



The Haven Impact Report

2024

October 1, 2023 – September 30, 2024

Who We Are

The Haven helps women heal from substance use disorders in a family inclusive environment. The organization celebrates its 55th anniversary in 2025.

Vision

We envision healthy communities, without stigma towards those with mental health and substance use challenges.

Mission

To provide professional, holistic services to all women as they unlock their potential while recovering from substance use and while moving towards their best mental health.

Values

We Believe in and are Committed to:

- Recovery with Respect
- Supporting members in achieving their goals
- Recovery that is possible for all and is limitless in scope
- Assisting our staff with professional and personal development
- Contributing to the health of the Tucson community

"The Haven went above and beyond my expectations and I'm so thankful I decided to come here."



Highlights of FY2024

587

members
served

23% increase
from previous
year

800

admits to
programming

18% increase
from previous
year



Strong Women Drum Group drumming at the grand opening of the University of Arizona Indigenous Resilience Center (iRES) in September.

New Strategic Plan for 2024 - 2026



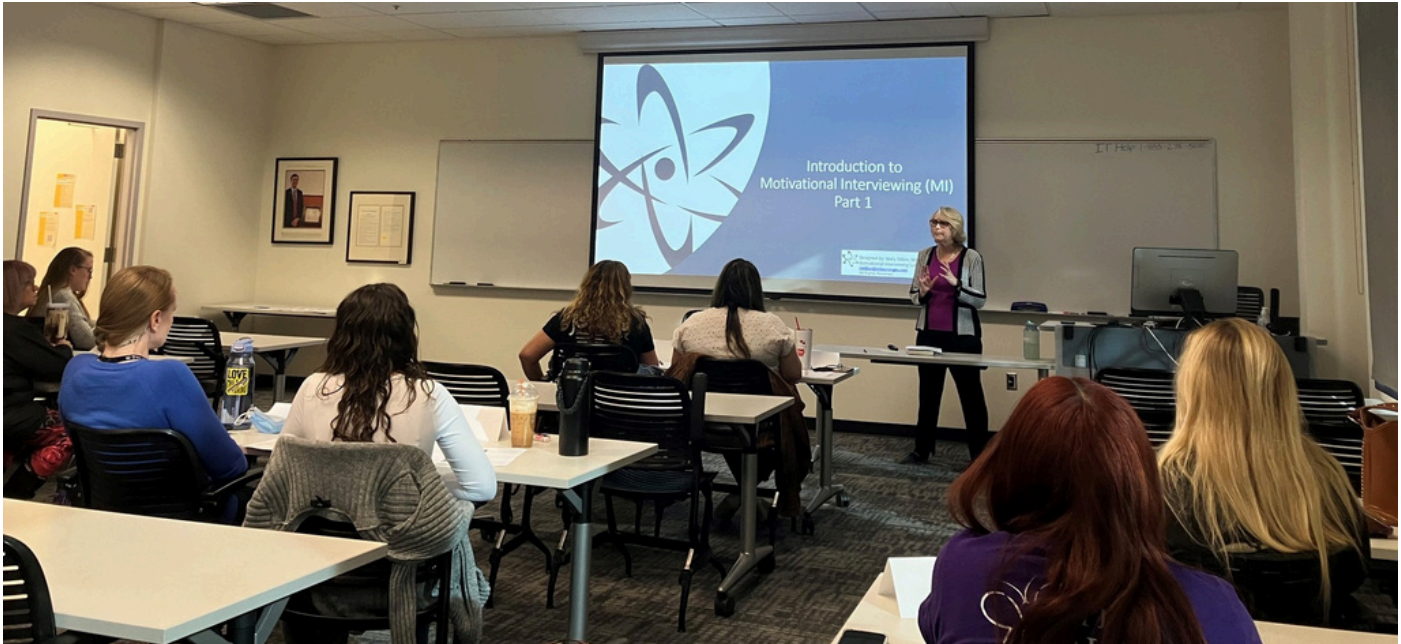
In the fall of 2023, The Haven created a new strategic plan for the next three years. The plan envisions a future where every woman seeking substance use recovery finds a supportive haven in our family-inclusive environment. As an organization committed to providing effective and affordable recovery services, The Haven is dedicated to fostering a holistic approach that prioritizes the well-being of women and their families.

In our pursuit of excellence, this strategic plan outlines six key goals that encapsulate our vision for the upcoming years. These six goals were collectively constructed by The Haven leadership team and board members after reviewing feedback from over 50 different respondents including staff, alumnae program participants, community partners and board members.

Six Key Goals

1. Develop a quality and data-driven culture that uses data to drive clinical and programmatic decisions and stakeholder communications.
2. Enhance program accessibility and maintain full or near-full census.
3. Increase The Haven's community presence and be seen as a leader within the field.
4. Maintain a competent, sufficient, and engaged workforce.
5. Create operational efficiencies and standardization across all programs.
6. Achieve financial stability with balanced budget and diversified funding streams.

New Initiatives



The Haven arranged an organization-wide **Motivational Interviewing (MI)** training from January through April. MI is a person-centered way of having a conversation about change and growth to strengthen the person's own motivation to change. We partnered with MI guru Mary Dillon and all our staff received 18 hours of training. This in-depth training was possible thanks to grant funding from **The Blue Cross Blue Shield of Arizona Foundation for Community & Health Advancement**.

The same grant funding enabled us to expand our family programming. In December 2023, we launched the first round of the **Celebrating Families!** Program. Celebrating Families! is a 16-week, evidence-based curriculum that teaches families healthy living skills. Each meeting starts with a family dinner and after that the participants break into age-specific groups to discuss the same topic. We're thrilled about this program and see firsthand what a huge impact it has on our members and their families.

Picture taken at a graduation ceremony in August.

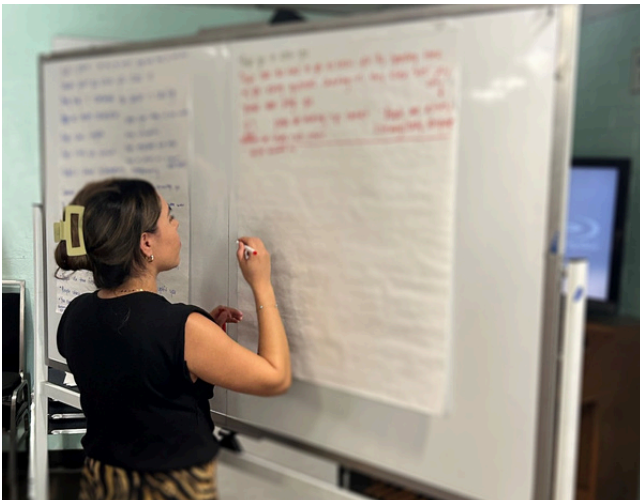
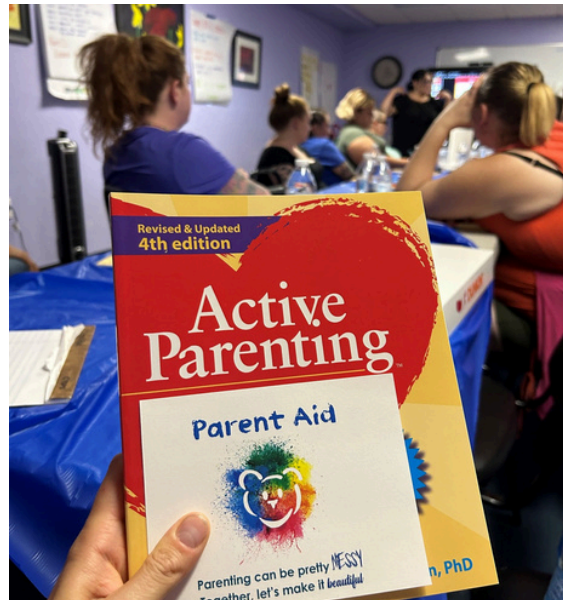


New Partnerships



In May, our residential members started to volunteer the **Z Mansion**. Every Sunday up to 200 homeless women, men, and children are served a bountiful brunch. Our members help with serving the food and sorting and handing out donations.

In July, we started partnering with **Parent Aid** to teach our members Active Parenting classes. We organized two 6-week series during the summer and the fall.



In August, we embarked on a “State of Kindness” inquiry with the **University of Arizona Science of Kindness Community Collective**. Our goal is to make The Haven the kindest possible treatment center in the world. We organized five focus groups to find out how our members, staff, and other stakeholders currently perceive kindness. After that, the data was sorted and then actions were ranked based on how important and present they are.

Native Ways Program



The Native Ways Program hosted 33 cultural activities, including drumming classes, smudging ceremonies, and traditional healing ceremonies. Members also attended several community events and drummed at events like Arizona Bowl and the University of Arizona Spring Pow Wow.

Picture taken during the National Day for Truth and Reconciliation (also called Orange Shirt Day) on September 30.

We commemorated the Missing and Murdered Indigenous Peoples Awareness Day on May 3.



Development

From January through March, VP of Communications and Development Emilia Honkasaari participated in SVP Tucson's Fast Pitch Program. The 5-month training program featured pitch development, donor connections, and marketing strategy. The program culminated in the Main Event on March 26 where Emilia delivered a 3-minute pitch about The Haven and raised over \$33,000 in one night.



Platinum
Transparency
2024

Candid.

The Haven earned a Platinum Seal of Transparency on Guidestar. Now everyone, including potential donors can see our strategy, metrics, and achievements.



The Haven received a \$20,000 grant from Tucson Federal Credit Union.

Communications and Outreach



Native Ways Cultural Educator Nati Cano and Native and Indigenous Service Manager Tracy Aleksic participated in an interview with **KXCI Community Radio's** *Cultivating Indigenous Voices* program. They shared information about The Haven's Native Ways Program and how women can heal through their culture and traditions. The program aired on September 1.

The Haven's outreach team tabled at 50 community events. This was a 127% increase from the previous year and a direct results of having new staff members dedicated to outreach.

Picture taken at the Arizona Palooza mental health awareness event on May 11.



Newsweek ranked The Haven as the 10th best addiction treatment center in Arizona. The ranking lists 400 inpatient, long-term, and residential treatment centers in the 25 states where these facilities are most numerous. The list highlights the nation's top facilities based on quality of service, reputation, and accreditation.

Community Celebrations

In January, The Haven received Community Leader of the Year 2023 award under **Tucson Indian Center's Marguerite Casey Foundation**.

According to the organization "The Haven's insights and perspectives during the Marguerite Casey Foundation Leadership Classes were particularly noteworthy and added immense value to the overall experience for all participants. It was evident that your expertise and enthusiasm contributed to the positive atmosphere and engaged discussions throughout the leadership classes."

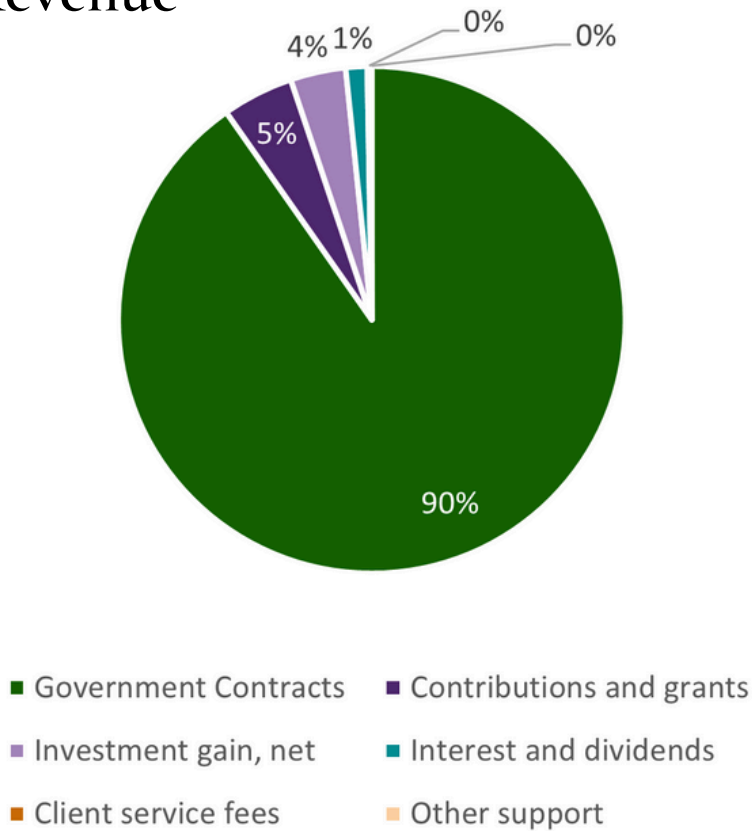


We organized our annual Chrysalis Luncheon on March 5 at the Tohono Chul gardens. Our honoree was Judge Victoria Steele who created The Haven's Native Ways Program. Close to 200 people attended the celebration of Recovery with Respect.

From left: Former VP of Clinical Services Kelli Gacic, VP of HR Latricia Clary, Judge Victoria Steele, and Outpatient Program Manager Sharese Bailey Harris.

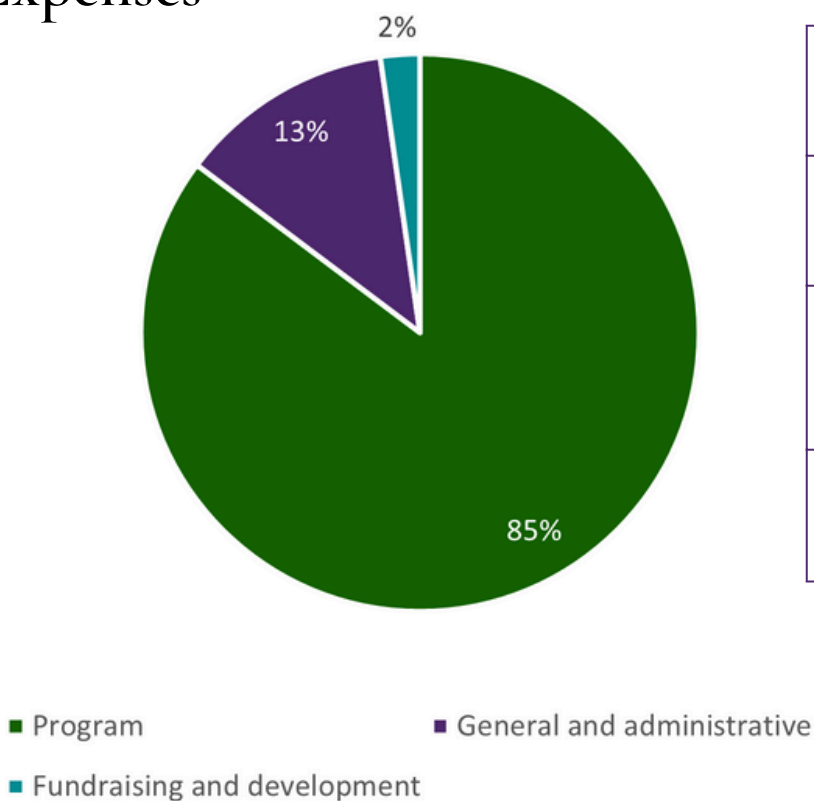
Financials

Revenue



Government Contracts	\$6,329,320
Contributions & Grants	\$318,883
Investment Gain, Net	\$247,396
Interest and Dividends	\$96,142
Client Service Fees	\$15,900
Other Support	\$4,037
Total	\$7,011,678

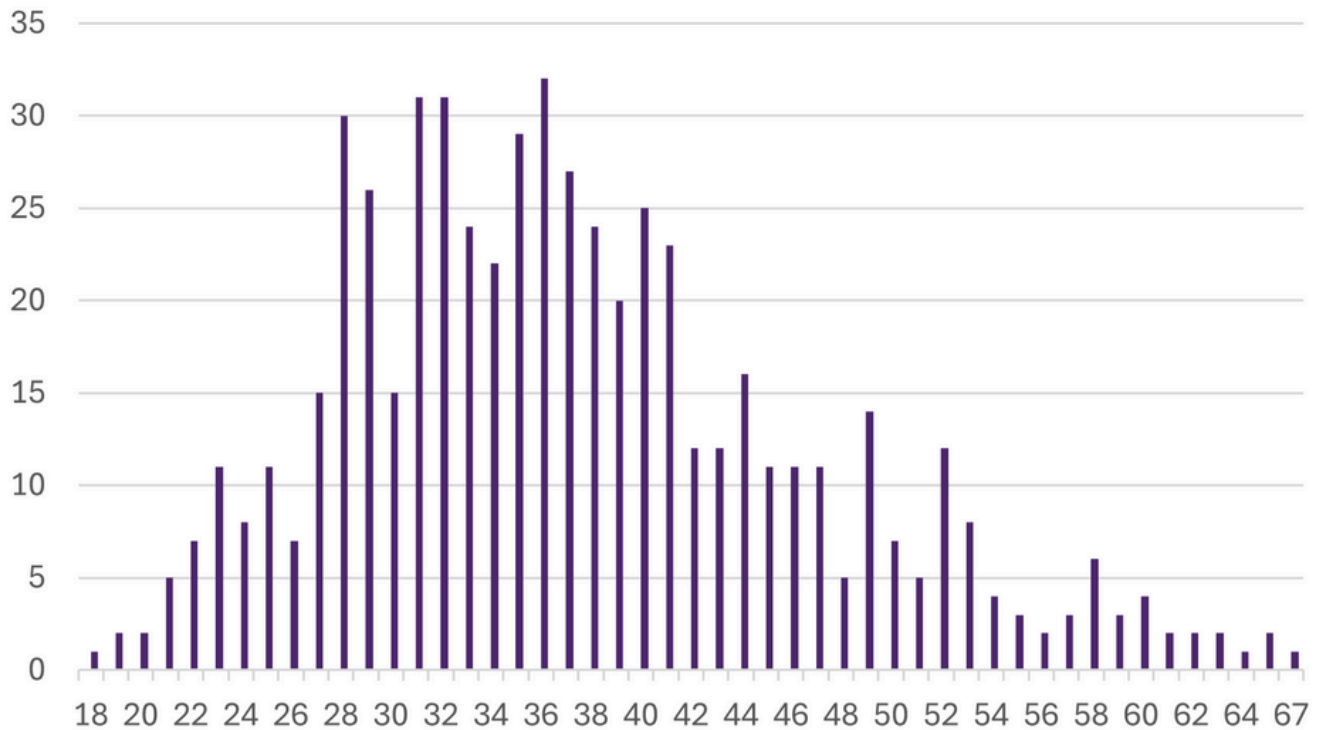
Expenses



Program	\$6,200,987
General and Administrative	\$905,722
Fundraising and Development	\$166,059
Total	\$7,272,768

Member Demographics

Age



Average Age = 37

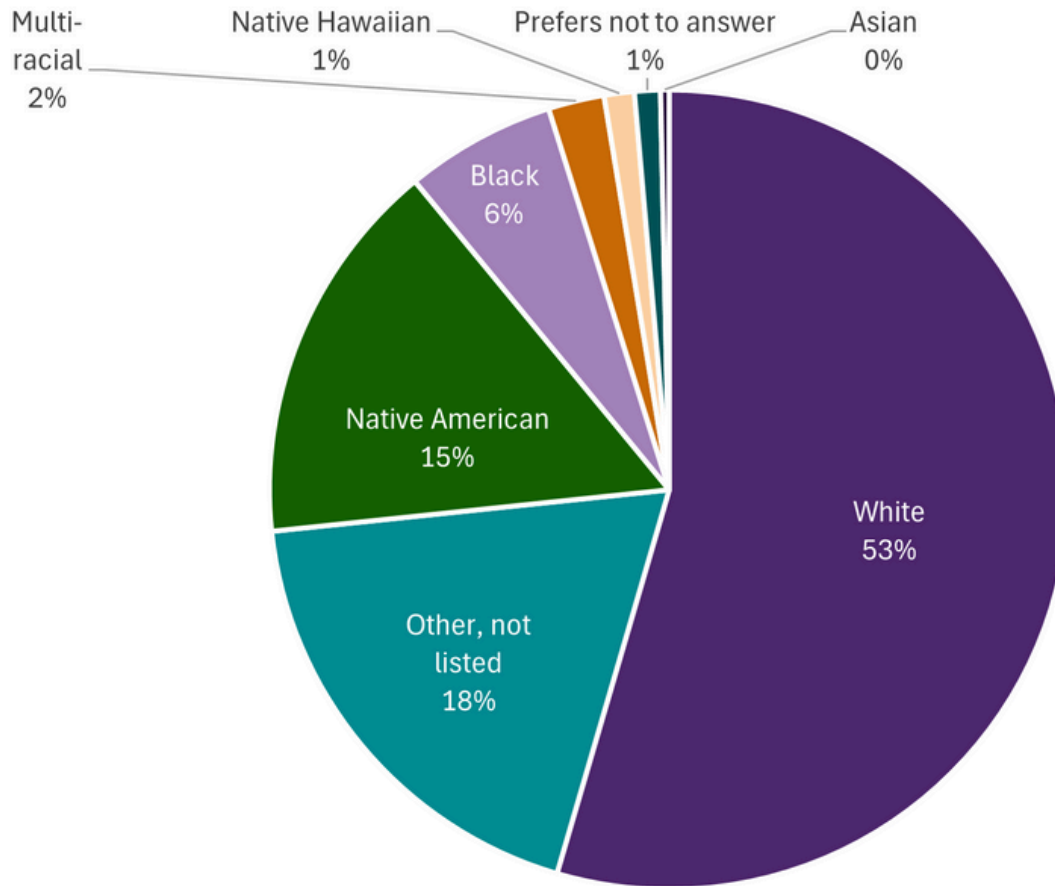
Minimum Age = 18

Maximum Age = 67

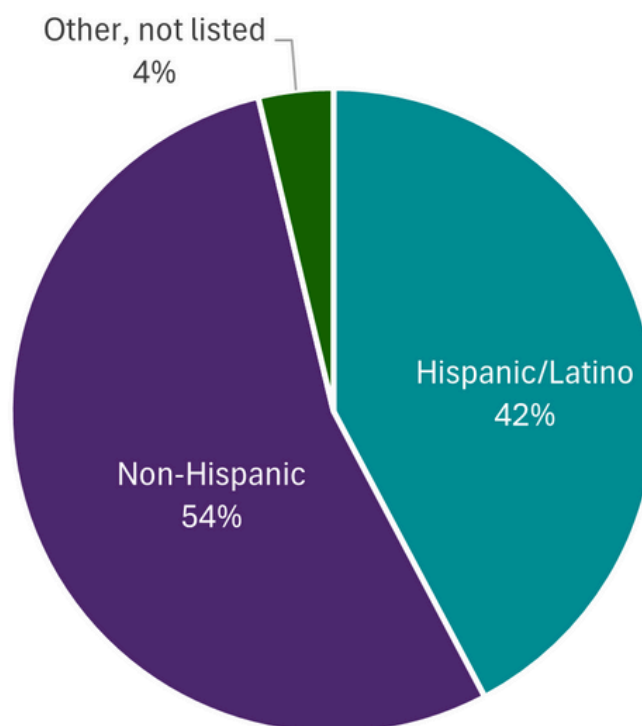


"The Haven was a great place to come for recovery."

Race

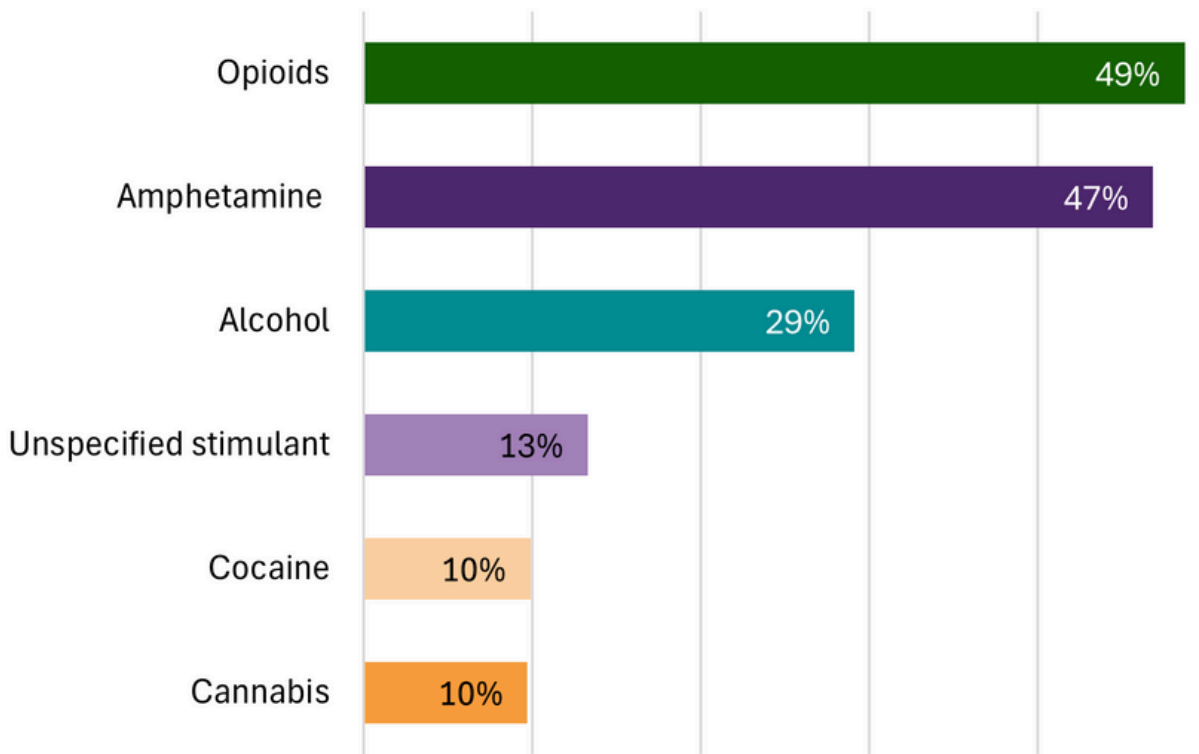


Ethnicity

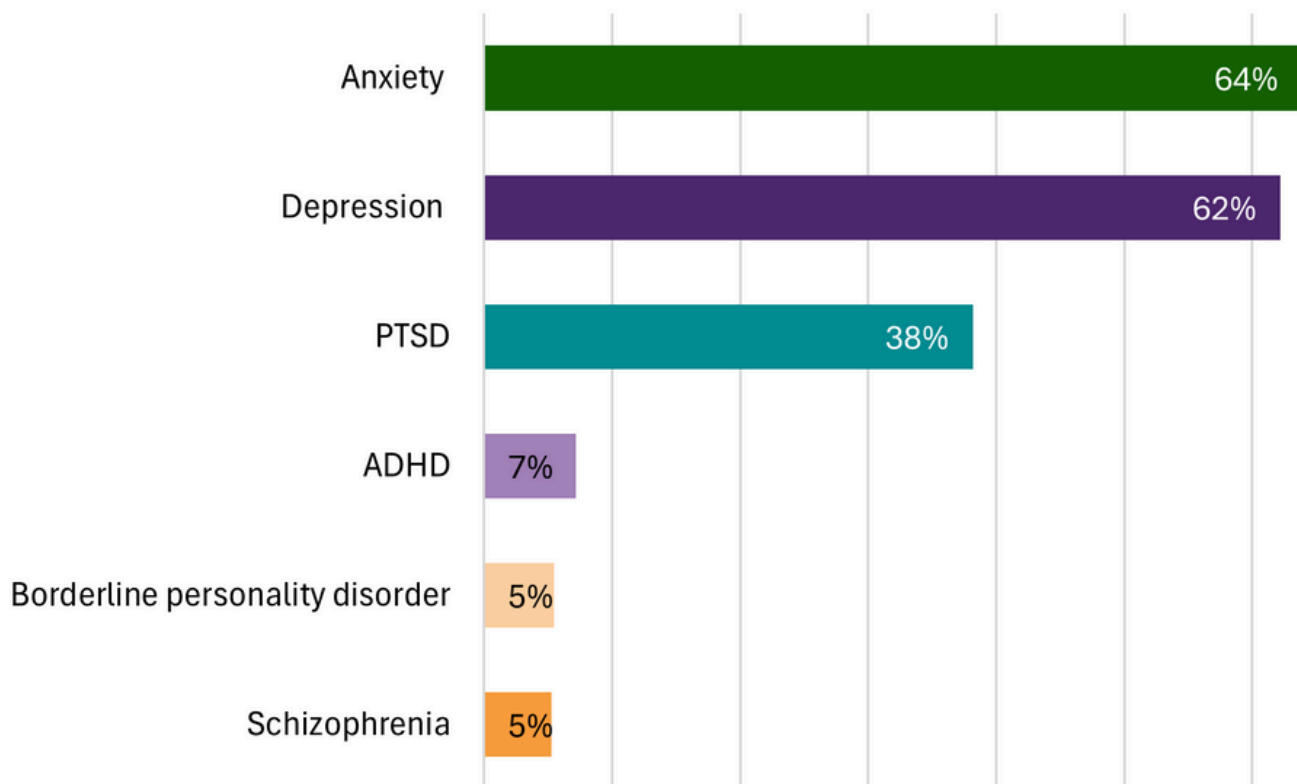


Diagnosis

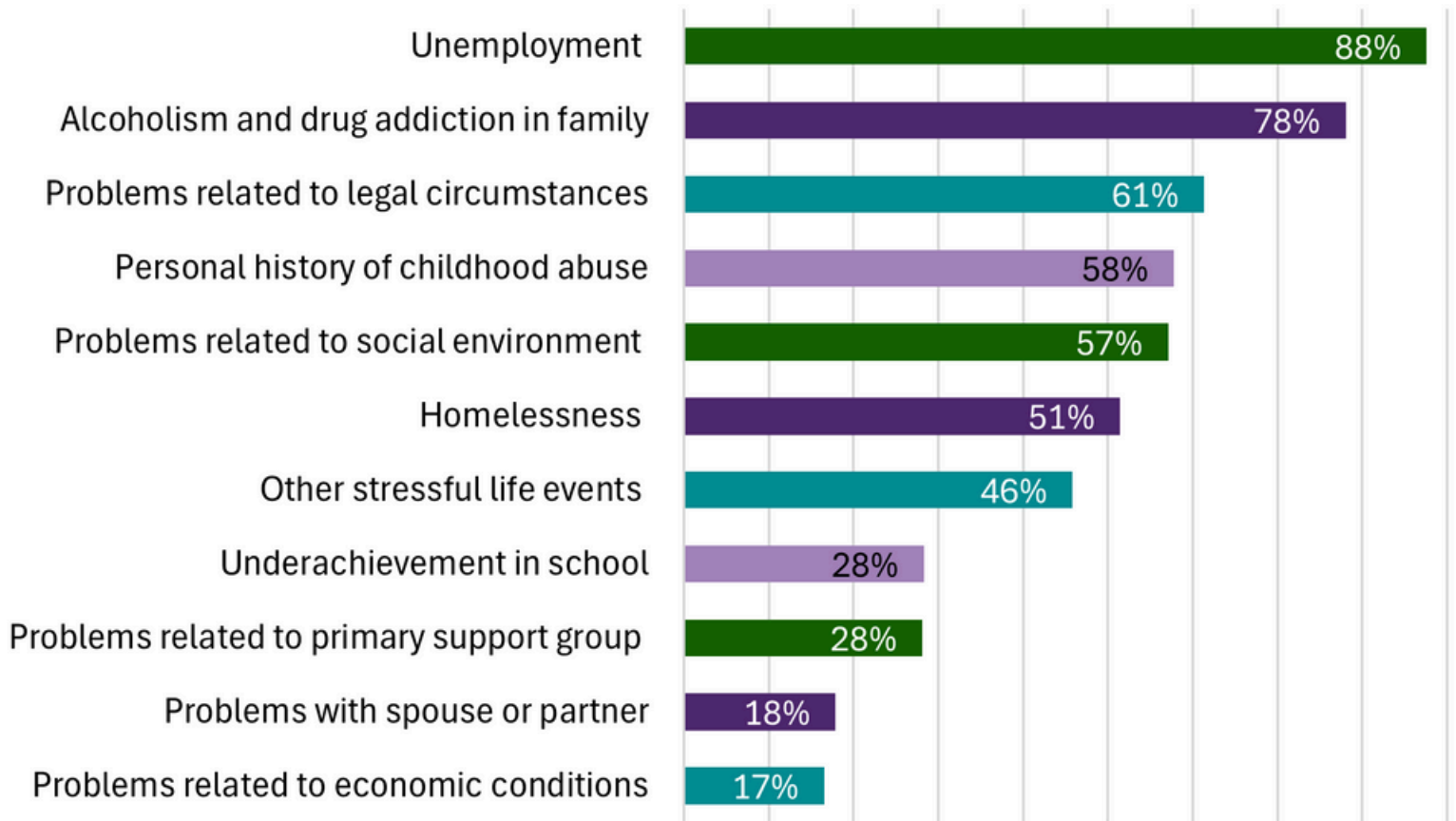
Severe Substance Use Disorders by Category



Mental Health Diagnoses



Prevalence of Social Determinants of Health

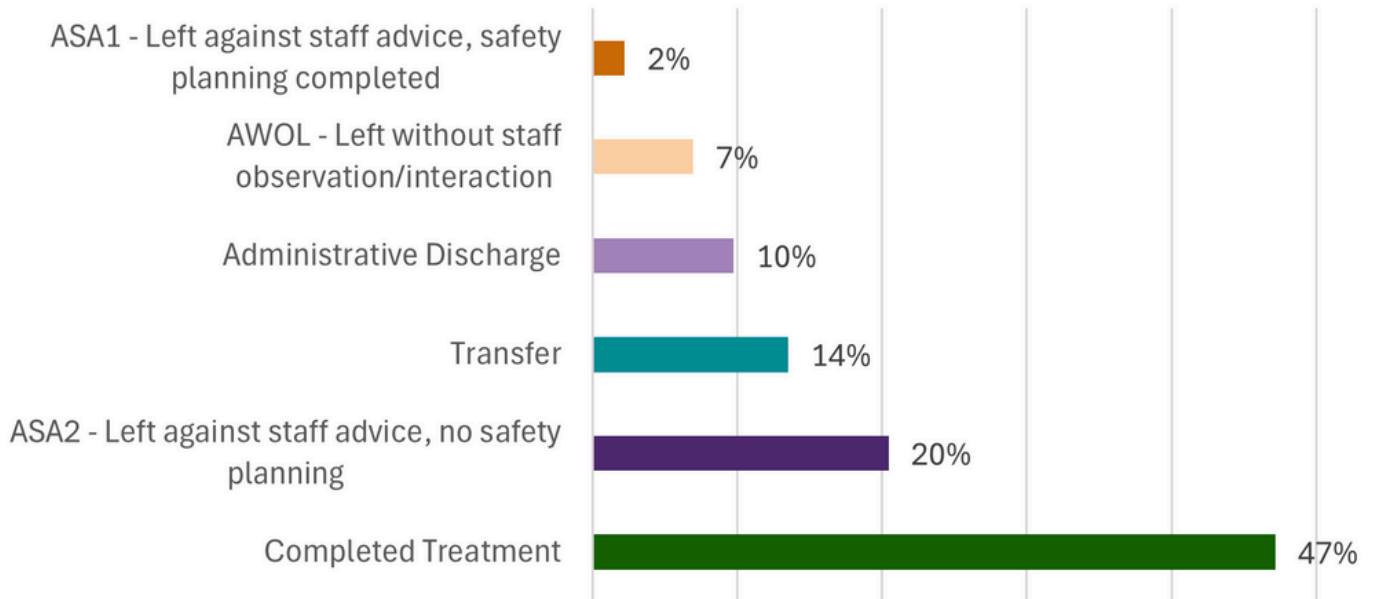


"All staff and treatment team had my best interest at heart which made a world of difference compared to other facilities in my past. Staff lead by example which helped open the gateways of trust. Thank you so much!"

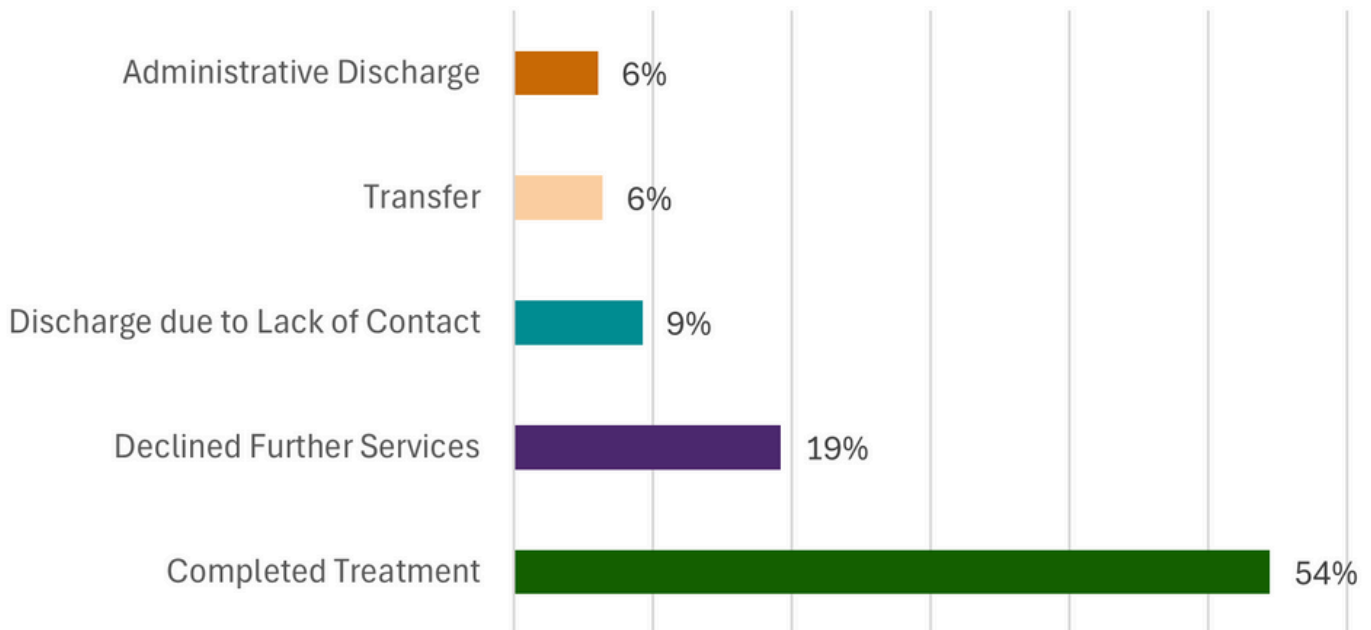


Treatment Outcomes

Residential

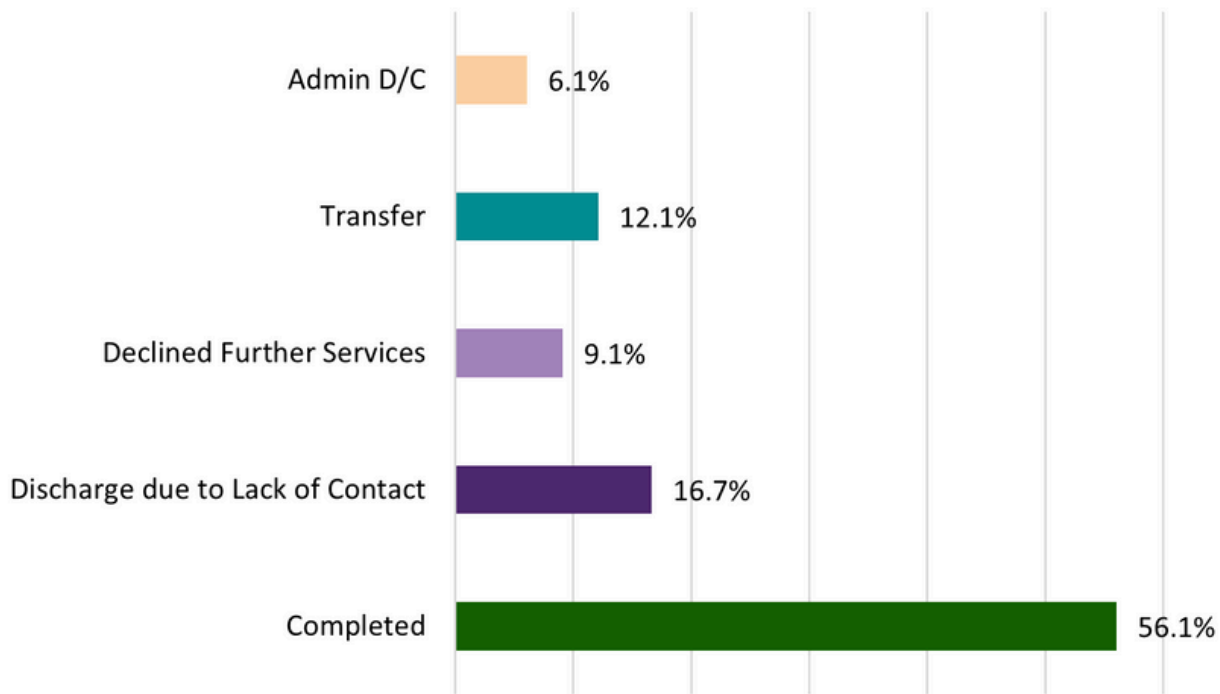


IOP



Note: The Haven defines Transfers as those clients who need to move to a different level of care or other type of facility to meet their needs.

OP - SUD



Residential Average Length of Stay: 46 days
IOP Average Length of Stay: 66 days
Outpatient Average Length of Stay: 119 days

Average daily census: 125 individuals



"I have never successfully completed treatment before, this time because of Native Ways I feel completely different. I notice the difference in myself, and my family sees it also!"

Impact

Improvement with Social Determinants of Health



74% of members had stable housing when they completed IOP



51% of members had stable employment when they completed IOP

Improved Effectiveness



68% of Residential referrals transferred into members



73% of IOP referrals transferred into members

Keeping Families Together

Supported 27 pregnant women and prevented seven likely removals by Department of Child Safety



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A Special Thank You to Our Supporters

Ruth Alexander Endowment Fund Held at the Community Foundation For Southern Arizona

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Arizona Complete Health

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Kendra Scott

Altrusa International Foundation Of Tucson, AZ

St. Mark's Quilters Guild





Strengthen our Impact

The Haven helps women heal their body, mind, and spirit. With your support, women can heal in the meditation garden, around the drum, and together with their children.

Thank you for giving women hope for their futures!

Scan to donate!

