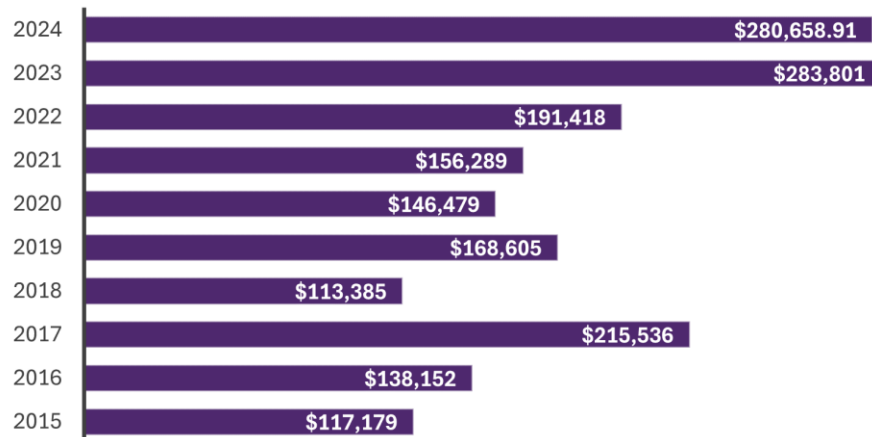


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Fund Development report as of September 11, 2024

### Annual fundraising 2015-2024



We had another great fundraising year in 2024. We raised over \$280,000 which was \$144,500 more than projected in our development plan. The big successes of the year include Fast Pitch, a few large donations from individuals, as well as large donations from the Ruth Alexander Endowment Fund held at the Community Foundation for Southern Arizona and Tucson Federal Credit Union.

We are busy making plans for the next fiscal year and The Haven's 55<sup>th</sup> anniversary. We will kick off the year with Chrysalis luncheon on March 13 and are developing a brand-new fundraising campaign for the second half of the year. We're adapting the Champions for Children model and rebranding it to fit The Haven's needs. The working title is *Champions for Recovery*, and the campaign will run from September to November 2025. We'll share more information about the campaign within a few months.

We have formalized our Major Gifts program and started reaching out to donors. As a first step, we are inviting donors to tour our residential facility to get to know them better. So far, we have hosted one tour and are scheduling more.

We also hosted a meet and greet with Aimee for donors who connected with The Haven through Fast Pitch. Eight people participated in the meet and greet. It was a wonderful opportunity to share more information about our work and show our mission in action.

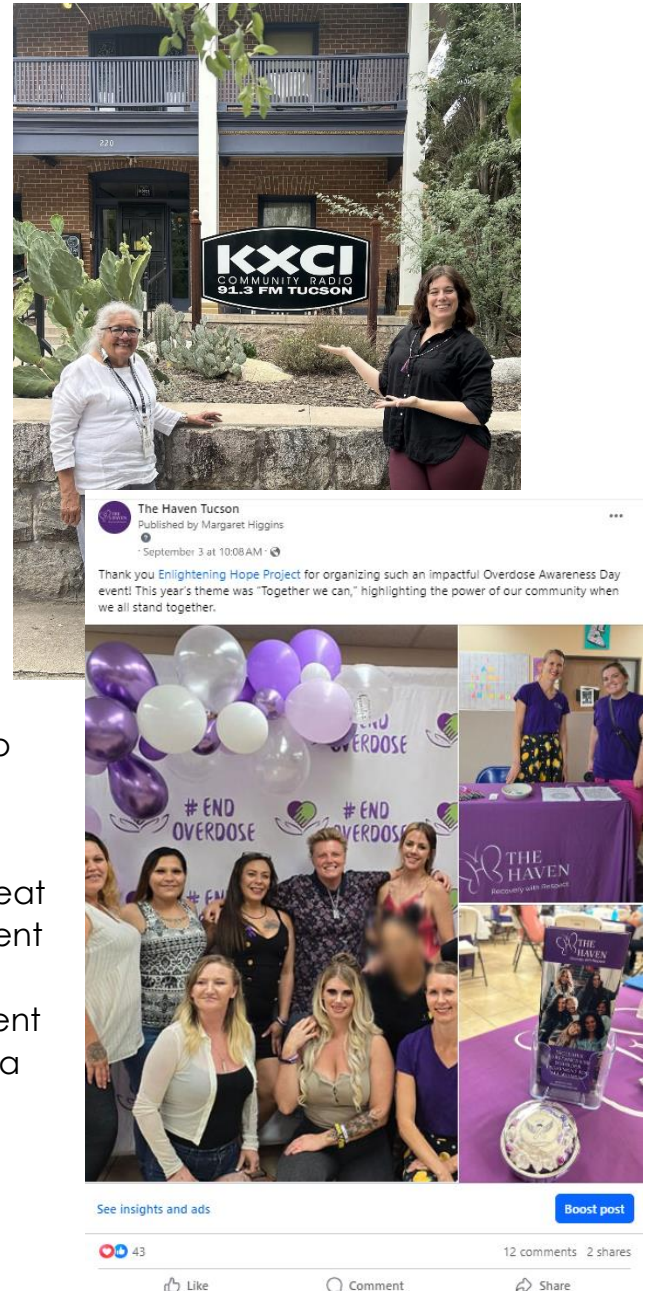
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Nati Cano and Tracy Aleksic did a radio interview with KXCI. They participated in the Cultivating Indigenous Voices program and shared information about Native Ways and the metamorphosis women experience when they come to The Haven. The radio interview was a great opportunity to talk about the impact we make in the community and reach a new audience. You can listen the interview here: <https://kxci.org/podcast/ep-33-a-foundation-for-well-being/>

Our most popular social media post for the month was a picture of our members at an International Overdose Awareness event. The post reached 640 people and gained 63 reactions and 13 comments.

Community events are slowly starting to pick up again. In the end of August, we participated in two Overdose Awareness events.

On September 19 we organized a wellness retreat to celebrate National Recovery Month. The event was open to all our employees, outpatient members, and alumnae. We organized the event at Center 4 Self-Care and the retreat featured a movement class, meditation, and a short presentation on how stress impacts the body.



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| Breakdown                            | Year to Date | Goal FY 24 | Progress |
|--------------------------------------|--------------|------------|----------|
| # individual donors \$1,000 +        | 17           | 10         |          |
| # individual donors \$1-999          | 155          |            |          |
| # individual in-kind donors          | 84           |            |          |
| Raised from individual donors        | \$108,273    | \$70,500   | 150.8%   |
| Average gift                         | \$479        | \$250-300  |          |
| # organizations/businesses           | 39           |            |          |
| 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%     |

|                        |          |          |        |
|------------------------|----------|----------|--------|
| <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           | \$4,567  | \$5,000  | 91.3%  |

## Finance

For August 2024, Cash; Investment; and net Accounts Receivable balances are \$4.5m with 247 days (8 months) cash on hand, down 8 from July. The Current Ratio, current assets over current liabilities, is 4.25 to 1. At August's close, 87% of non-American Indian AHCCCS Client Accounts Receivable is aged at 90 days or less.

74% of American Indian AHCCCS is aged greater than 90 days, \$221,140 net. All document attachments have been uploaded (biopsychosocial, treatment plan, permission to bill, notes for the charge) for months with no effect on payments. We will write off all the charges for services rendered on the same day as we billed the day code (H0015) for IOP services by year-end, as AHCCCS is already paying claims based on rules outlined in the 2025 (October 2024) covered services guide. AHCCCS doesn't seem to have an explanation for why our claims are not being paid.

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The Net Operating deficit for August was -\$63,485, an unfavorable variance to budget of \$73,021 (666%). Revenue for August was 88% of budget and Costs were 101% of budget. The Haven reached the Fee for Service maximum for the SUBG (SAMHSA Substance Use Block Grant) of \$494,000 early in August.

Year to Date for the eleven months ended August 31, 2024, the Net Operating deficit is (\$178,133) with Revenue \$199,410 (3%) less than budget and costs being \$14,193 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. As of this writing they are short three therapists. Residential's units of service were less than budget for August – with a contractor and management making up the therapist shortage there. The new therapist for Residential started at the tail end of August, but the current Residential Technician shortage is allowing for only 2 admits scheduled per day.

### **Programs & Services**

As stated in last month's report, 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 with the greatest impact on the Intensive Outpatient program in terms of billing and group composition. However, with the addition of 3 new Educator positions added in Outpatient to mirror Residential, these new requirements will be met while the employees continue to deliver quality programming in each level of care.

### Admissions for August

New member story from Admissions:

*We received a residential referral from CBI in the afternoon and scheduled the member's intake for the same day. Admissions staff Judi who picked up the member from CBI notified the team before they arrived at Campbell to report the member was wearing disposable scrubs and was discharged from CBI without shoes. Leilani immediately contacted IOP staff and Nora was kind enough to bring a brand-new pack of socks for the member before she arrived at her intake appointment. Vondi contacted Kersey and Amanda at residential and a pair of shoes had been picked out of the boutique.*

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*As usual, we all greeted the member with warm welcome and smiles. Her face lit up, even more so when she was offered a cup of coffee and snacks. Christine had a bag of clothes in her trunk that she was getting ready to send off to donations, and graciously offered the member to choose any items she needed. The member looked like a child opening presents on Christmas morning. Leilani then met with the member to complete her intake and expressed that this was the member's first time in treatment. The member has experienced a lifetime of trauma, to include the recent death of her child.*

*As Judi transported the member from her intake to residential, the member reported she was so appreciative of The Haven, saying how nice everyone was to her and that everyone smiled at her. She could not believe how giving everyone was from the second she walked in. She kept looking at the clothes and her new shoes. She said, "That lady who gave me clothes is wonderful, I can't believe everyone is so nice." She shared that she really feels good about coming here and the staff that is here.*

This is a reminder that a smile and kind words go a long way!

August proved more challenging in working towards census capacity as demonstrated in the chart below that reflects the reasons behind incomplete intakes at both programs. The Haven has always prioritized beds for its own Residential members discharging to IOP. Those members were being staffed with the IOP team a month in advance of discharge and a bed was being held for upwards of 30 days for those members. August saw 7 of these residential members cancelling their IOP intake in favor for going to another IOP with housing program that allows children and a much longer length of stay. The decision has been made that that beds for Haven residential members will no longer be held for 30 days for any referral. Rather, a bed can be secured for 1 week or up to 2 weeks, though no longer to ensure no further loss of revenue.

Arizona Complete Health (AzCH) prior authorization denials have also impacted the census negatively. AzCH is approving the initial Prior Authorization for Residential and denying the first Concurrent Review (CCR) which occurs within the first 30 days of care. AzCH's reasons for the CCR denial is that the member has not attempted a lower level of care prior to admitting to residential treatment. This is pushing members' admission to IOP prior to Residential despite the potential danger this could put a women in should they not be "successful" at this lower level of care. Managed care and insurance organizations will only continue to

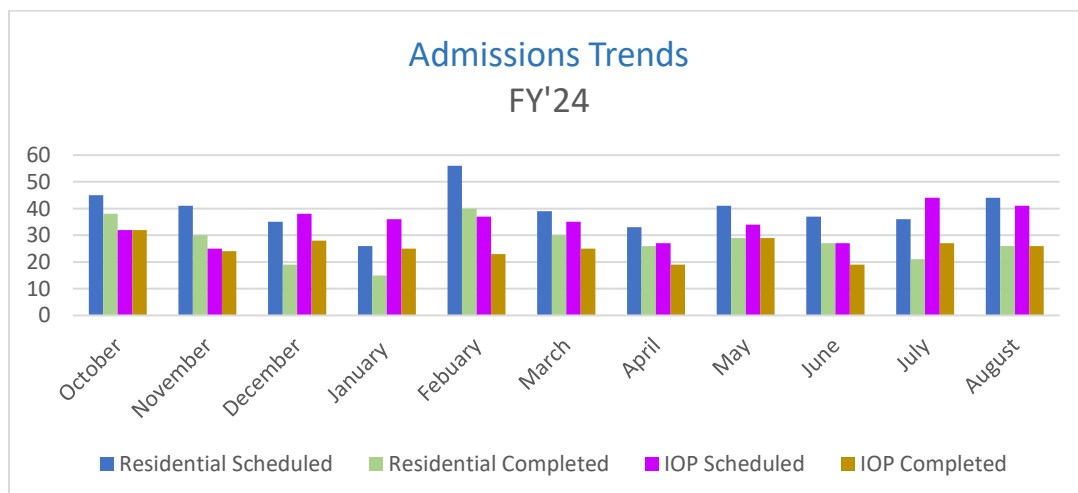
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ensure individuals are treated at the lowest level of care. The clinical teams will continue to work diligently on improving clinical documentation to demonstrate medical necessity for our members at all levels of care. The Haven will not be anticipating more than 60 days of Residential treatment moving forward and will always celebrate when a member is able to stay for a full 90 days to strengthen her chances of a successful recovery.

Despite these set backs, the Admissions team continues to work tirelessly each day to work towards building the census 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.

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 against staff advice (ASAs), AWOLs, and Administrative Discharges in order to fill beds just as quickly as possible by women in need.

In August, The Haven welcomed 1 new IOP member who was pregnant on admission. The Admissions team saw 59% of intakes completed for Residential in the month of August, a slight increase from July. The completed intakes in IOP were 63%, also an increase from July. With the programs combined, a 61% intake completion rate was achieved with **85 Scheduled admissions total and 52 completed admissions.**



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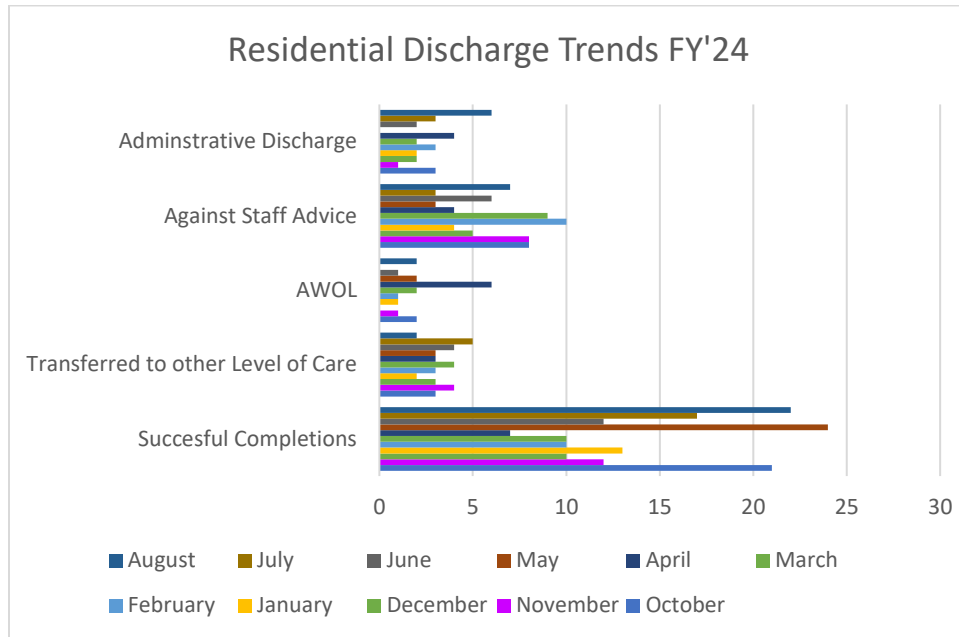
| RESIDENTIAL Incomplete Intakes                                 | IOP Incomplete Intakes               |
|--|--------------------------------------|
| Buena Vista Detox: 4 cancelled                                 | ART Residential: 2 cancelled         |
| NAPHCARE/Pima County Adult Probation: 1 rescheduled, 1 no show | Haven Residential: 7 cancelled       |
| Pima County Public Defender's Office: 1 detained               | Buena Vista Residential: 2 cancelled |
| Word of Mouth: 3 no shows, 2 cancelled                         | Drug Court: 1 rescheduled            |
| Pinal County Re-entry: 1 detained                              | Federal Probation: 1 detox           |
| Federal pretrial: 1 detained, 1 cancelled                      | Word of mouth: 2 cancelled           |
| Online search: 1 no show                                       |                                      |
| CBI: 1 no show   |                                      |
| CODAC: 1 cancelled   |                                      |

### Residential

August was yet another great month for members successfully completing Residential treatment as there were **22** successful completions of care, up from 17 in July. The Haven IOP welcomed 8 of those members who discharged. Nine went to an IOP program that was a better fit for their situation which is a successful transfer of care. Two 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 6 administrative discharges, 3 of which are considered successful due to AzCH authorization extension denials as this essentially means they no longer require this high level of care, the other 3 were due to not following program guidelines after multiple intervention attempts were made.

There were 2 members that left AWOL, 1 after 50 days in treatment which was very unexpected, and 1 who left after 29 days, but she had been consistently expressing ambivalence about being in treatment which her treatment team was always working to support her through. There was an increase in members who left who left ASA to 7. Six of them left within 4 days of admission or less because they did not feel like this was the program for them, 1 left after 12 days in treatment due to family health issues. As always, we hope to see these individuals again and welcome them back when ready.

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### Residential Events

- 8/2/2024-Educators Lalita, Pam, and Shandra, and Peer Mentor Andrea, organized an outing for all members to attend a movie at the Loft for the afternoon.
- 8/9/2024-Members of our Native Ways Program completed the 5-week leadership course at Tucson Indian center.
- 8/16/2024 and 8/23/2024-A group of members attended the YWorks class where they work on resume building and job interview skills.
- 8/16/2024-Native Ways members attended the Summer Wellbriety event hosted by TIC at the Ramada by Wyndham.
- 8/17/2024-Members attended the NA convention.
- 8/24/2024-Members attended the CA convention.
- 8/30/2024-Native Ways members attended the Overdose Awareness & Support for Native Americans event at the Flowing Wells Library and our members were able to drum at the event.
- 8/31/2024-A group of members attend the International Overdose Awareness Day at HOPE.

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Upcoming Residential Events

| September | Occasion  |
|-----------|---|
| 9/6/2024  | Recovery Walk at Tohono O'odham San Xavier Education Center |
| 9/15/2024 | Start of Hispanic Heritage Month                            |
| 9/30/2024 | National Day for Truth and Reconciliation                   |

Native Ways

- Tracy Aleksic, the Native and Indigenous Service Manager, hit the ground running in coordinating additional culturally significant services for the Native Ways program across the agency. She brings her experience of healing services to The Haven and has started Mindful Mondays at IOP offering meditation and yoga to Native Ways members and alumni as well as staff.
- Please see the first calendar of events for August. Be on the lookout for future calendars with expanded events that include connecting Native Ways members to native and indigenous healing services they can continue to engage in after leaving The Haven as ongoing support in long term recovery.
- Tracy and Nati identified a community Labyrinth at Rio Vista Park that they may bring IOP, OP and Alumni Native Ways members to participate in the Labyrinth curriculum that Residential members get to engage in, demonstrating just one example of the expansion of Native Ways services across the agency.



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

Nursing

- Dr. Fran Moore completed the 2024 peer review of Medical Director Nancy Williams.
- Pima County Health Department and SAAF continue to come in monthly to provide testing for the members. We are exploring the potential of once a quarter having the PCHD Mobile Unit come out because they can

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provide more services to the members than the currently monthly PCHD testing.

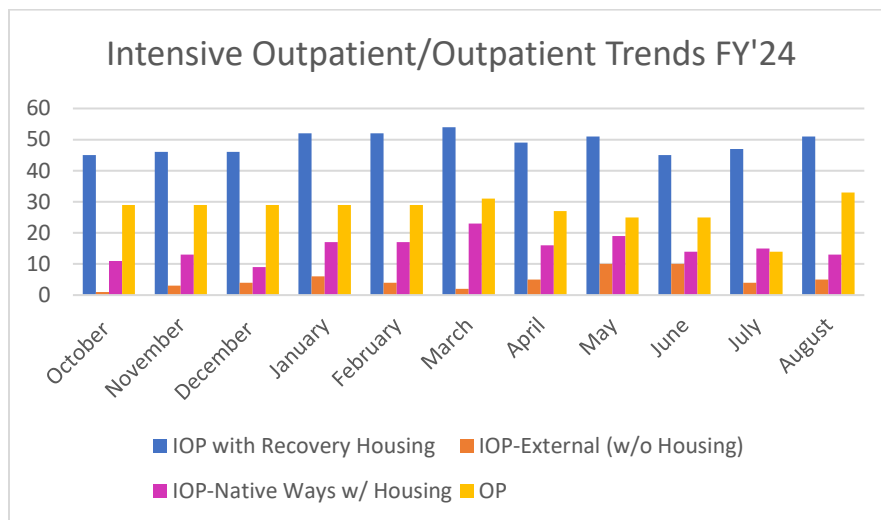
- Nursing continues to provide monthly medication education. The most recent education minute was on Gabapentin.

Celebrating Families!

- CF! Round 2 completed on 8/14. Four families successfully completed. One member will return for half of the 3<sup>rd</sup> round since she started in the middle of Round 2.
- On 8/28/2024 we held a CF! Orientation for members interested in joining CF! which was very successful in helping the new members and families prepare for program participation.

Intensive Outpatient & Outpatient

There were **51** members in IOP with Recovery Housing on the last day of August, Max Total Capacity of 56 members. The Native Ways program had 13 members in Casa Mariposa and Glenn apartments at the end of August. There were 5 members participating in IOP without housing. The outpatient level of care census held 33 members at the end of August.

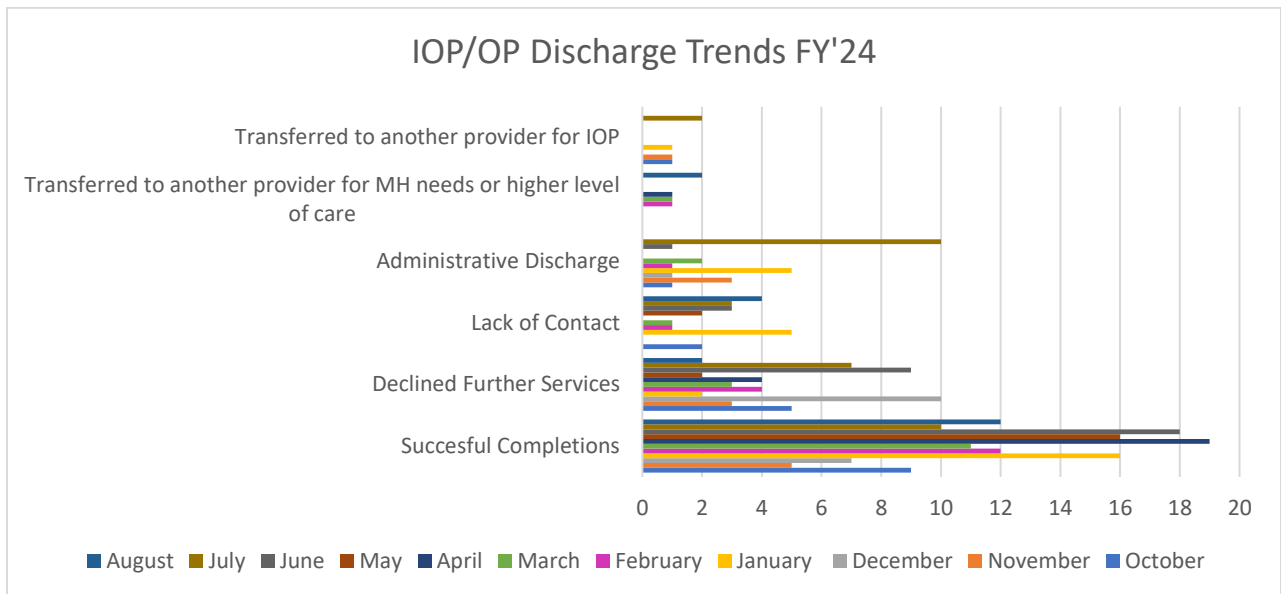


August celebrated another month of successful IOP completions with 12 total. Two members declined further services. Four discharged due to a lack of contact. There were no administrative discharges, however, there were 8 unsuccessful completions. There were no transfers to another provider for mental health needs,

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2 transfers to a needed higher level of care and there were 0 transfers to another IOP program in August.

There was 1 successful completion in outpatient, 2 unsuccessful completions, 0 declined further services, 1 discharged due to lack of contact, and 1 transferred to a higher level of care.



A Selection of Member Success Stories from August

**Shelley** successfully completed IOP on 8/21/2024. She reports meeting all her clinical treatment goals successfully, resolving some of her past, and growing in self-worth and self-love. She secured her own residence and is enrolled in real estate school. Steppingstone member awarded: Love

**Sarah** successfully completed IOP on 8/12/2024. She reports successful completion of all her treatment goals. She demonstrated a strong ability to advocate for herself. She has secured employment as a caregiver and intends to work toward obtaining her Peer Recovery Support Specialist (PRSS) certificate. Member expressed her intension of engaging in MRT groups with The Haven. Steppingstone member awarded: Dream

**Elena** successfully completed IOP on 8/5/2024. She successfully completed all her treatment goals, demonstrated perseverance, and grew in her ability to share during group therapy. She secured a bed at the Oxford House and

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expressed her intension of transitioning to The Haven's outpatient program.  
Steppingstone member awarded: Goals

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

## **Administration & Facilities**

### Billing

- Billed 4,797 units of service for a net of \$466,531
- Posted \$486,665 in payments and \$165,789 in contractual adjustments.
- We found out that AZCH automatically pays people billed as SUBG who later retroactively qualify out of the non-SUBG bucket.
- We've monitored progress of new Covered Services Guide and practiced what the billing will look like on October 1, 2024.
- Made several attempts to get an interaction from AIHP AHCCCS. All documents have been uploaded for the state's review.

### Information Technology

- JNR began putting increased security measures into place.
- Requested that JNR complete the relational database and graphs related to the daily census figures as a priority project.
- Presented quarterly IT training to staff
- Contemplating redesigning the server files again, most recently done in December 2022, in response to staff's suggestion that we administratively develop a standardized naming convention for files.
- We sussed out how to get MS TEAMS to transcribe a meeting.

### Facilities

- We completed painting and flooring in OP suites. We also replaced with new carpet tiles any with stains that could not be removed with steam cleaning in OP group rooms. The place looks much better!
- We replaced the transmission in one of the OP vans.
- Three of the 8 new electric stoves from Tucson Appliance Company for Glenn were installed. This is a safety issue.
- We think we won the battle with post-monsoon sugar ants!
- We provided physical plant-focused tours to board members and interested outside stakeholders participating in the ad hoc Adelaide parcel facilities committee.

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- We were unsuccessful in identifying a 2<sup>nd</sup> facilities assistant but will continue to recruit.

#### Other

- The ad hoc Facilities Committee for Adelaide conducted research from various stakeholders.
- Followed the architect's progress on 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. Colette Barajas has been helping with this ongoing barrier.
- Key Leadership members developed the FY25 agency budget under Cynthia Duncan's leadership.
- We renewed our insurances.

#### **Workforce**

##### Employee Benefits

In August 2024, Human Resources 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. We made the decision to switch benefits from Cigna to Blue Cross BlueShield Medical and MetLife Dental and Vision. Latricia Clary worked with Paycom to rebuild the benefits portal to reflect changes to carriers and plans. Open enrollment will take place September 9-15, 2024.

##### Employee Performance Reviews

We prepared for the 2024 annual evaluation process. We trained managers and supervisors on the changes and requested they review and update job descriptions as needed. Leadership determined that performance evaluations will take place October 1-31, 2024, after the end of FY24 rather than in the final month of the fiscal year.

In conjunction with performance reviews, Human Resources began developing the merit-based bonus structure for 2024 based on availability of funding (ARPA dollars). These bonuses will be given out in the month of November and will be based on performance review ratings, as per The Haven's compensation philosophy.

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Diversity and Inclusion

The DEI Committee's September initiatives include:

- Nation Day of Philanthropy (9/5): Volunteer opportunity for employees and members at Z Mansion
- Hope Jamboree for employee and members in conjunction with Hope, Inc.
- Orange Shirt Day (09/30)

New Hires/Pending Hires/Interns

- Jared Spece started as a Therapist at Residential on 08/27/2024.
- Philip Dmitroff started as an Educator at Outpatient on 09/03/2024.
- Lou Moore stated as an Educator at Outpatient on 09/16/2024.
- Krista Gast started as a Residential Technician at Residential on 09/16/2024.
- Cheyene Davis, current Residential Technician, accepted the position of Medical Case Aid. Start Date 09/23/2024.
- Jennifer Riecke accepted the position of Residential Technician. Start date pending pre-hire clearance.
- Fawn Antone started on 8/27 as our ASU School of Social work full time intern, she will be with us through the end of April 2025.

Open Positions

- 1- VP of Clinical Services
- 1- Therapist (Outpatient Program)
- We have 7 full time RT positions open, though a few people have started the hiring process.
- Kersey Makepeace resigned as Medical Case Aid position, and we are actively hiring for that position.
- 1- Facilities Assistant (Part-time)
- 1- Native and Indigenous Outreach Coordinator

**Quality, Compliance & Risk**

The new position Human Resources & Quality/Compliance Coordinator was filled by Lalita Arnold. She transitioned from Residential to Administration in August and has been a big help with backlogged functions. As a result, we better managing routine and important tasks and processes such as facilitating and organizing the Health & Safety Committee; responding to member

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feedback and complaints; processing medical record requests; and monitoring and responding to communications in the Quality Management mailbox.

We completed an Employee Feedback Survey and are compiling and analyzing Member Feedback Surveys from Quarters 1-3.

We have prioritized trending and analyzing trends from this past year's emergency drills and internal safety checklists.

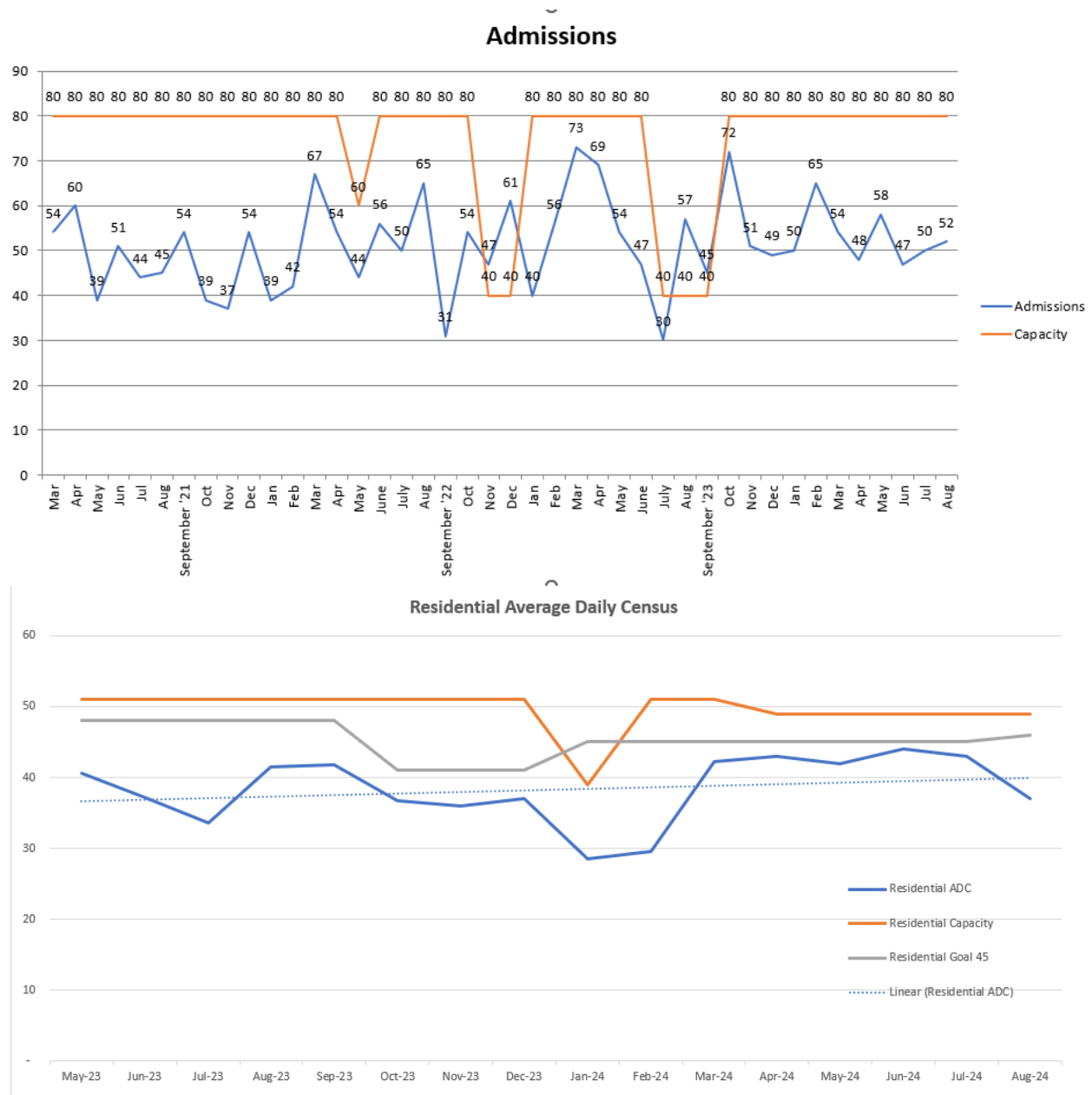
We continue preparing for the 2025 CARF survey. This will be an ongoing process through the survey in May or June 2025 and will be monitored and managed to regularly thereafter as CARF updates its standards and the environment evolves.

Stats for the month of August

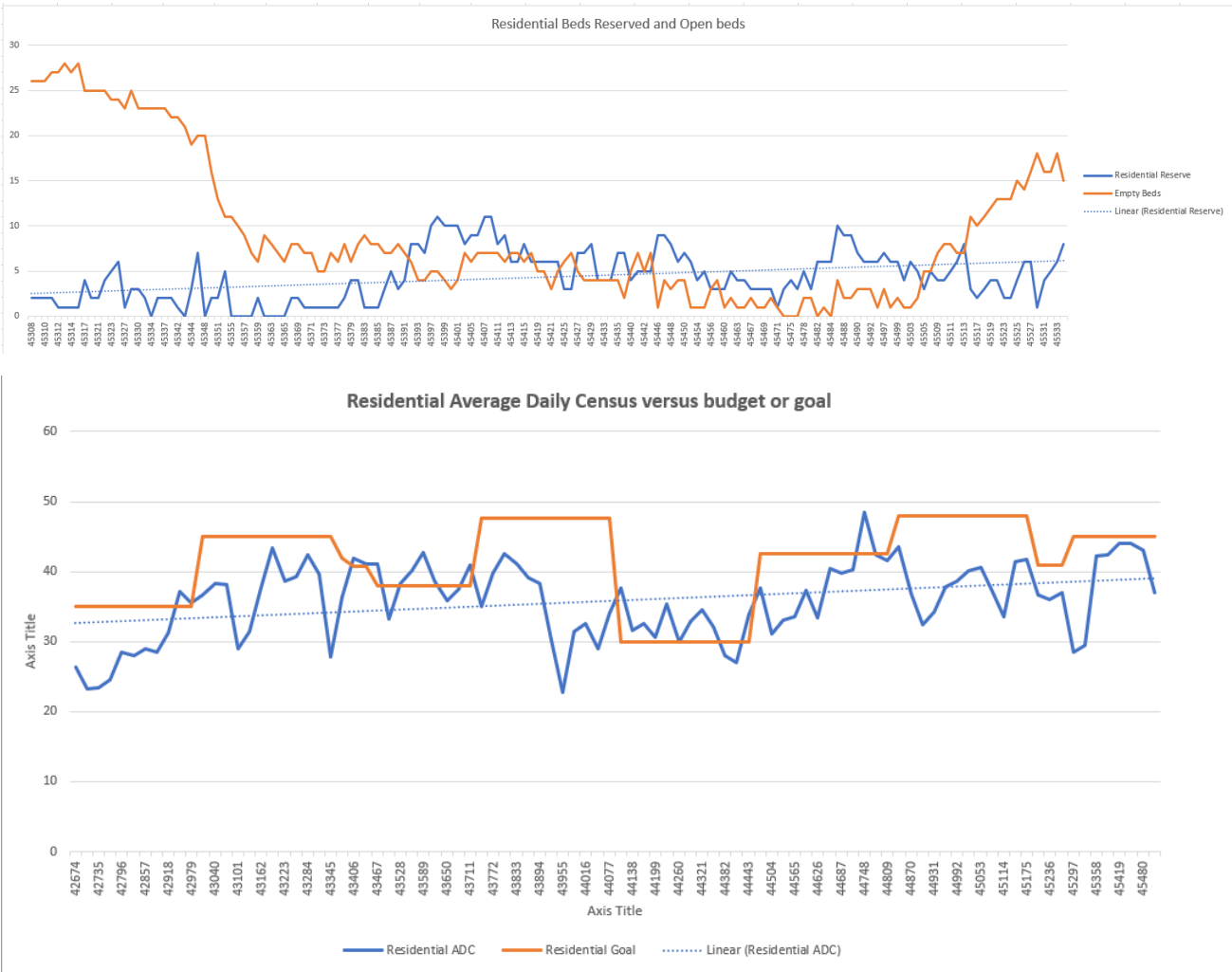
- Incident, Accidents & Deaths (IADs): 11
  - This is a decrease of 5 from the previous month.
  - Sent to ED/Urgent- 5
  - Suicide Attempt- 1 (Outside of The Haven)
  - Med Error- 1
  - AWOL- 2
  - Vehicle Accident- 1
  - Injury- 1
- Quality of Care Responses Requested from Payors: 5
  - We are waiting on responses from payors.
- Quality/Compliance Internal Investigations: 1
- Status of Audits: 0
- Trainings
  - IAD Trainings- 2
- Complaints
  - No official complaints were filed.
- Member Feedback Submissions- 18
  - Positive- 4
  - Negative- 9
  - Request- 3
  - Suggestions- 2

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Trends of Note



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