housing.
- Facilitated contractors for new hallway paint and vinyl tile for Campbell OP
- Welcomed a new Maintenance Assistant. Still looking for that third special person.

Other

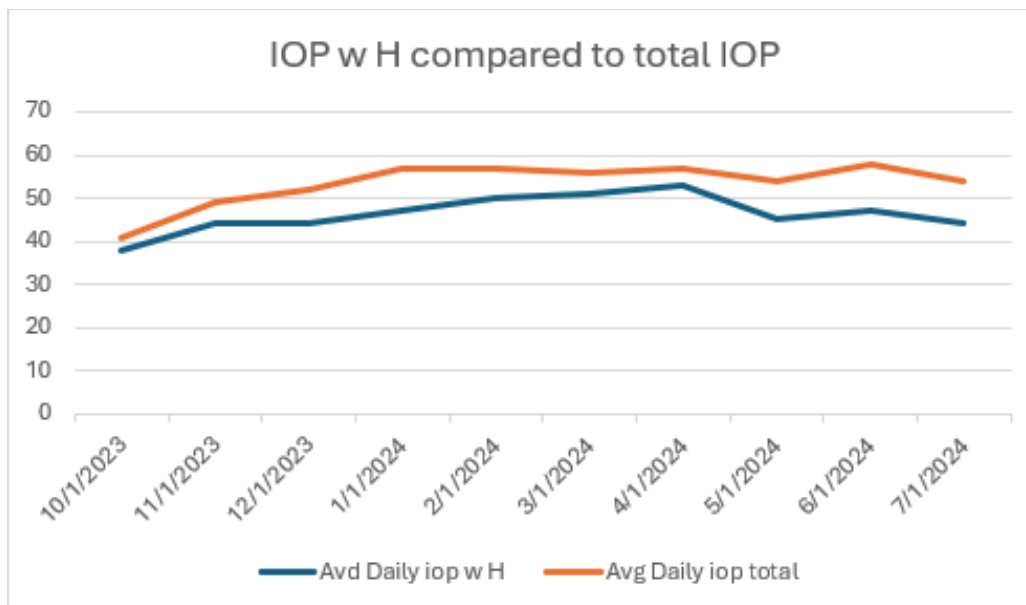
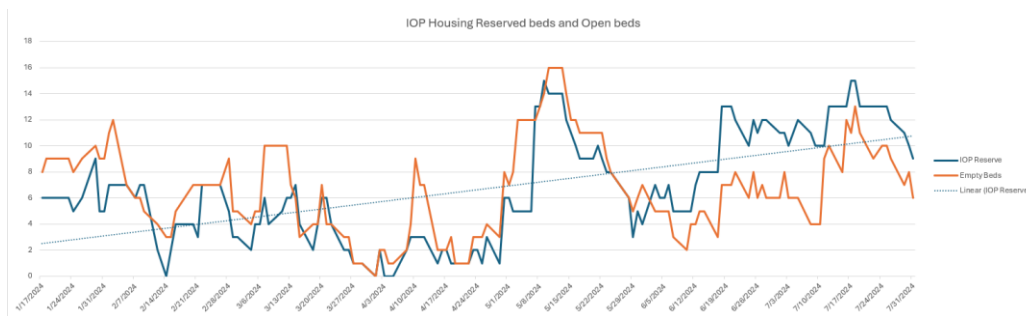
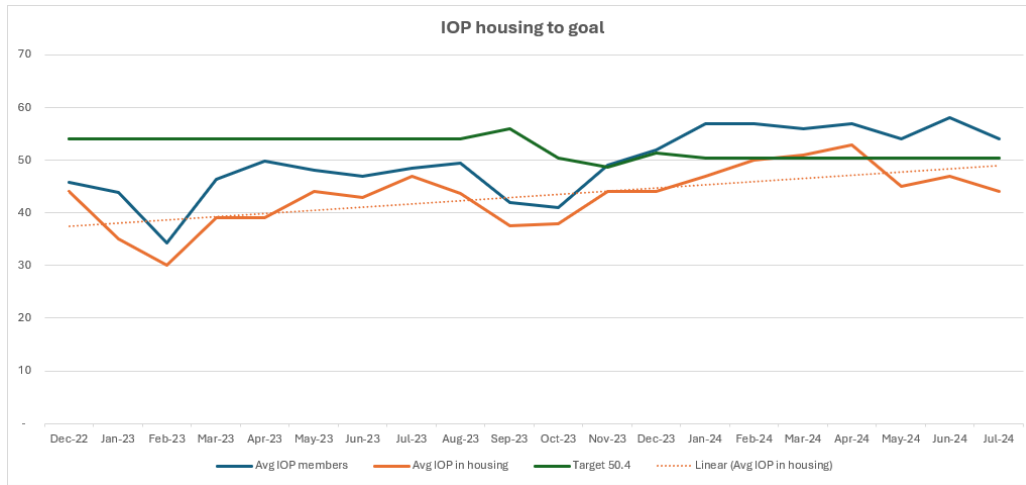
- Held inaugural Facilities Committee meeting whose mission is to determine the fate of the Adelaide Parcel where Residential, the Facilities main base, and some IOP housing reside.
- Tagged an architect to handle the City of Tucson's extensive request for information on the Duplex at Residential in order for them to issue a certificate of occupancy for that building that they pre-certified in 2006. Need this in order to apply for licensing remodeled bedrooms that were completed in 2022.
- Began construction of a relational database for producing the daily census dashboard graphs
- Completed the 2025 departmental Budget templates.

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Trends of Note



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Fund Development report as of August 20, 2024

Breakdown	Year to Date	Goal FY 24	Progress
# individual donors \$1,000 +	17	10	
# individual donors \$1-999	156		
# individual in-kind donors	82		
Raised from individual donors	\$108,223	\$70,500	150.8%
Average gift	\$480.99	\$250-300	
# organizations/businesses	38		
Raised from organizations/businesses	\$35,660	\$42,000	84.9%
# Grants submitted	15		
# grants received	4		
Raised from grants	\$28,000	\$25,000	112%
Raised from awards	\$94,500	\$40,000	236%

Campaigns			
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	\$4,567	\$5,000	91.3%

Since the last report was submitted, we have received two large donations. We received \$40,000 from the Ruth Alexander Endowment Fund held at the Community Foundation for Southern Arizona and an \$15,000 anonymous donation through the Connie Hillman Family Foundation. During the last few months, we have sent special communications and organized meetings with several foundations and major donors. It has been wonderful to see that these efforts are staring to bear fruit.

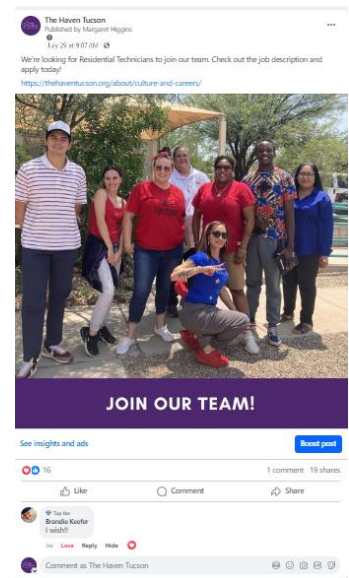
We have also received a \$10,000 grant from the Arizona Complete Health for the Native Ways Program. Five other grant applications are still pending.

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We have raised \$270,608.91 during this fiscal year. We still have a bit over month left of the fiscal year, but so far this has been our second-best fundraising year. Last year we raised \$283,801 and if some of the pending grants are approved, we might still break that record.

Our most popular social media post for the month was a job posting for Residential Technicians. The post was shared 19 times and reach 1,400 people. Its success shows that a lot of people in our Facebook audience are interested in working at The Haven.

July was a quiet month for events, but our outreach team met with several referring agencies to increase collaboration. We met with Banner, TMC, Amity Foundation, Villa Maria, CMS, Desert Palm MAT Clinic, Sonora Behavioral Health, Casa de los Niños, and Cottonwood. Our goal is to strengthen ties with the organizations and increase referrals. We have already seen an uptick in some communications and are looking forward to seeing what kinds of results we'll see in the near future.



Workforce

- In July 2024, we focused on preparing for the upcoming benefits open enrollment. We held multiple meetings with Crest Insurance to discuss options for the 2024-2025 benefit year. The team analyzed trends from the past two years and made recommendations for the upcoming enrollment period. In August 2024, we will start updating the Paycom system to refresh the benefits platform.
- In July 2024, we initiated preparations for the 2024 annual evaluation process. Evaluation templates and skills competency forms were updated to reflect changes in the process. In August 2024, managers and supervisors will have the opportunity to review and update job descriptions as needed. Human Resources will also provide refresher training for all managers and supervisors on the evaluation process. Performance evaluations are scheduled to take place in September 2024.
- In July 2024, AzAHP notified The Haven that they received an exemplary rating for Workforce Development for the second consecutive year!

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New Hires/Pending Hires

- Tracy Aleksic stated as the Native and Indigenous Services Manager on July 08, 2024
- Robert Romero started as Facilities Assistant on July 15, 2024
- Valerie Mead and Tammy Hensley started as Peer Mentors on July 29, 2024
- Sergio Chavez started as a Residential Technician on July 08, 2024.

Open Positions

- 1- Therapist (Outpatient Program)
- 2- Educators (Outpatient Program)
- 3- Residential Technicians (2-10am-10pm and 1-6pm-6am Program)
- 1- Facilities Assistant
- 1- Native and Indigenous Outreach Coordinator

Quality, Compliance & Risk

We have begun preparations for our anticipated CARF accreditation survey in spring of 2025. The Board's Growth and Advancement Committee is working to show conformance to Governance standards.

Stats for the month of July

- We had reports for 16 Incidents, Accidents, and Deaths (IAD). This is an increase of 5 from the month of June 2024.
- Quality of Care Concerns (QOC) resulting from IADs or external complaints to Payors: 0
- Quality/Compliance Internal Investigations from member feedback or external complaints to The Haven directly: 0
- Status of Audits from payors and regulators: 0
- Internal Clinical Chart Audits: 1st audit scheduled for September 2024.
- Targeted in-person trainings for our employees.
 - 2 IAD refreshers, one at each site's supervision meetings conducted in July.
 - 2 Full IAD Trainings, one offered in the evening, and another offered in the morning so that staff from all three shifts could participate are scheduled in August.
- Complaints not requiring investigation: 0