



THE HAVEN BOARD OF DIRECTORS ANNUAL AND MONTHLY MEETING
Minutes – January 28, 2025, 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 disorders and while moving toward their best mental health.

Board members present: Judith Francis, India Davis, Kimberly Bond, Jeannie Gadea, Colette Barajas, Barbara Sattler, Jacquie Wohl,

New/Possible Board members present: Rosa Garcia, Casey Ramirez

Staff members present: Erisha Green, Cynthia Duncan, Vondi Grijalva, Latricia Clary, Emilia Honkasaari, Aimee Graves, Violet Krieger, Lalita Arnold, Allie Lippard, Allison La Croix, Melissa Sheely

Meeting called to order at 3:30pm

Approval of Minutes of Annual Meeting of January 24, 2024

Discussion – motion by India to approve the minutes and seconded by Barbara. All in favor. Unanimous approval.

Election of Board Members:

- A. The following Board Members have completed the third year of a three-year term:
- B. The following Board Members have completed the second year of a three-year term:
- C. The following Board Members have completed the first year of a three-year term and continue to serve their term:
 - a. Colette Barajas, Member at Large – 1st of 3-year term 1/23/2024 – 1/27/2027
 - b. India Davis, Board Chair – 1st of 3-year term 1/23/2024 – 1/26/2027
 - c. Jacqueline Wohl, Secretary – 1st of 3-year term 1/23/2024 – 1/26/2027
 - d. Kimberly Bond, Member at Large – 1st of 3-year term 1/23/2024 – 1/26/2027
- D. The following Board Members have completed the first year of a two-year term and continue to serve their term:
 - a. Judith Francis, Member at Large – 1st of 2-year term 1/23/2024 - 1/27/26

- b. Barbara Sattler, Immediate Past Chair – 1st of 2-year term 1/23/2024 – 1/27/2026
 - c. Casey Ramirez, Member at Large, 1st of 2-year term 1/23/2024 - 1/27/2026
- E. The following Board Members have completed the second year of a two-year term and are nominated to serve a one-year term:
- a. N/A
- F. The following Board Members have completed a one-year term of a one year term:
- a. Jeannie Gadea, Treasurer – 1 year term 1/24/2023 – 1/28/2025
- G. The following people have resigned from the board of directors:
- a. Dr. Fran Moore resigned from the board, effective 11/18/2024. She was in her 1st of 1 year term 1/23/24 – 1/28/25. The Board thanks Dr. Moore for her service as a Haven Board member since 1/1/21.
 - b. Phyllis Howell resigned from board, effective 5/30/2024. The Board thanks Phyllis Howell for her service as a Haven Board member since 11/1/21.
 - c. Vanessa Seaney resigned from board, effective 8/15/2024. The Board thanks Vanessa Seaney for her service as a Haven Board member since 2/1/19.

In order to create staggered board terms, per the Amended and Restated Bylaws of The Haven (May 23,2023):

- H. The following people have been nominated to serve the first year of a three-year term:
- a. Colette Barajas, Member at Large – 3-year term 1/23/2024 – 1/26/2027
 - b. India Davis, Chair – 3-year term 1/23/24 – 1/26/27
 - c. Jacqueline Wohl, Secretary – 3-year term 1/23/24 – 1/26/27
 - d. Kimberly Bond, Member at Large – 3-year term 1/23/24 – 1/26/27
- I. The following people have been nominated to serve the first year of a two-year term:
- a. Barbara Sattler, Immediate Past Chair – 2-year term 1/23/24 – 1/27/26
 - b. Judith Francis, Member at Large – 2-year term 1/23/24 – 1/27/26
 - a. Casey Ramirez, Member at Large – 2-year term 1/23/24 – 1/27/26
- J. The following people have been nominated to serve the first year of a one-year term:
- a. Jeannie Gadea, Treasurer – 1-year term 1/23/24 – 1/28/25

Discussion: Reviewed board terms and explained that they are being staggered based on the new by-laws that were accepted in 2023. No questions regarding the board terms.

Acceptance of nominations from the floor

Discussion: No further nominations from the floor.

Current Slate of Officers is:

India Davis – Board Chair

Judith Francis – Board Vice Chair

Jean Gadea – Treasurer

Jacquie Wohl – Secretary

Motion by India to approve the Slate of Officers. Seconded by Barbara. Unanimous approval and no further discussion.

Signing of Conflict of Interest forms and Letter of Commitment

Discussion: Forms are signed annually by each board member. No questions regarding the forms..

The Annual Report of the Chief Executive Officer

Discussion: In FY24, The Haven went through several major challenges. First, we were hacked. This led to a potential HIPAA/PHI data breach. It was a complicated situation, and we followed strict federal guidelines regarding both employee and member information and disclosure of its possible exposure. Thankfully, even though Erisha had only been with us for a short time, she really stepped up and helped guide us through the entire process, with some great support from Latricia.

On top of that, we realized that someone tried to fraudulently bill us \$50,000 for an annual audit from a local CPA firm we were not working with. The amount was significantly off from what expected from the firm with which we were actually engaged. The issue came to light when Suzi Armenta noticed an unusual email asking for funds and flagged it to Cynthia. After checking, we confirmed that it was a scam.

As a result, we took steps to strengthen our staff training, including implementation of a micro training program from our IT contractor, JNR. The Board also approved an increase in spending for IT security. We regularly take a much closer look at everything as environmental threats evolve, especially given how risky the online environment is these days.

After the cyberattack, we faced another challenge when we discovered that a riser on the Quad was not working. It took about two months to get water to the riser. Staff from all parts of The Haven pitched in to implement a 24/7 fire watch and to maintain continuity of care for our members. The Board stepped up and provided support, with especially helpful guidance from Vanessa Seaney and India who had experienced similar situations. They helped us update our business continuity plan to address the particulars so that staff could confidently act.

Third, we experienced significant and ongoing claims processing issues with American Indian Health Plan (AIHP), one of our major payers. For a span of roughly 14 months, AHCCCS/AIHP provided no information, or relatively nonactionable information, as to why we were not getting paid for the claims we had submitted. We ended the fiscal year with a net loss of around \$300,000 for AIHP claims, for which we continue to try to recoup.

Despite the tough moments, we also made a lot of progress in other areas.

The Board and management developed a 3-year strategic plan. We're moving forward with the Plan in a focused way. We also made headway this year to strengthen implementation of evidence-based programs across programs and improved how our different levels of care work together for members' continuity of care, but also so staff could provide coverage for one another when needed. This year, we added some great health and wellness programs, like Celebrating Families!, which was well-received by participants, and Active Parenting, one of only two programs recognized by the Department of Child Safety. We put more focus on the family support we offer to women for their relationships with their children, their own siblings, and their parents. We plan to keep building on this foundation.

We continued to expand the organization's footprint in the wider community with sponsors and supporters. While we still have more work to do to "clean" our donor database records, we made significant progress in identifying people who have passed away, moved, or whose addresses have changed, as well as recorded how donors prefer to be addressed in communications with The Haven. We exceeded our fundraising goal for the year (FY24 goal, \$135,500; FY24 Actual \$302,848).

We also institutionalized Motivational Interviewing (MI) agencywide, including administration, made possible through Emilia's and the team's success in grant applications. MI has become a big part of what we do, and we're planning to offer more workshops, including some for management, since their needs are a bit different.

We reconstituted the clinical management team to improve collaboration across programs and locations. We began to build intentional succession plans so that we grow our people from within and when people leave, they leave a roadmap of what management, and their successors need to attend to. Disappointingly, our VP of Clinical Services resigned. Kelli, who was with us for nearly two years, did a great job during her time here, especially in terms of building the capacity of our clinical team.

We faced many challenges with workforce shortages and staff retention, but people have stepped up across the board to help where needed. Residential services bore the financial load when Intensive Outpatient Program (IOP) was struggling, and this year, IOP has been key in generating revenue. To help address the workforce shortage, we conducted The Haven's second market rate analysis to update our salary ranges. We balanced adherence to the compensation

philosophy the Board set in FY24 (bring salaries to the mid-point) with managing to the reality of operating in a deficit.

On the development side, we had successful fundraising campaigns throughout the year. The Board adopted the Champions for Recovery model to implement in The Haven's 55th year.

Finally, we made many upgrades to our properties using mostly restricted funds, ensuring the space remains safe and welcoming. We also increased our facilities staff to 3 people.

Outward Facing Annual Report FY24 & QM/PI Annual Report FY24

Discussion: (PowerPoint Led by Emilia & Erisha) The PowerPoint presentation offers a comprehensive overview of the demographics of our Residential, Intensive Outpatient, and Outpatient members. It covers various aspects, including ethnic backgrounds, substance abuse trends, and intake versus completion rates as well as success after completion. The data also examines mental and behavioral health conditions, aligning them with the most to least commonly chosen substances. Additionally, the presentation discusses the financial landscape, highlighting the impact of grants, sponsorships, and other financial factors that have influenced the company's operations and growth.

Staff Appreciation

Discussion: Allie Lippard was chosen for Employee of the Month. India states, "It's hard to be recognized as a team of one, but we just wanted you to know that we do recognize all the hard work that you do, and we know that it's hard to stand alone in a department where all the responsibilities fall to you. So, we just wanted you to know that we appreciate all your hard work and all your effort and expertise and your knowledge and that you exceed all of our expectations her and congratulate you." Cynthia attested to her many accomplishments and growth through out her 16 year career at The Haven.

Consent Agenda

- A. Minutes from November 26, 2024
- B. CEO's Report

Discussion: The month kicked off with a heartfelt thank-you note to a formal member. There was also a notable increase in admissions, especially among pregnant women, despite being closed over the winter. Residential and IOP intakes in December were up by 4% compared to November 2024. The Residential team also deserves a special mention for their meaningful and rich activities, including the Christmas celebration where members received stockings and gifts from the sober sisters, who drop them off every year at midnight as part of a cherished tradition. In positive news, AHCCCS updated its group size rule, increasing the max from 12 to 15, and Violet and her team are working to implement this change. A big highlight in workforce development is the impressive work done by Residential leadership, particularly their efforts around succession planning and staff development.

- C. 2025 Working Board Calendar

Discussion: Motion by India to accept the consent agenda and seconded by Jaquie. Unanimous approval.

Committee Reports

Please review the committees' meeting notes, in the board packet on the Board Portal on The Haven website.

Executive Committee

Discussion: The Native Ways passion project has made progress, with coordination between Tom and the team to start the glue staking for the area. They've received several bids and accepted one that fits within the awarded budget, so work on the project should begin soon. Tracy was also encouraged to include the group in any collaborative events or clean-up days. Additionally, a new board manual has been uploaded to the board portal on The Haven website, which also has a new password, making it easier for board members to access orientation materials and other relevant documents. The manual includes links to various reports and brochures that can be shared with potential donors or new board members. Judith and the speaker will be doing an orientation session with Rosa, Casey, and Miguel to test the new system.

Finance/Audit Committee

- a. November 2024 Board Bullets
- b. December 2024 Board Bullets

Discussion: In December, the organization faced a \$19,000 loss, exceeding the expected \$12,000, though a \$20,000 donation and some grants helped mitigate the shortfall. The first quarter ended with a \$102,000 operational loss, largely due to a lower census, but expenses were under budget. Despite these challenges, the balance sheet remains strong, with sufficient assets to cover expenses for several months. A major issue is delayed payments from the American Indian Health Plan, which owes \$300,000. The team has been adjusting its processes to meet the plan's requirements, but the lack of payment is a significant concern. The board is considering escalating the situation and filing a notice of claim to secure the owed funds. Voted Rosa onto the board, holding off on Miguel until later.

Development Committee

Discussion: The main focus currently is the Chrysalis Luncheon. Our goal this year is \$20k in sponsorships and 200 seats filled. The honoree has rescinded his invitation, so Thursday Colette and Aimee are meeting with Jonothan Rothchild to take up the spot, therefore all flyers and save the dates are invalid so please do not send them out until we give word and they have been corrected.

Board Growth and Advancement Committee

Discussion: Survey Links, for the board assessments, have been sent out, they should be filled out before the next board growth committee meeting on February 5th.

Information, Discussion and Action Items

Annual Review of Risk Management Plan

Discussion: Motion by India to be moved to February meeting. Seconded by Jean and voted unanimously.

Day at the Capital Invitation

Discussion: The Capitol event on February 18th in Phoenix will offer leadership staff from The Haven the opportunity to meet with elected officials to show support and discuss the organization's needs. A one-on-one meeting has been requested with Betty Biegas, though other officials like Sally Ann Gonzalez and Alma Garcia may also be approached. The event will be a collaboration with several other health associations in the state. Anyone interested in attending or learning more should reach out for further details.

Chrysalis luncheon

Discussion: Luncheon is March 13 from 11-1pm at Tohono Chul. All board members are encouraged to sponsor a table and spread the word to friends and business connections, aiming for 200 seats to be seated but can go up to 250.

Sponsorship

Discussion: Just confirmed who would reach out to businesses and added new/possible sponsors to spreadsheet.

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Meeting adjourned at 6:57pm.

DATES TO REMEMBER

- Development Committee – February 4, 3pm via Microsoft Teams
- Executive Committee – February 5, 3pm via Microsoft Teams
- Board Growth and Advancement Committee – February 5, 4pm via Microsoft Teams
- Day at the Capital – February 18, 2025, Phoenix
- Finance/Audit Committee – February 24, 4pm via Microsoft Teams
- Board Meeting – February 25, at 3:30pm, hybrid (in person and via Microsoft Teams)
- Chrysalis – March 13, 2025