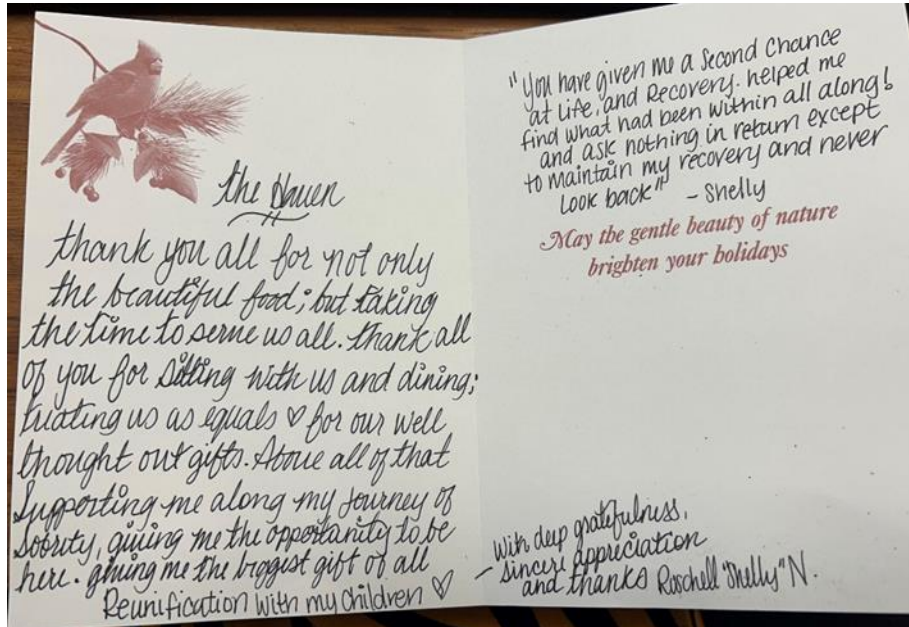


THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
January 24, 2025



We got a lovely card from one member thanking the Board and staff for organizing the holiday party.

Finance

For December 2024, Cash; Investment; and net Accounts Receivable balances are \$4m with 219 days (7 months) cash on hand, down 7 days from November. The net AR for American Indian AHCCCS is potentially overstated, as we still don't have a handle on which denied claims can be cured. The Current Ratio, current assets over current liabilities, is 4.92 to 1. At December's close, 92% of non-American Indian AHCCCS Client Accounts Receivable were aged at 90 days or less.

Only 15% of American Indian AHCCCS (AI AHCCCS or AHCCCS) Client Accounts Receivable is aged at less than 90-days. The Gross AR for AI AHCCCS is \$520,757 (net of \$165,000), with an allowance for doubtful accounts for bad debt and contractual write-offs of \$169,125 and \$186,460 respectively. We recently got a file from AHCCCS detailing everything that we billed them in calendar 2024 and its status. Quantitatively it appears that 39% of them are still unadjudicated. Qualitatively 49% are denied with 1% being paid.

The Net Operating loss for December was -\$19,322, an unfavorable variance to budget of \$6,913 (56%). Revenue for December was 97% of budget (down \$37,192 in earned revenue) and Costs were 98% of budget (down \$11,156 from

THE HAVEN

CEO's Report

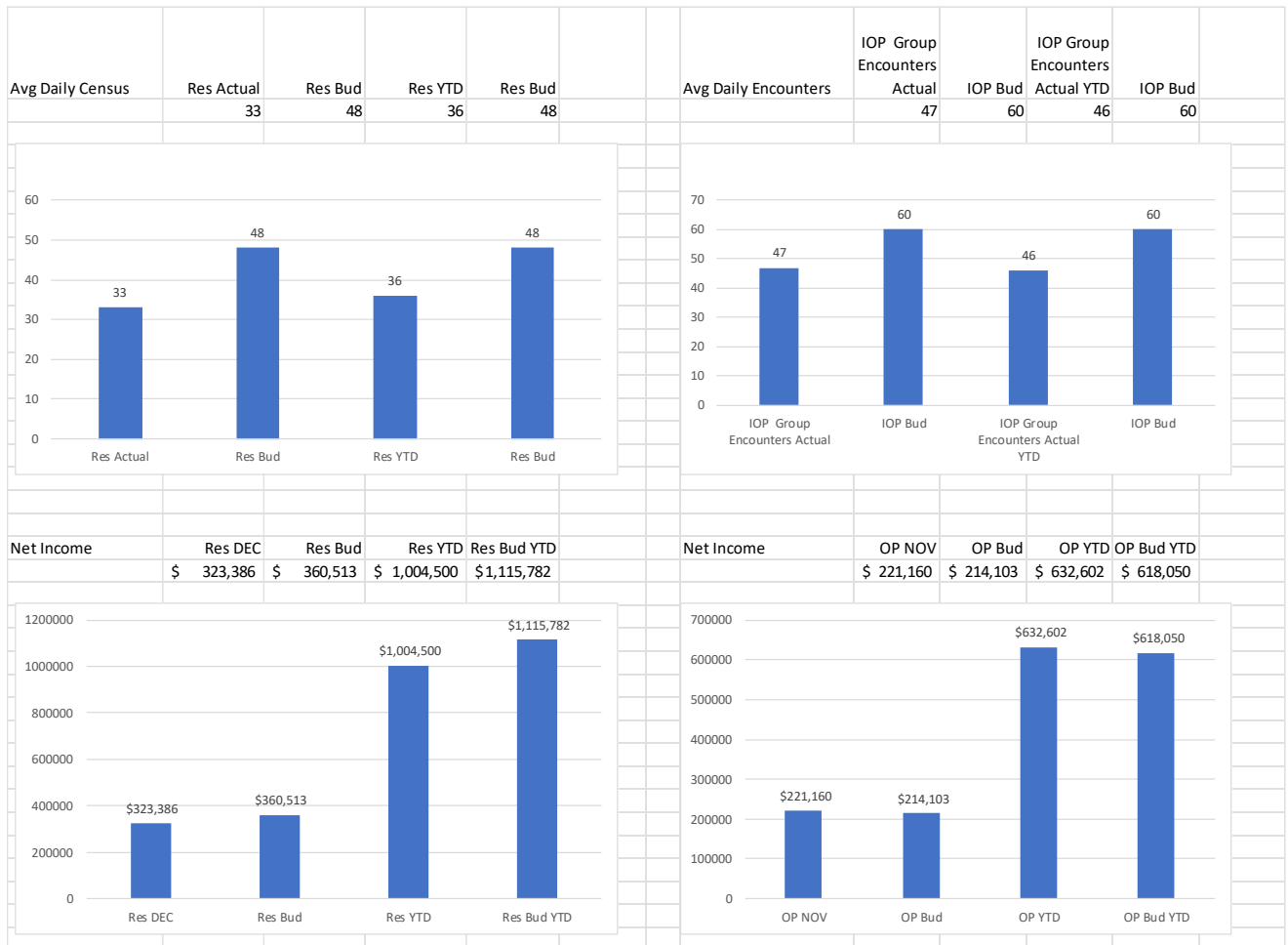
Submitted to the Board by Aimee Graves

January 24, 2025

budget). The average daily census at Residential was 33 with a budget of 48 and the average daily IOP day code billed was 47 with a budget of 59.

For the three months ended December 31, 2024, the Operating deficit is -\$102,080 compared to a budgeted deficit of -52,962.

Accounts Payables and the credit cards are 58% current. Insurance premiums for liability and workers' compensation are being paid in monthly installments. Rent is being paid on the 1st day of the month. No funds were pulled from investments In December.



Programs & Services

Latricia Clary continues to support the Clinical Management team in lieu of a Vice President of Clinical Services, ensuring they have the necessary resources, guidance, and support to achieve their goals and maintain operational excellence. This includes collaborating on staffing strategies, addressing training

THE HAVEN

CEO's Report

Submitted to the Board by Aimee Graves

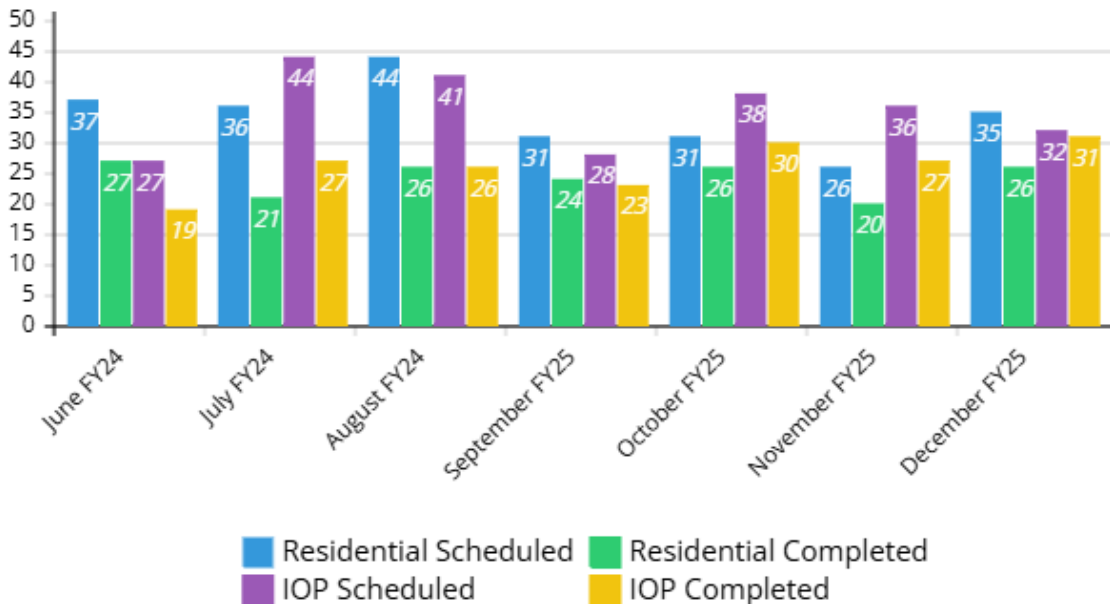
January 24, 2025

and development needs, and refining processes to enhance overall efficiency and effectiveness. The aim is to foster a strong, collaborative partnership with clinical leadership, prioritizing both employee well-being and the delivery of high-quality client care.

Admissions for December

- A total of 119 referrals were received in December 2024.
 - 47 were referred to IOP program, 44 of which were approved for IOP programming at The Haven.
 - 42 were referred to residential and approved for treatment at The Haven.
 - The 30 remaining referrals were declined, referred outside of The Haven or were incomplete referrals. (8) Primary Mental Health, (3) Health Choice/Mercy Care, (1) Identified as male, (3) Primary Housing, (2) Not eligible for insurance, (2) Primary Medical Issues, and (11) Lack of contact from agency or member despite attempts to follow up.

ADMISSIONS TRENDS



THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
January 24, 2025

DECEMBER RESIDENTIAL SNAPSHOT		
TOTAL # INTAKES SCHEDULED	35	(10) fed pre/pro, (4) justice, (0) self, (18) detox/hospital (0) former member, (3) word of mouth
TOTAL # OF ADMISSIONS	26	
TOTAL # OF NO-SHOWS	1	(1) Federal Probation
TOTAL # OF CANCELLATIONS/RESCHEDULES	8	(3) detained, (0) rescheduled, (5) cancelled
TOTAL # OF UNPLANNED DISCHARGES	10	(4) ASA, (1) AWOL, (0) arrested, (2) HLC, (3) admin d/c *(2) referred to HLC, (1) returned to The Haven after detox stabilization
TOTAL # OF CHILD(REN)	1	(1) child resided with her mother from 12.1.24-12.16.24.
TOTAL # OF PREGNANT ADMISSIONS	0	

DECEMBER IOP SNAPSHOT		
TOTAL # INTAKES SCHEDULED:	32	(12) The Haven Residential, (1) fed pre/pro, (1) justice, (0) self, (3) ARC IOP/RTC, (4) Villa Maria RTC, (4) Buena Vista RTC, (1) CBI, (4) Amity, (1) word of mouth, (1) The Haven IOP-OP intake
TOTAL # OF ADMISSIONS:	31	
TOTAL # OF NO-SHOWS:	1	(1) Villa Maria RTC
TOTAL # OF CANCELLATIONS/ RESCHEDULES	0	(0) detained, (0) rescheduled, (0) cancelled
TOTAL # OF UNPLANNED DISCHARGES:		Admissions staff is not provided with this information
TOTAL # OF PREGNANT ADMISSIONS:	2	

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
January 24, 2025

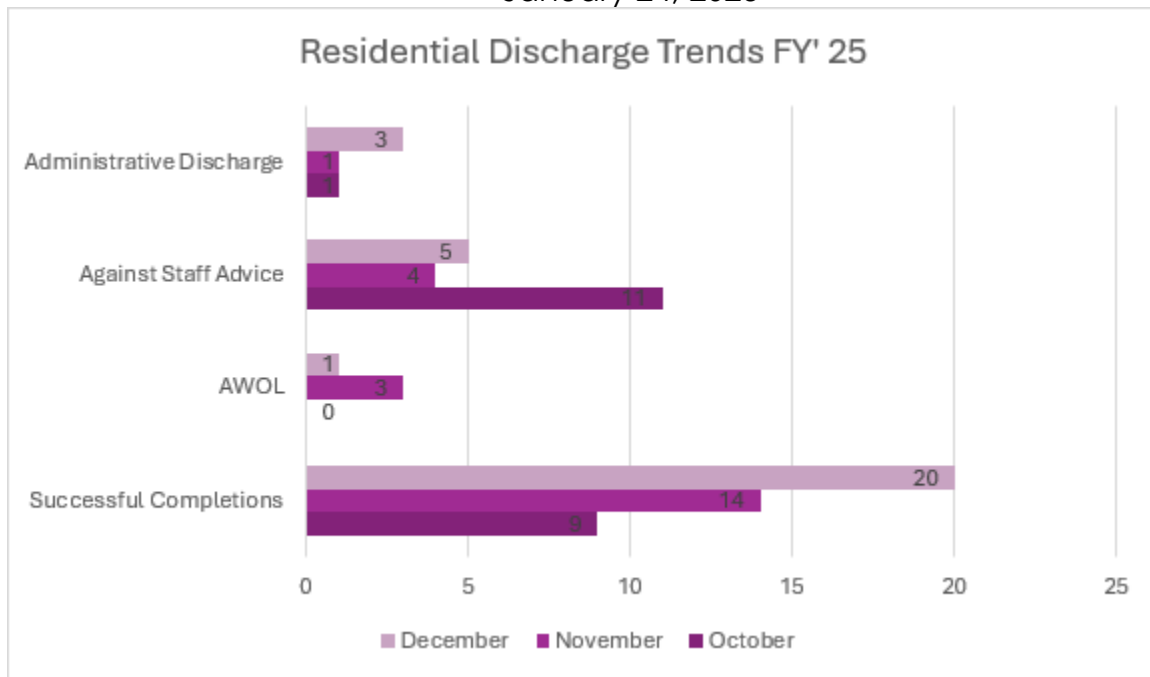
DECEMBER GRAND TOTAL SNAPSHOT	
TOTAL # INTAKES SCHEDULED	67
TOTAL # OF ADMISSIONS	57
TOTAL # OF NO-SHOWS	2
TOTAL # OF CANCELLATIONS/RESCHEDULES	8
TOTAL # OF UNPLANNED DISCHARGES	<i>Res 10, IOP: 10</i>
TOTAL # OF PREGNANT ADMISSIONS	2
<i>Note:</i> <ul style="list-style-type: none">• The Haven closed in observance of Christmas holiday on 12.25.24.• IOP bed spaces all accounted for with a standby list.• IOP standby list: 4• Residential and IOP combined scheduled intakes increased in December 2024 from November 2024 by 4%• Residential and IOP combined completed intakes increased in December 2024 from November 2024 by 10%	

Residential

Our daily census goal for FY25 at Residential is 48, not including children. The average daily census at Residential in December was 33, and 36 in QTR1.

In December, 20 women successfully discharged. The Haven IOP welcomed 13 of them. Four others went to an IOP program that was a better fit for their situations, which is a successful transfer of care. Three members transferred to another level of care that was more appropriate for her needs. This is still considered a successful discharge as her care was assessed and coordinated by the Residential treatment team.

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
January 24, 2025



Three were administratively discharged, one who did not choose to adhere to program guidelines and two others for engaging in a physical altercation with each other.

One member left AWOL within 24 hours of admission.

Five members left Against Staff Advice (ASA) this month. Two left within 48 hours of admission, one within two days of re-admission. This latter was not feeling psychiatrically stable after having been in a higher level of care for stabilization. Another member left after six days in treatment. She wanted to leave from the time of her admission and appeared to have more significant mental health symptoms than initially reported. One left within eight days of admission due to a DCS severance trial for her children. As always, we hope to see these individuals again and welcome them back when ready.

Residential Events

- 12/7/24-Members in the Native Ways program volunteered at Wings for Women and created around 200 food boxes for the community, 20 of which were donated to members in IOP.
- 12/10/24-Residential hosted the Annual Board of Directors Holiday Dinner, including caroling and presents from the board to the members. Everyone

THE HAVEN

CEO's Report

Submitted to the Board by Aimee Graves

January 24, 2025

had a really enjoyable time. All enjoyed a great time together. Through the month of December, we were able to provide our new admissions some of the additional gifts.

- 12/21/24-Members worked together to make homemade tamales for dinner for the program.
- 12/21/24-We held a Winter Solstice fireside ceremony for all residential members who were interested in attending.
- 12/22/24-We took members to a NW neighborhood to look at holiday lights, Disney Lane.
- 12/25/24-Our members celebrated Christmas and opened stockings and gifts from the Sober Sisters. They drop them off every year at midnight, in honor of the tradition Oonagh started.
- 12/26/24-HR VP Latricia facilitated a Kwanzaa Education group to provide member's information about this holiday and traditional practices. They also completed an arts and crafts activity related to the holiday.
- 12/28/24-Members of the Native Ways program, and few other residential members, attended the Arizona Bowl Football game to drum and sing on the field. This is something they have been able to do every year due to The Haven's involvement with the Red Road to Wellbriety. Members and personnel walked in the parade across the field while holding a Haven flag. This year, there are clips of Snoop Dogg standing with the women as they drummed and prayed!
- 12/30/24-A former contractor, Rochelle, volunteered her time to facilitate a Hanukkah Education group for all members.

Upcoming Residential Events

January	Occasion
1/1/2025	Happy New Year!
1/2/2025-1/30/2025	Tucson Indian Center Leadership Workshop
1/11/2025	"New Year, New You" Tucson Indian Center Goal Setting Event
1/20/2025	Martin Luther King Jr. Day

Nursing

In December, nursing efforts were focused on reducing transmission of infection. We saw an increase in respiratory illness symptoms and spent time with our members providing education on symptom management and infection control

THE HAVEN

CEO's Report

Submitted to the Board by Aimee Graves

January 24, 2025

practices. Our members are all provided information about infection control practices at admission and throughout their stay. We have escalated care when necessary and were able to assist our members with either getting in to see their primary care providers or appropriately utilize urgent care services so they could receive treatment for those urgent needs through planned and coordinated visits. We believe there is benefit to assisting our members with learning to navigate the healthcare system to meet their needs.

We are also in process of coordinating another vaccine clinic with Pima County Health Department for flu and COVID vaccine distribution though the date is yet to be determined.

Native Ways

We had one huge event: The Arizona Bowl. The Haven's Strong Women Drum Group opened the event and drum during half time. Nati led the parade and carried The Haven's flag. Snoop Dogg paused to pray with our drum group.



THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
January 24, 2025

- We hope to schedule our first Distinguished Speaker Series in late winter or early spring.
- We contacted the Pima County Health Department to arrange for the Women's Wellness Exam and STI Mobile Testing Van for the upcoming Haven Health Party at Glenn for IOP members. This event will serve as a sexual health and safety fair, featuring vendors, snacks, and a giveaway. Tom will provide a 20-minute self-defense demonstration, and the Pascua Yaqui Tribe's Wellness Center has been invited to participate by offering a 20-minute step aerobics demonstration, as well as hosting a table at the event. Additionally, we promote their Monday and Friday Boxing classes with Coach Jose at Richey OP to empower our members, as highlighted on the NW Calendar of Events.
- We are planning implementation and timeline of the Passion Project.

Native Ways Event Calendar for IOP, OP, and Alumni Members DECEMBER 2024						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2 San Xavier Spiritual Walk @ PVT Health & Social Services Center 9:30am Registration	3	4 Wellness Wednesday Audubon Pascua 12-2pm Novita Wine Loss Support Group @ 7137 N. Graycroft, Ste. 128 12-1:15pm	5 Suicide Loss Support Group @ 2222 N. Graycroft, Ste. 128 1-2:10pm Native Sisters in Recovery @ TIC 4:15-5:15pm	6 Holiday Community Resource Fair @ 5048 S. 40th St. Boxing with Coach Jose @ PVT Richey 5:30-7pm	7 Healing Herb Walk @ Mosier Garden 948 W. Mission Ln., Tucson, AZ 85716 9-10am
8 Boxing with Coach Jose @ PVT Richey 5:30-7pm	9	10	11 Wellness Wednesday Audubon Pascua 12-2pm Novita Wine Loss Support Group @ 7137 N. Graycroft, Ste. 128 12-1:15pm	12 Job Club @ TIC 10-11am Native Sisters in Recovery @ TIC 4:15-5:15pm	13 Boxing with Jose @ PVT Richey 5:30-7pm Substance Use Support Group with Novita Vita @ 2222 N. Graycroft, Ste. 128 4-5:30pm	14 Sober Sunday Funday @ McCormick Park 2950 N. Columbus Blvd., 85712 10am-3pm
15 Boxing with Coach Jose @ PVT Richey 5:30-7pm	16	17 Drumming @ Mariposa Inn 9:30-7:30pm	18 5th Elder Enrichment Circle @ 1300 W. Speedway Blvd. 12:30-1:30pm Wellness Wednesday Audubon Pascua 12-1pm	19 Job Club @ TIC 10-11am Native Sisters in Recovery @ TIC 4:15-5:15pm	20 Boxing with Jose @ PVT Richey 5:30-7pm	21 Traditional O'odham Agriculture @ Mosier Garden 948 W. Mission Ln., Tucson, AZ 85716 8-9am
22 Boxing with Coach Jose @ PVT Richey 5:30-7pm	23	24	25 Christmas The Haven offices are CLOSED	26 Native Sisters in Recovery @ TIC 4:15-5:15pm	27 Boxing with Jose @ PVT Richey 5:30-7pm	28 AZ Bowl The Haven's Strong Women Drum Group will be performing
29 Boxing with Coach Jose @ PVT Richey 5:30-7pm	30	31 Drumming @ Mariposa Inn 9:30-7:30pm	1 New Year's Day The Haven offices are CLOSED			

2601 N. Campbell Ave. Ste. 105, Tucson, AZ 85719 Questions? Text Tracy @ (520) 833-4878

Native Ways Event Calendar Residential DECEMBER 2024						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2 San Xavier Spiritual Walk @ PVT Health & Social Services Center 9:30am Registration	3	4	5	6 Drumming @ House 5 2:30-4:30pm	7 Wing for Women @ 5570 S. Speedway Blvd. Tucson, AZ 85712 8am-12pm Talking Circle @ House 5 7-8pm
8	9	10	11 Winter Wellness @ Lofa - Mel & Enid Zuckerman College of Public Health 11am-12pm	12	13 Drumming @ House 5 2:30-4:30pm	14 Drumming @ House 5 7-8pm
15	16	17	18	19	20 Drumming @ House 5 2:30-4:30pm	21 Winter Solstice Ceremony Behind House 5 6-8pm
22	23	24	25 Christmas	26	27 Drumming @ House 5 2:30-4:30pm	28 AZ Bowl The Haven's Strong Women Drum Group will be performing All-day 8am-4pm
29	30	31 Grateful to lessons learned and wisdom gained in 2024	1 New Year's Day Happy 2025!			

2601 N. Campbell Ave. Ste. 105, Tucson, AZ 85719 Questions? Text Tracy @ (520) 833-4878

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
January 24, 2025

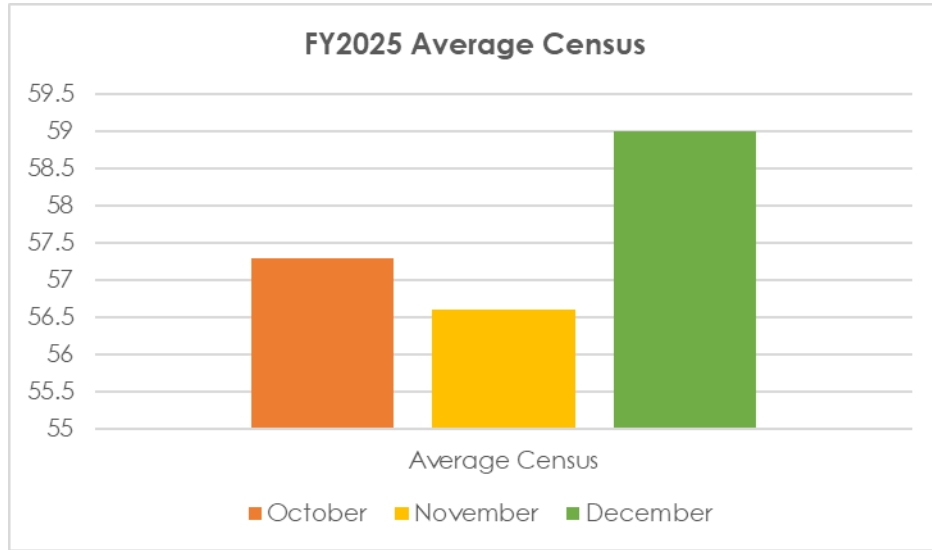
On December 14th, we organized the second OP/Alumni Sober Saturday Funday, which was well-attended by members. A member from the Native Ways OP approached Tracy to advocate for the needs of Native Ways members, expressing their desire for more fun activities. They noted that while they receive plenty of therapy, participating in sports and games is a significant part of their community life on the reservation. To address this, we reserved a ramada through Parks and Recreation. Members were encouraged to bring their families and participate in games like kickball and spades, as well as contribute a dish for the BBQ potluck. The Haven provided an ice chest and kickball for the event. Peer Support Staff were informed and available on call if needed.



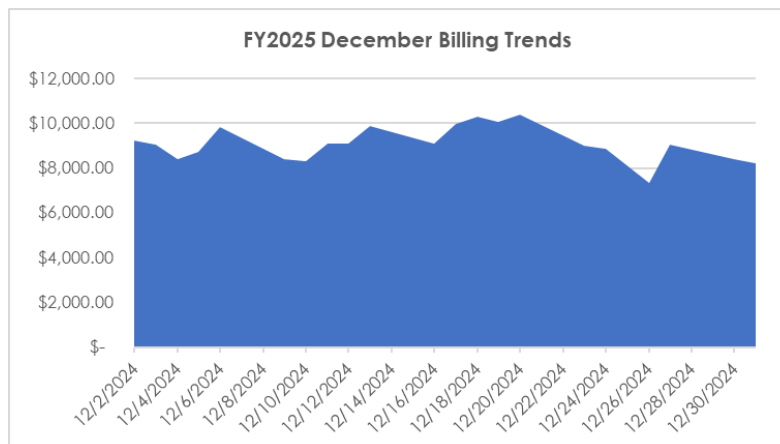
THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
January 24, 2025

Intensive Outpatient & Outpatient

We continue to be highly focused on growing the IOP program to a target daily census of 60 or greater, which will support the business needs of The Haven.



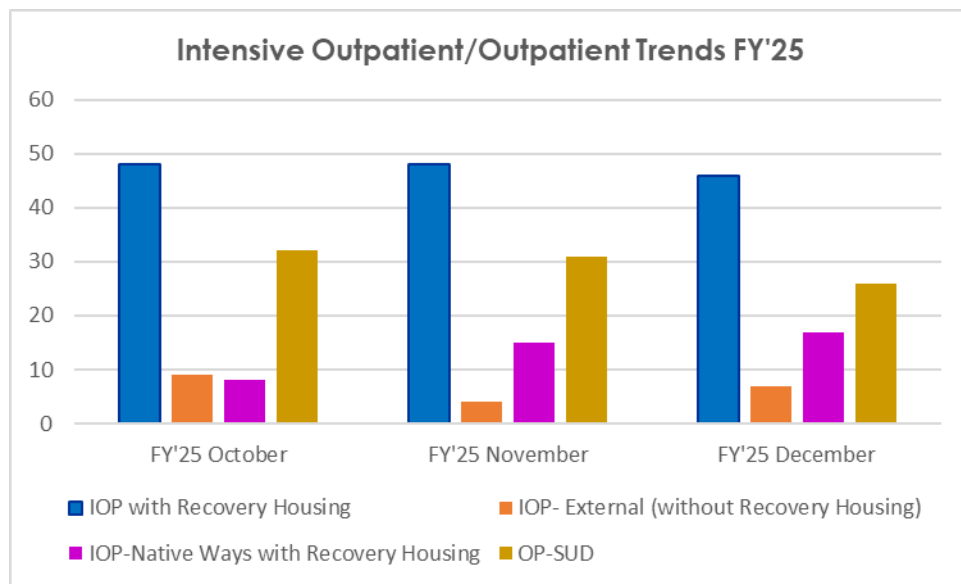
On October 1, we began full implementation of our updated program model for IOP in order to meet AHCCCS's new Behavioral Health Covered Services Guide (BHCSG) specifications that we into effect the same date. The retooled service mix has been well received. It assures quality clinical care and programming that engages our members. We've come very close to reaching a daily encounter goal of \$10k most of the time, despite have two vacant fulltime therapist positions.



THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
January 24, 2025

AHCCCS updated its rule about group size to 15 from 12. This should help us meet our daily encounter target. With the increase in group size, our daily target will increase from \$10k of billable services to \$12,225 in January 2025.

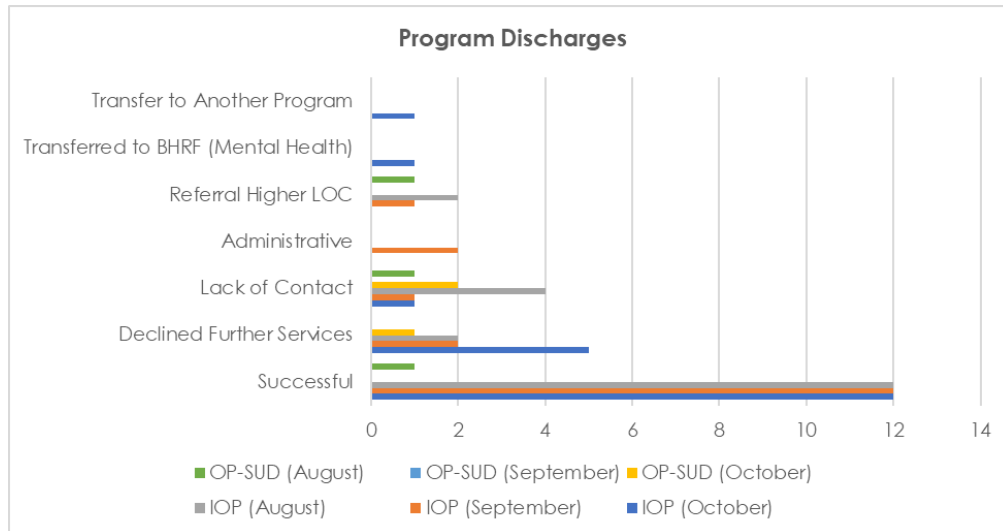
Our daily census maximum for FY25 for IOP Recovery Housing is 56, including children. The average daily census in IOP Housing in December was 49 members.



IOP celebrated 5 successful completions in December. Five members declined further services. Three were discharged due to a lack of contact. One was administratively discharged, 10 unsuccessful completions, and five members declined further services. No one was transferred to another provider for mental health needs or to a higher level of care. One transferred to another IOP program.

We had two successful and three unsuccessful completions in OP. One person declined further services, two unfortunately discharged due to lack of contact, but no one needed to transfer to a higher level of care.

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
January 24, 2025
FY25 Discharges for both IOP and OP-SUD



Member Success Stories from December

Brandie completed IOP on 12/29/2024. She demonstrated good insight into her recovery. She was a support to her peers. Brandie secured housing at Avant Recovery.

Stephanie completed IOP on 12/16/2024. She demonstrated empathy and good insight during group and gave helpful feedback to her peers. She developed a support network through the 12-step community. Stephanie moved in with a friend while she is working on securing housing with Section 8. She expressed her intension of transitioning to The Haven's Outpatient program.

Michelle completed IOP on 12/2/2024. She reported successful attainment of all her clinical treatment goals. She demonstrated great insight and resilience and remains steadfast in her desire to rebuild her relationships in a healthy and meaningful way. Michelle secured her own residence. She expressed her intension of transitioning to The Haven's Outpatient program.

We celebrate our members' successes and are excited for their next steps!

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
January 24, 2025

Workforce

Human Resource (HR) Initiatives

- We successfully completed the project to enter all employees into Compliatric, ensuring compliance with regulatory requirements by streamlining monthly screenings. This initiative enables the automated and consistent monitoring of employee records through the Office of Inspector General (OIG) and System for Award Management (SAM) databases. By conducting these checks monthly, HR ensures adherence to federal and payor regulations. The project not only enhances oversight but also mitigates risks related to unauthorized employee status, contributing to the organization's commitment to maintaining regulatory excellence and operational integrity.
- We successfully completed a comprehensive project to input all employee expirable dates into Paycom, creating a centralized system for tracking key compliance deadlines and certification updates. By consolidating this critical information, HR can now efficiently generate detailed monthly reports to monitor upcoming expirations and ensure timely compliance with regulatory requirements. This proactive approach not only simplifies the process for identifying expiring certifications but also enables the organization to provide timely reminders and support for employees to complete necessary renewals. As a result, this initiative strengthens the organization's overall compliance efforts, promotes operational readiness.
- We successfully completed a company-wide background check initiative to ensure full compliance with new payor regulations. This comprehensive effort involved reviewing and updating employee records to meet the latest regulatory standards, ensuring that all necessary screenings were completed and documented. By implementing this initiative, the organization has strengthened its compliance posture, mitigated potential risks, and demonstrated its commitment to maintaining the highest standards of accountability and trust. This proactive approach not only supports regulatory adherence but also reinforces the organization's dedication to operational excellence and stakeholder confidence.
- Human Resources and Residential Leadership teams have begun implementing the new Residential Technician Training Initiative to ensure that employees receive comprehensive, role-specific training. This initiative is designed to enhance the knowledge and skills of residential technicians, equipping them to provide exceptional client care and adhere to best practices. By prioritizing proper training and development,

THE HAVEN

CEO's Report

Submitted to the Board by Aimee Graves

January 24, 2025

the organization is fostering a culture of excellence, improving service delivery, and reinforcing its commitment to providing high-quality support to members. This collaborative effort aims to promote employee confidence and competence, ultimately enhancing overall member outcomes and satisfaction. development.

- On October 1, 2024, agency-wide performance evaluations commenced, spanning a month and engaging managers and employees from all departments. Every eligible employee received a performance evaluation, with 90% meeting or exceeding expectations. HR partnered with managers and supervisors to create performance improvement plans for employees who fell below standards, aiming to help them meet expectations within 30-90 days.

Open Positions

- 1- VP of Clinical Services
- 1- Therapist (Outpatient Program)
- 1- Native Ways Therapist (Outpatient Program)
- 1- Recovery Coach (Outpatient Program)
- 1- Admissions Specialist (Admissions)
- 5- Residential Technicians

Administration & Facilities

Billing

- Billed 3,020 units of service for a net of \$435,750.
- Posted \$439,425 in payments and \$192,138 in contractual adjustments and denials.
- Developed new procedures and templates to avoid future denials by AIHP/AHCCCS
- Received \$2,978 from AIHP/AHCCCS on AR. Wrote off \$11,214 as uncollectible.
- Submitted a ticket requesting that all calendar 2024 claims be adjudicated.
- Requested list of 2023 claims status from AIHP/AHCCCS

Information Technology

- KIPU Scheduler implemented.
- Company score 680 of 800 in gamified micro-trainings.
- HIE established. Testing in process.

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
January 24, 2025

Facilities

- Instructions for Kitchen fire on wall over all stoves. All kitchen fire extinguishers on Kitchen walls. Installed fire retardant blankets over all stoves.
- Developed living quarter inspection checklists with Quality and Compliance
- Annual fire systems inspection – passed.
- Finished elimination of trip hazard on Adelaide sidewalk
- Grand Marquis will need to be replaced before the end of the fiscal year

Other

- New architect still working on the Occupancy permit from the City of Tucson for the Duplex, so that we can submit licensure paperwork to the Arizona Department of Health on the kitchens remodeled to bedrooms, completed in May 2022, at Adelaide
- Trained Executive Team Coordinator on producing the Daily Census dashboard
- Requesting an extension on our financial audit deadline due to 39% of the calendar 2024 AIHP/AHCCCS claims still being adjudicated.

Development and Communications

We have wrapped up our end of the year fundraising campaign. We sent 1,420 letters to donors thanking them for their support and inviting them to make an end of the year gift. Each letter was personalized and addressed by hand. We expanded our usual mailing list and sent letters to all donors who had addresses on file. Considering that some donors had not made a gift in over ten years, we were surprised by how few letters were returned as undeliverable. Only 129 letters were returned to the sender, so 91% of the addresses in our database were up to date.

Our end of the year campaign raised \$33,989, which was just \$1,000 short of our target. We were happy to receive gifts from some lapsed donors who had not given in over five years. The average donation was \$333.

	Year to Date	Goal FY 25	Progress
January 2025			16 Page

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
January 24, 2025

Breakdown

# individual donors \$1,000 +	5	25	20%
# individual donors \$1-999	113	175	65%
# individual in-kind donors	36		
Raised from individual donors	\$73,621	\$137,000	53.7%
Average gift (excluding gifts over \$1,000)	\$222	\$300	
# organizations/businesses	19		
Raised from organizations/businesses	\$9,297	\$40,000	23.2%
# Grants submitted	4		
# grants received	4		
Raised from grants	\$68,500	\$135,000	50.7%
Raised from awards	\$40,000	\$80,000	50%

Campaigns			
End of year giving	\$33,989	\$35,000	97.1%
Tax credit advertising		\$15,000	
Chrysalis luncheon		\$43,000	
Mother's Day		\$5,000	
Champions for Recovery		\$40,000	
House Parties		\$5,000	

In early January, we received a \$25,000 grant from the Connie Hillman Family Foundation. Aimee and Emilia have been making a conscious effort to connect with Larry Adamson, who chairs the fund. We feel confident that this grant is a result of our efforts as Larry approached Emilia at an event in mid-December and asked her if there is something going on at The Haven that he should be aware of. Our goal for this year is to host a Haven tour for the foundation. We have already invited Larry several times, but he has not responded to our invitations.

We have been making more concrete plans for the 55th anniversary and now have a timeline for the whole year. The year will kick off with the Chrysalis luncheon on March 13, we'll focus on a series of beautification and facelift projects from mid-March until mid-September, and then the year will culminate in the Champions for Recovery campaign from mid-September until mid-

THE HAVEN

CEO's Report

Submitted to the Board by Aimee Graves

January 24, 2025

November. We're hoping to host a big 55th anniversary gathering to thank everybody in November.

We'll also run the *55 Stories about The Haven* campaign all year. We filmed the first set of videos in December and will start to publish them soon on our social media and website.

Our most popular social media post for the month was pictures from the holiday party organized on December 10. The post reached 483 people and gained 50 interactions.

We have modified our Alumnae Program to attract more participants. Instead of offering support groups, the alumnae have met in coffee shops and gone for Tumamoc hikes. The modifications were made in early January, so we're still waiting to see what kind of feedback we receive.

We organized a "New Year, New You" alumnae event on January 23. The wellness event featured breathwork, meditation, and a sound bath. We also created vision boards to set intentions for the new year. We're planning future events with Yoga Connection and Unity of Tucson to offer more wellness options for our alumnae.

Our outreach team is starting to do more street outreach. On January 14, Alumni Coordinator Shawna Lortz shadowed Community Medical Services (CMS) employees to gain more insights into their work. She also participated in an Outreach Training Workshop organized by CMS and Pima County Health Department.

Here's a list of events our outreach team has participated in.

- Tabling at the Holiday Fair organized by Novis Vita and Entune Behavioral Health on December 6
- Tabling at the Arizona Bowl on December 28
- Indian Nations & Tribal Legislative Day in Phoenix on January 15

Quality, Compliance & Risk

The Stakeholder Survey was implemented in December 2024, and we made great headway toward completing all required safety drills by end of January.

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
January 24, 2025

Stats for the month of October

- Incident, Accidents & Deaths (IADs): 10
 - Death -1 (outside of facility)
 - Sent to ED/Urgent- 5
 - Crisis Mobile Team - 0
 - Suicide Attempt- 0
 - Med Error- 0
 - AWOL- 0
 - Vehicle Accident- 0
 - Injury- 0
 - Transfer to Higher Level of Care- 0
 - Effectiveness of Care – 1
 - Other
 - Inappropriate Lyft Driver
- Quality of Care (QOC) Responses Requested from Payors in prior month: 1
 - 1-Corrective Action Plan (CAP) in progress. We are waiting on closure.
 - 0- Substantiated at a level 0. They will continue to monitor.
 - 0- No response. They only requested records.
 - 0- Substantiated at level 0. Follow up records required.
- Quality/Compliance Internal Investigations: 0
- Status of Audits: 0
 - Internal Audits – Working on QTR 1 reports for both programs.
- Trainings
 - IAD Trainings- 1
- Complaints Made by External Parties directly to The Haven via the website, phone calls, and more: 0
 - No official complaints were filed with QCR.

- Member Feedback Submissions – 55

Members select one of these categories when they submit a Member Feedback Form:

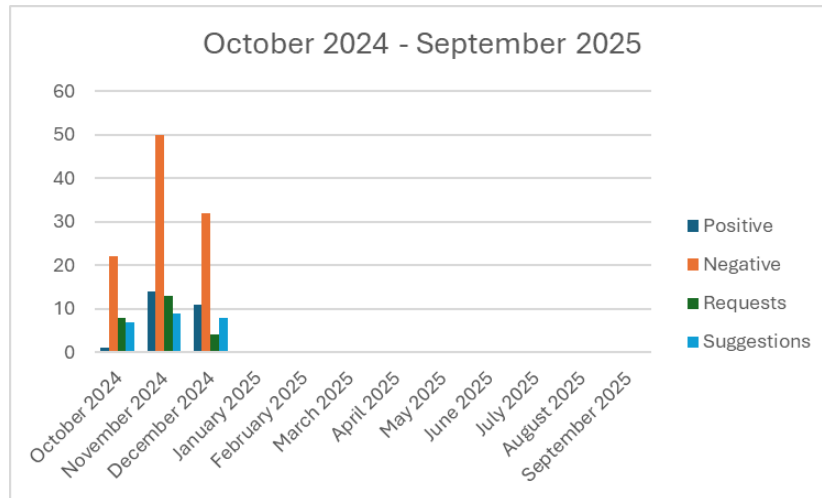
- Positive (Giving Positive Report)- 11
- Negative (Reporting an Issue)- 32

THE HAVEN

CEO's Report

Submitted to the Board by Aimee Graves
January 24, 2025

- Request (Making Requests for Things Not Currently Apart of the Program)- 4
- Suggestions (An idea to help improve the program)- 8



- The above numbers include:
 - Issues with staff/program: 14
 - Missing Belongings: 0
 - Request for Changes in Programming: 1
 - Issues with Peers: 10
 - Food/Snack Requests: 4
 - Praise for Staff: 0
 - Personal Request: 3

