



THE HAVEN BOARD OF DIRECTORS MEETING

AGENDA – November, 2024 3:30pm

via Microsoft Teams and in person at

2601 N Campbell, Suite 110

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

Board members present: Colette Barajas, Jeannie Gadea, India Davis, Barbara Sattler

Board members absent: Judith Francis, Kimberly Bond, Fran Moore, Jacquie Wohl

Staff members present: Erisha Green, Allie Lippard, Vondi Grijalva, Sharese Bailey-Harris, Emilia Honkasaari, Aimee Graves, Cynthia Duncan, Allison La Croix, Lalita Arnold, Latricia Clary, Julie Mairs

Meeting called to order at 3:36pm

Staff appreciation spotlight – Shawanna Lortz, Alumni Coordinator

Discussion: Shawanna has a unique combination of tough love and compassion she shows to our members every day, and in everything she does she shows a true caring for the women that come through our program. Shawanna is a true representative of The Haven and our Alumni who come through The Haven who just want to continue to be apart of The Haven even after they Graduate. We value her and her work, from the beginning of bringing the program together to now, in its current form.

Consensus is that Shawanna an absolute pleasure to work with, and she's passionate about the work she does, displaying great insights.

Her nine years of experience has gained her great knowledge in the field as well as the organization, she's an inspiration to the members and serves as a great role model.

We appreciate Shawanna for her intelligence and humor, strength and generous spirit, thank you for all that you do for us.

Board Education

Arizona Council of Human Service Providers (ACHSP) - Candy Espino and Jennifer Barrett / Q&A

Discussion: Candy Espino introduced the ACHSP as a trade association that provides administrative and legislative advocacy support to health and human service providers in Arizona. She shared an overview of our current landscape and why the fast-paced changes are happening that are creating barriers for places like The Haven. Over the past couple years our system has experienced challenges due to widespread change and disruptions, i.e. Covid 19, frequent administrative and leadership changes at the state agencies, leading to the loss of institutional knowledge. Recently our payors and regulatory bodies have seen extreme instances of fraud, waste and abuse. That has collectively created this landscape that is marked by

instability. Unfortunately, what this has resulted in is a lot of rapid cycle changes and inconsistent communication from state agencies which has compounded all the difficulties that providers like The Haven deal with. AHCCCS's primary goal is to help providers adapt to these constant changes, resilience is key, and equipping them with information, resources and support that they need to sustain and grow. Lastly, we are in a time of significant transition marked by a lot of uncertainty and concern, and it exists in every space. But this space we want to offer up a lot of opportunity for collaboration and systemic improvement. Despite hurdles that are continuing to pop up, the Council continues education on a legislative platform.

Jennifer Barrett: Arizona has plenty of updates, health plans merging, new plans coming from the AHCCCS space as well as a commercial space. AHCCCS reintroduced its Covered Behavioral Health Service Guide (CBHSG), on top of the fraud, waste and abuse that has changed the landscape drastically. Many things fell to the wayside when the Guide wasn't being used and now that it's been reintroduced it's also shining light and bring them back into view, too. The Guide and the licensure process are supporting all these changes. For the better part of the year, not only have we worked to introduce the Guide but also made sure that, as definitions that are being introduced, they are prudent, and they make sense for the services that are being provided by community. The goal is this Guide will set expectations across the community. Another thing that we believe will have beneficial impact is health plans are evaluating financial models to address CBHSG changes.

***What are the methods of communication these changes?** AHCCCS traditionally sent out emails to posting on their site. AHSP tries to forward these changes to all, as well as weekly updates if there are updates. Ultimately, AHCCCS utilizes a constant contact solution, that you must register and sign up for. They also offer trainings monthly where they go through and discuss with the provider community about the various changes that are coming into play.

***Does AHCCCS have someone they are working with to align with how services are offered?** Yes, they do have a strong relationship with the Behavioral Health Coding Group. In general, they put them out for public comment for about 30-45 days, then ideally, they are able to adjust the document to cause minimal ramifications to the community.

Working with the Behavioral Health Coding Group we've been able to figure out ways to have the least financial impact to providers, instances where we've created new codes. There are multiple things we discuss. For instance, Telehealth rules pre-Covid time frame that they are now trying to bring back. Other items that we continue to advocate for such as maximum OP group size, code stacking that we're bringing to AHCCCS view that sometimes there are times when instances occur where services are actually being provided at different times of the day. Also looking into Per Diem review, what is included and how to account for same day services done at separate times.

***We have a year of services in delayed payment, and we are just now receiving denials. Does this mean that we should just accept the loss of fees, that there isn't a chance to recoup?** AHCCCS has a brand-new team and leadership put into place and are in the process of trying to address what was not being done before. This has created a significant delay in payment processing. AHCCCS is implementing a process to allow inquiries.

Arizona Department of Health Services (ADHS) is addressing the way it conducts licensure reviews. ACHSP is encouraging ADHS and providers to look at how the licensure is shown under AHCCCS. We want to make sure that occurs so that what happens across the healthcare system is fine-tuned and handled in a consistent way. The centers for Medicaid and Medicare services are continually changing, but a good thing is recently the fee schedule is to be finalized. The Substance Abuse and Mental Health Services Administration (SAMHSA) is continuing to fight for value-based care as a compensation model.

Consent Agenda

Minutes from October 20, 2024 Board Meeting

Motion by Barbara Sattler to approve.

Unanimous approval

Committee Reports

Executive

Discussion: India announced that Aimee's performance review is to be conducted and invited all board members to participate.

Finance/Audit

Discussion: Reviewed October board bullets. Claim denials situation from AHCCCS AIHP has not changed. The annual audit being conducted by Reiger, Carr & Monroe CPAs is underway.

Development

Discussion: Colette will reach out to each board member individually to identify who they might know/businesses that should be approached for Chrysalis sponsorship. Champions for Recovery are in search of 5 champions at least.

Board Growth and Advancement

Discussion: The board manual has been finalized and will be uploaded into the board portal with links to documents for easy navigation. The Board's two self-assessment surveys will be sent out once formatting has been finalized. We'll be using the same two sets of survey questions again this year—one for each board member as an individual and another for the board as a whole.

Barbara motioned to invite Casey Ramirez onto the board. Unanimously approved.

Facilities Committee (Ad Hoc)

Discussion: No discussion as the work of this committee depends on an architect to work with the City of Tucson. Colette suggested staff reach out to one of her architect colleagues, Grace from A23 Studios, to see if there is interest in working with The Haven on the Adelaide parcel and the Duplex Occupancy permit projects.

Information, Discussion and Action Items

Slate of Officers

Discussion: India announced the slate of officers for 2025, which the Board will vote upon at its Annual Meeting in January. The slate of officers is India Davis as Chair, Judy Francis as Vice Chair, Jacque Wohl as Secretary, and Jeannie Gadea as Treasurer.

Prospective Members

Discussion: Barbara and India indicated that Rosa Garcia, Miguel Flores, and Hon. Wendi Million may be interested in serving on The Haven Board. Various members of the Board will reach out to each of them and give status updates at the January Board Retreat.

Board & Member Holiday Party/Contribution and Date

Discussion: India recapped that the annual holiday party will be December 10 at Residential. The suggested donation is \$200 per board member and desserts to share would be welcome, too. Kimberly and her wife Patti will lead the caroling again this year.

Meeting adjourned at 6:03pm.

DATES TO REMEMBER

- Executive Committee Sweat Lodge Presentation – December 4, 2024, 3pm via TEAMS
- Member holiday dinner – December 10, 2024, 5:30pm
- Development Committee – January 7, 2025, 3pm via TEAMS
- Board Retreat – January 7, 2025, at Jeannie's House
- Board Growth and Advancement Committee – January 8, 2025, 1:30pm via TEAMS
- Executive Committee – January 8, 2025, 3pm via TEAMS
- Finance/Audit Committee – January 27, 2025, 4pm via TEAMS
- Monthly Board of Directors Meeting – January 28, 2025, 3:30pm Hybrid at 2601 N. Campbell, Ste 110 and via TEAMS. 3:15pm early sign-on and visiting
- Chrysalis Luncheon – March 13, 2025