

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
February 21, 2025

After Chrysalis luncheon, we will launch our Rejuvenation campaign. As the first project, we are getting a new mural in the Adelaide conference room. The mural has been painted by local artists Jodie Chertudi. It will be installed on February 25. The mural features a Butterfly Goddess who has overcome hardship, emerging into a hopeful, bright future. The artist received grant funding for the project, so we are fortunate to get it free of charge.



Finance

For January 2024, Cash; Investment; and net Accounts Receivable balances are \$3.7m with 202 days (6.61 months) cash on hand, down 17.26 days from December. The Current Ratio, current assets over current liabilities, is 5.39 to 1. All of the investments are included in this calculation and none of the long-term debt \$1m. At January's close, 75% of non-American Indian AHCCCS Client Accounts Receivable were aged at 90 days or less. We received \$153,000 from the Federal justice system mid-February.

Only 19% of American Indian AHCCCS (AI AHCCCS or AIHP AHCCCS) Client Accounts Receivable is aged at less than 90-days.

The Net Operating loss for January was -\$93,740, an unfavorable variance to budget of \$90,128 (2,595%). Revenue for January was 83% of budget (under budget \$147,030 in earned revenue) and Costs were 99% of budget (down \$5,580 from budget). The average daily census at Residential was 27 with a budget of 48 and the average daily IOP day code billed was 43 with a budget of 59.

For the four months ended January 31, 2025, the Operating deficit is -\$206,169 compared to a budgeted deficit of -56,529.

THE HAVEN
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Accounts Payables and the credit cards are 72% 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. \$150,000 was pulled from investments In January.

Residential YTD	Outpatient YTD	Program other (intake & QM)	Admin & Development YTD	Total YTD
-\$ 33,457	+\$161,421	-\$178,889	-\$155,366	-\$206,291

Development and Communications

Breakdown	Year to Date	Goal FY 25	Progress
# individual donors \$1,000 +	6	25	24%
# individual donors \$1-999	127	175	73%
# individual in-kind donors	49		
Raised from individual donors	\$77,273	\$137,000	56.4%
Average gift (excluding gifts over \$1,000)	\$219	\$300	
Median gift	\$100		
# organizations/businesses	21		
Raised from organizations/businesses	\$10,708	\$40,000	26.8%
# Grants submitted	5		
# 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	\$2,705	\$43,000	6.3%
Mother's Day		\$5,000	
Champions for Recovery		\$40,000	
House Parties		\$5,000	

THE HAVEN
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February 21, 2025

We are busy getting ready for the Chrysalis luncheon on March 13. So far, we have seven monetary sponsors and one in-kind sponsor. We still have quite a few pending sponsorship applications and will keep on updating our list as soon as we get confirmations.

Here's a list of the current sponsorship status.

Organization	Amount
Grimm Properties	\$2,000
National Bank of Arizona	\$1,000
Crest Insurance Group	\$1,000
Fennemore	\$1,000
Kimberly Bond and Patti Haring	\$1,000
Blue Willow	Not confirmed yet, most likely \$2,500
JNR Networks	Not confirmed yet, most likely \$10,000
Eric's Flower Market	23 center pieces

We have sent the event invitations, and the tickets are on sale on our website at <https://thehaventucson.org/Chrysalis-Luncheon/>. So far, the ticket sales have been very slow. We encourage all Board members to share the event information with their contacts and invite them to attend the event.

Pima County Administrator Jan Leshar has agreed to introduce our honoree Jonathan Rothschild, and we are finalizing the other event details. We will have a raffle, but this year we are getting all raffle items donated. We have two gift cards from Miraval Resort and Spa, artwork from Diana Madaras, gift cards from Mister Car Wash and a local photographer, as well as gift baskets from Tohono Chul and Kimberly Bond.

We have our first two champions for the Champions for Recovery campaign. Lisa Fogle is a retired dentist who spearheaded two Rotary Club of Tucson

THE HAVEN

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service projects, Handbags of Hope and Totes of Inspiration. Kasey Hill served as the CEO of Greater Tucson Leadership for five years and did her therapy internship at The Haven. She's currently a Partner at the 3-Pillars Performance Group. We have also spoken with Blue Willow, and they are considering joining the campaign as well. We are hoping to find four to six champions and the campaign will run from mid-September until mid-November.

Our most popular social media post for the month was a picture from Tony Redhouse's farewell gathering. Tony worked with The Haven for 19 years and based on the comments, his work impacted many of our members. People commented things like *"Tony Redhouse, I feel blessed to have attended your amazing spiritual healing classes The Haven Tucson! You'll never know how much of a positive impact this had on my recovery! Thank you, Tony! I am celebrating 6 years this month!"* and *"I am so grateful to Tony Redhouse! When I attended The Haven both times.... he taught us a lot 🙏🙏🙏 thank you, I still have my dreamcatcher above my bed from 2018 🥰"* The post reached 974 people and gained 106 comments, likes, and shares.



Our Alumni Coordinator Shawnna Lortz has participated in two street outreach events. She said that the experience has been eye-opening and there is so much need in our community. In addition to collaborating with other service providers, Shawnna works closely with the Pima Prevention Coalition. She attended the Diverse Voices in Prevention conference on January 30 and is a member of the Amado Chili Cook-Off planning committee that meets once a month.

Our Indigenous Communities Outreach Coordinator Fredy Aranda made his first tribal outreach trip on January 31. He visited White Mountain Apache Tribe's Rainbow Treatment Center and Behavioral Health Services in Whiteriver. Fredy participated in a family day event and many women were moved by his

THE HAVEN
CEO's Report
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February 21, 2025

presentation and asked if he could bring them to The Haven straightaway. The staff at the Behavioral Health facility thanked him for showing up and shared that many organizations don't follow through with their promises of coming for a tour or giving a presentation. We look forward to welcoming 12 staff members from the Rainbow Treatment Center on February 28 when they are coming over to tour our facilities and meet our Native Ways team.

We tabled at a Job Fair organized by the Tucson Indian Center on January 29. More than ten individuals were interested in our open positions and gave their resumes. We attended an open house for YWCA and met with Goodwill Career Center on Dodge Blvd to strengthen our relationship with organizations that offer employment services. We are planning to start hosting monthly employment fairs for our IOP members in March and will collaborate with YWCA, Goodwill, and DKA.

Emilia has joined the planning committee of Pregnancy, Addiction, and Parenting Newborns (PAPN) coalition. The coalition organizes monthly meetings and brings together local healthcare providers who work with mothers with substance use disorders.

Administration & Facilities bullets

Billing

- Billed 5,375 units of service for a net of \$388,373.
- Posted \$420,120 in payments and \$149,340 in contractual adjustments and denials.
- Submitted August and September claims to AHCCCS for AIHP members.
- Began receiving payments from AHCCCS for IOP/OP services for AIHP members.
- Developed workflow and documents for HIE Patients' Rights Opt In/Out

Information Technology

- Began work on 'reorganizing' the SharePoint drives.
- Company score 687 of 800 in gamified micro-trainings.
- Uploaded new patient panel for the HIE. Still waiting for "alerts" confirmation

THE HAVEN
CEO's Report
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February 21, 2025

- Identified an AI technology for producing meeting notes from a recorded transcript.

Facilities

- Getting Bids on Residential Doors and Windows grant project
- Moved many offices to various facilities, floors, and wings.
- Redoing Res Tech office floor
- Implemented checklist for non-facilities staff to use when monitoring IOP housing facilities.
- Facilitated the ground preparation for the Native Ways Passion Project
- Received a warning from the Campbell landlord that repairs for improper use of toilet facilities by our members would be billed directly to The Haven

Other

- New architect reports that they are working on a proposal and timeline for the Occupancy permit from the City of Tucson for the Adelaide Duplex, so that we can submit licensure paperwork to the Arizona Department of Health on the kitchens remodeled to bedrooms, completed in May 2022
- Revised the FY 2024 allowance to doubtful accounts on AIHP/AHCCCS Accounts Receivable to 77% of the Contractual Net, up from 59%.
- Wrapping up the FY 2024 Financial Audit at the February 24 Finance Committee meeting

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 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.

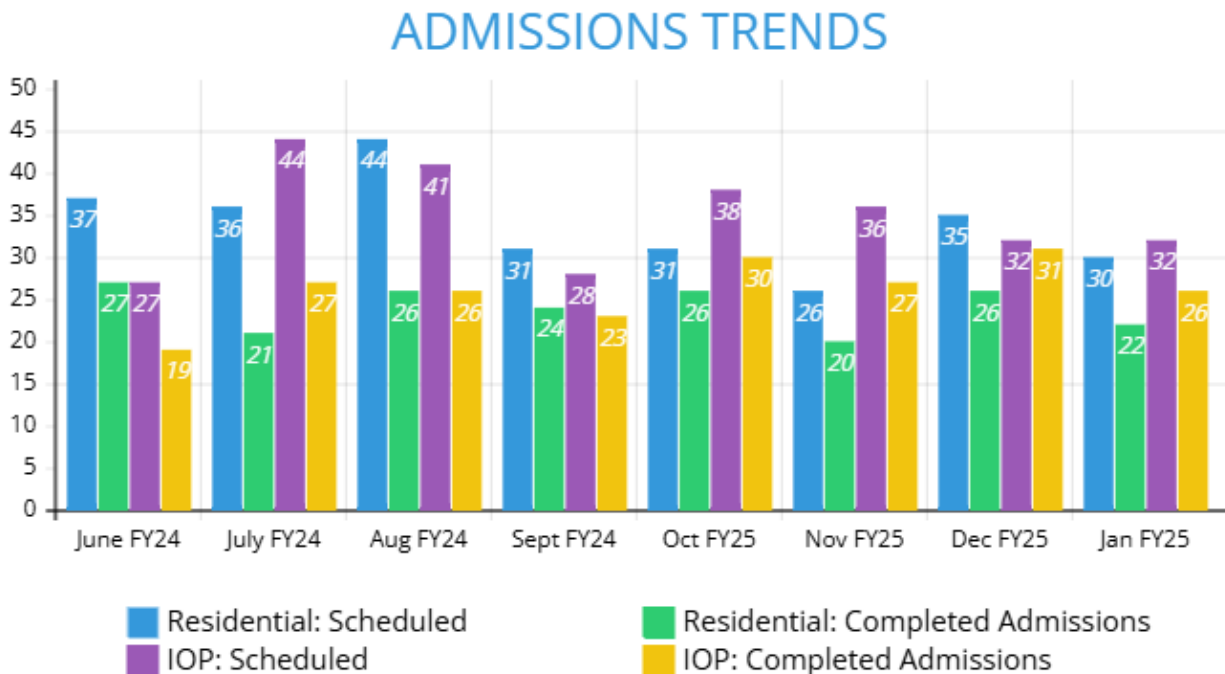
Admissions for January

Amanda Black transitioned from IOP Recovery Coach to Admissions Team Coordinator on January 27, 2025. (Goal: Amanda will be fully cross trained as an Admissions Specialist by February 28, 2025.)

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
February 21, 2025

Referrals

- A total of 96 referrals were received in January 2025. (FY2024 Admissions Referral Tracker attached)
- Of the 96 referrals, 30 were referred to The Haven's IOP program. Of the 30 IOP referrals, 25 were approved for IOP programming at The Haven.
- Of the 96 referrals, 58 were referred to The Haven's residential program. Of the 58 referrals, 32 were approved for residential treatment at The Haven.
- Of the 96 referrals, 39 were declined, referred outside of The Haven or incomplete referrals. (3) Primary Mental Health, (5) Health Choice/Mercy Care, (2) Primary Housing, (2) Not eligible for insurance, (3) Primary Medical Issues, (3) Referring Agency Rescinded Referral (12) Lack of contact from agency or member despite attempts to follow up (4) Referred to Detox (1) Requested Virtual Meetings (1) Left Referring Agency AMA (1) Per Nancy, not appropriate (2) Declined Services



THE HAVEN
CEO's Report
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February 21, 2025

JANUARY RESIDENTIAL SNAPSHOT:		
TOTAL # INTAKES SCHEDULED:	30	(5) fed pre/pro, (11) justice, (0) self-referred, (9) detox/hospital (3) former member, (1) word of mouth, (1) Haven IOP
TOTAL # OF ADMISSIONS:	22	
TOTAL # OF NO-SHOWS:	4	(3) Justice, (1) detox/hospital
TOTAL # OF CANCELLATIONS/RESCHEDULED:	4	(0) detained, (2) rescheduled, (1) cancelled, (1) declined services
TOTAL # OF UNPLANNED DISCHARGES:	11	(6) ASA, (2) AWOL, (0) arrested, (1) HLC, (2) admin d/c
TOTAL # OF CHILD(REN):	1	(1) child resided with her mother from 01.15.25-present.
TOTAL # OF PREGNANT ADMISSIONS:	2	

THE HAVEN
CEO's Report
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February 21, 2025

JANUARY IOP SNAPSHOT:		
TOTAL # INTAKES SCHEDULED:	32	(13) The Haven Residential, (1) fed pre/pro, (0) justice, (0) self-referred, (3) ARC IOP/RTC, (3) Villa Maria RTC, (2) Buena Vista RTC, (2) CBI, (2) Amity, (1) word of mouth, (1) Casa De Vida, (1) Hope and Healing Prestige, (1) Former member, (1) DCS, (1) CODAC
TOTAL # OF ADMISSIONS:	26	
TOTAL # OF NO-SHOWS:	1	(1) Word of mouth
TOTAL # OF CANCELLATIONS/RESCHEDULED:	5	(0) detained, (1) rescheduled, (4) cancelled,
TOTAL # OF UNPLANNED DISCHARGES:	N/A	Admissions staff is not provided with this information
TOTAL # OF PREGNANT ADMISSIONS:	1	

THE HAVEN
CEO's Report
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February 21, 2025

JANUARY GRAND TOTAL SNAPSHOT:	
TOTAL # INTAKES SCHEDULED:	62
TOTAL # OF ADMISSIONS:	48
TOTAL # OF NO-SHOWS:	5
TOTAL # OF CANCELLATIONS/RESCHEDULED:	8
TOTAL # OF UNPLANNED DISCHARGES:	Res 11, IOP: Admissions staff is not provided with this information
TOTAL # OF PREGNANT ADMISSIONS:	3
<p>Note:</p> <ul style="list-style-type: none">• The Haven closed in observance of MLK Holiday on January 20, 2025.• Leilani Sutton, Admissions Specialist, out on PTO week of January 27, 2025-January 31, 2025.• Vondi Grijalva, Admissions Supervisor, out of office unexpectedly, week of January 29, 2025-January 31, 2025.• IOP bed spaces all accounted for with a standby list.• IOP standby list: 1• Residential and IOP combined referrals decreased in January 2025 from December 2024 by 20%. <p>As a result:</p> <p>Residential and IOP combined scheduled intakes decreased in January 2025 from December 2024 by 8%</p> <p>Residential and IOP combined completed intakes decreased in January 2025 from December 2024 by 16%</p>	

THE HAVEN
CEO's Report
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February 21, 2025

Residential

Residential Discharges

26 Total

- 15 were successful discharges.
 - 11 went to our IOP.
 - 2 went to an IOP that was a better fit for their situation.
 - 2 transferred to another level of care that was more appropriate for their needs, still successful for their situation.
 - Of these successful discharges, 5 were because of insurance denials indicating that the member does not meet criteria for residential treatment even though we supported this level of care and provided documentation reflecting this level of care being clinically appropriate.
 - We are consistently recommending 90 days of residential treatment, sometimes less but that is not as frequent, but 90 days of residential treatment and then stepping down to IOP for up to 90 days is often most clinically appropriate. When we truly feel like someone does not need the 90 days of treatment, we do not ask for that extension from their insurance for their authorization. So, the ones we are asking for authorizations for are ones we do have the reasoning to support this level of care.
- 3 left AWOL
 - 1 same day as admission, 1 2nd day of admission, and the 3rd was after 31 days of treatment and she had previously been reporting a struggle to remain in treatment and dealing with cravings to use.
- 6 Left Against Staff Advice
 - 1 left same day as admission, she was stepped up to residential from IOP due to a relapse and she decided she did not want to admit to residential due to not being able to vape and wanting to return to Phoenix. It was a huge teamwork approach to step her up from IOP timely to help her remain safe and not put additional members at IOP at risk of relapse due to active use.
 - 1 left after a week in treatment due to ongoing interpersonal conflicts.
 - 1 left after 20 days of treatment after repeated instances of her treatment team and RTs trying to prevent her from leaving ASA for various reasons, member did not want to stay past 30 days and did not want her treatment team to coordinate with probation.
 - 1 left after 25 days in treatment because she did not want to be in this level of care and wanted to use. Member had returned to treatment after leaving ASA previously in November. A week or so after leaving

THE HAVEN

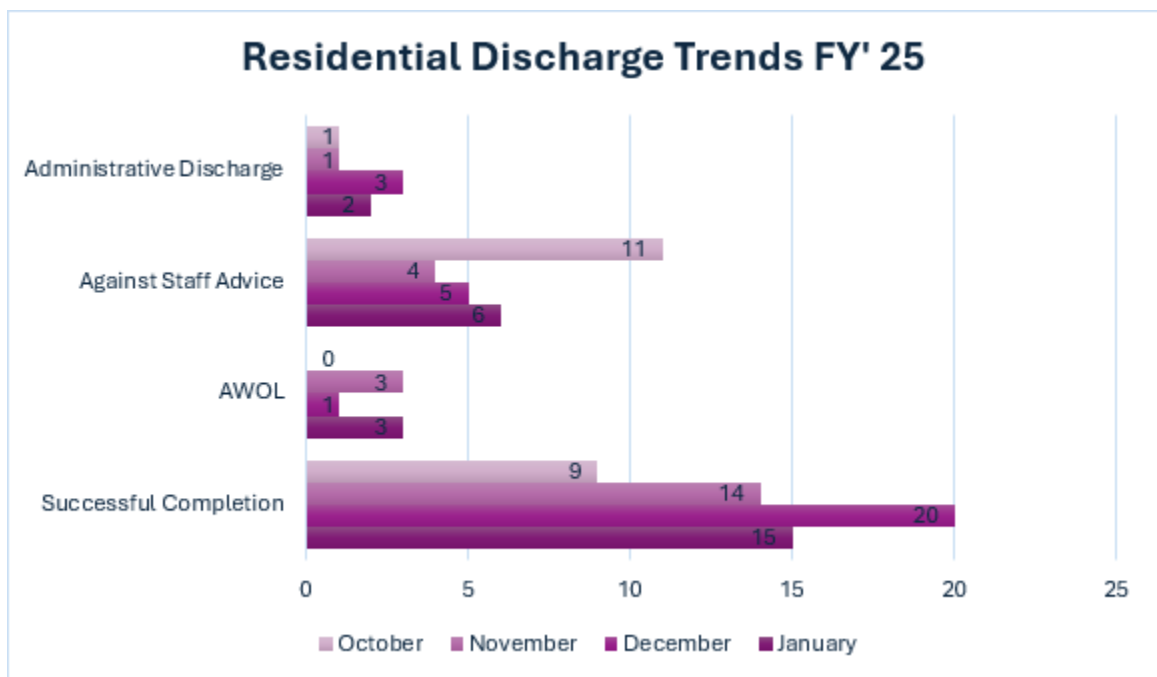
CEO's Report

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February 21, 2025

ASA again, member did request to come back to treatment and was referred to IOP, which was now the more appropriate level of care for her.

- 1 member let after 32 days because she had 2 contraband cell phones found on 2 separate occasions on the same day and she was concerned after speaking with her Federal Pretrial Officer that she was going to be picked up by the federal marshals due to this. We were not recommending discharge; she was placed on a Plan for Success for the contraband cell phones, but she had that impulsive response to leave treatment even though it was not planned for her to be administratively discharged or picked up by the federal marshals.
- 1 member left after 63 days because her Federal Pretrial charges were dropped, and she reported only being in treatment to satisfy her Fed Pretrial requirements and declined to engage in residential or IOP services.
 - We did see an increase in members involved with Federal Pretrial leaving treatment ASA or AWOL, 3 total, which is not the norm. We plan on coordinating with the Federal officers to help them stress the additional
- 2 were Administratively Discharged due to repeated program guideline violations and repeated treatment team interventions, including a Plan for Success and Recovery Behavior Contract being implemented.



THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
February 21, 2025

Residential Events

- We had a small flu and stomach bug outbreak on property which resulted in some rooms being placed on quarantine, but members were able to cope with it effectively and we were able to address the spread of illness quickly.
- 1/9/2025-Leadership classes resumed at the Tucson Indian Center for Native Ways members.
- 1/11/2025-Sandra took the Native Ways caseload to the New Year, New You Goal Setting Event at Tucson Indian Center
- 1/15/2025-Nati and Sandra took 2 members to the Indian Nations and Tribes Legislation Day even in Phoenix.
- 1/20/2025 Martin Luther King Jr. Day-Members completed a homework packet that celebrated his life and what he represented for the community.
- 1/29/2025-Start of Celebrating Families! Round 4
Even with a lower census this month, the acuity and needs of members has been very high, resulting in a lot of staff time spent with fewer members.

Celebrating Families!

- We began our 4th round of Celebrating Families! On 1/29/25 with 14 members and some of their family joining us for the initial group session!
- We held an information session on 1/24/25 which provided an introduction to the program, basic expectations, clinical rationale to support the program, and the expected goals of attending and this was well received by the members.

Staffing

- We have 5 full time RT positions open and actively trying to recruit!
- We have 2 RT Supervisor positions open and actively trying to recruit!
- We have 1 Peer mentor position open and actively trying to recruit!
- RC Mari Martinez began on 1/6/25 and began taking on a caseload on 1/21/25.
- Full Time RT Richard Barcelo transferred to IOP as an Educator on 1/13/25 and continues to support residential RTs on the weekends.
- On 2/11/2025 Tony Redhouse will facilitate his last group at Residential, he will be pursuing alternative career paths. This was not an easy decision for him to make and we will be having a celebratory meeting and dinner with him at Residential.

THE HAVEN

CEO's Report

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February 21, 2025

- The recruiting process has been difficult despite frequent efforts to recruit. Many applicants are not qualified, or if they are, then they do not attend the scheduled interviews. There are more no-shows to interviews than attended ones, which is very unfortunate.
- There were multiple unplanned staff absences this month resulting in many people having to cover/support each other to fill any gaps, even covering the front office unexpectedly and a change in the residential on-call schedule to reflect the Residential Program Manager being on call indefinitely while RT supervisors are being recruited. The residential team does an amazing job with the ongoing teamwork, support of each other, and supporting members, even when short staffed.
- Nati has been offering support to IOP 2x weekly by facilitating group during the absence of a Native Ways therapist in IOP.
- Residential therapists will be going to IOP for 4 hours each week, each therapist, to offer support while they are actively recruiting therapists.

Upcoming Events

February	Occasion
2/2025	Black History Month
2/5/2025	Wichóyanke Network Leadership Committee Presentation Re: Native Ways with Nati and Sandra
2/9/2025	Super Bowl and watch party for members
2/14/2025	Valentines Day
2/19/2025	Black History Month Education Group and Annual Soul Food Lunch

Nursing

We have continued hosting Pima County Health Department for STI testing for the women at residential. This month we also had staff from the Pima county vaccine Equity team for vaccine distribution. 27 vaccines were distributed during the event.

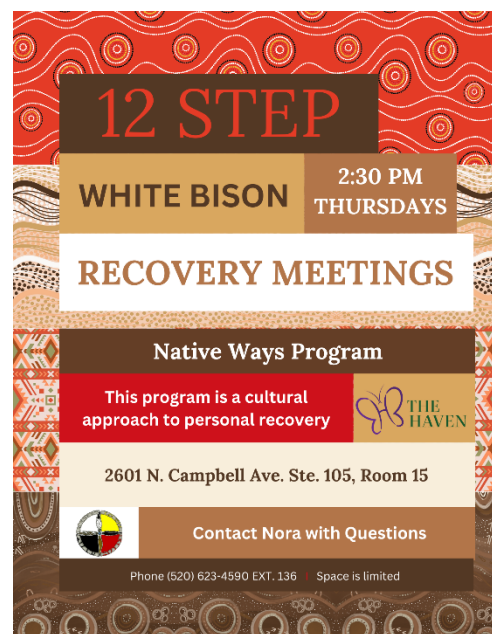
SAAF has returned to provide HIV and Hep C testing with a planned monthly testing onsite. They have also helped facilitate treatment for some of our women as well.

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
February 21, 2025

Recently we heard from one of the nurses with Easterseals Blake Foundation who provided an update on a former member. She stated, "I'm so glad she found you guys." One of our former residents who had previously left ASA was referred to them by us when she was pregnant and then referred back to the Haven after a relapse. She completed program and has been in sober living and is doing well. She has also continued to receive support from their program as well which has helped her in her sobriety.

Native Ways

In January, we attended a four-day virtual 12-Step Recovery training provided by White Bison. The goal of this training is to enhance the cultural support we offer to our members and be consistent with offerings at residential and IOP. Starting in February, we will offer an additional one-hour class each week.



On January 11th, we accompanied five members from her caseload to the "New Year, New You" wellness event at the Tucson Indian Center.

On January 15th, we took two members to the State Capitol for the 30th

THE HAVEN CEO's Report

Submitted to the Board by Aimee Graves

February 21, 2025



Annual Indian Nations and Tribes Legislative Day.

The event was informative and provided excellent networking opportunities. During this event, we spoke to representatives from 17 organizations.

We organized a tour of The Haven with Representative Stahl Hamilton on March 7.

Additionally, we hosted a Teams meeting with Native Connections on January 29.

Native Ways Events Calendar

IOP, OP, and Alumni Members
January 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
Use the bus for transportation			1	2	3	4
				Native Sisters in Recovery @ TIC 4:15-5:15pm	Boxing with Jose @ PYT Richey OP 5:30-7pm	Healing Herb Walk @ Mission Garden 946 W Mission Ln, Tucson, AZ 85746 9-10am
5	6	7	8	9	10	11
	Boxing with Jose @ PYT Richey OP 5:30-7pm		Wellness Wednesday AcuDex Peacock 12-1pm	Native Sisters in Recovery @ TIC 4:15-5:15pm	Boxing with Jose @ PYT Richey OP 5:30-7pm	"New Year, New Year" TIC Goal Setting Event @ El Pueblo Activity Center - 101 W. Irvington Rd. 10am-12pm
12	13	14	15	16	17	18
2 Spirit of Tucson LEGATOS @ TIC 5:30-7pm Boxing with Jose @ PYT Richey OP 5:30-7pm		Drumming @ Mariposa Hm. 5:30-7:30pm	Wellness Wednesday AcuDex Peacock 12-1pm	Native Sisters in Recovery @ TIC 4:15-5:15pm	Boxing with Jose @ PYT Richey OP 5:30-7pm	Traditional O'odham Agriculture @ Mission Garden 946 W Mission Ln, Tucson, AZ 85746 9-9am
19	20	21	22	23	24	25
	M.L.K. Jr. Day The Haven offices are CLOSED		Wellness Wednesday AcuDex Peacock 12-1pm	Native Sisters in Recovery @ TIC 4:15-5:15pm	Boxing with Jose @ PYT Richey OP 5:30-7pm	
26	27	28	29	30	31	
	Boxing with Jose @ PYT Richey OP 5:30-7pm	The Haven's "New Year/New Year" Health Party @ Glenn 1:30-3:30pm + Drumming @ Mariposa Hm. 5:30-7:30pm	Wellness Wednesday AcuDex Peacock 12-1pm			

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

Native Ways Events Calendar

Residential
January 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
				Leadership Dev't Workshop @ TIC 3:30-5:30pm	Drumming @ House 5 2:30-4:30pm	
5	6	7	8	9	10	11
				Leadership Dev't Workshop @ TIC 3:30-5:30pm	Drumming @ House 5 2:30-4:30pm	"New Year, New Year" TIC Goal Setting Event @ El Pueblo Activity Center - 101 W. Irvington Rd. 10am-12pm
12	13	14	15	16	17	18
				Leadership Dev't Workshop @ TIC 3:30-5:30pm	Drumming @ House 5 2:30-4:30pm	
19	20	21	22	23	24	25
	M.L.K. Jr. Day The Haven offices are CLOSED			Leadership Dev't Workshop @ TIC 3:30-5:30pm	Drumming @ House 5 2:30-4:30pm	
26	27	28	29	30	31	
				Leadership Dev't Workshop @ TIC 3:30-5:30pm	Drumming @ House 5 2:30-4:30pm	

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

On January 29th, we participated in the Tucson Indian Center's Diversity Career Fair, where we collected five resumes from potential candidates interested in working for The Haven!

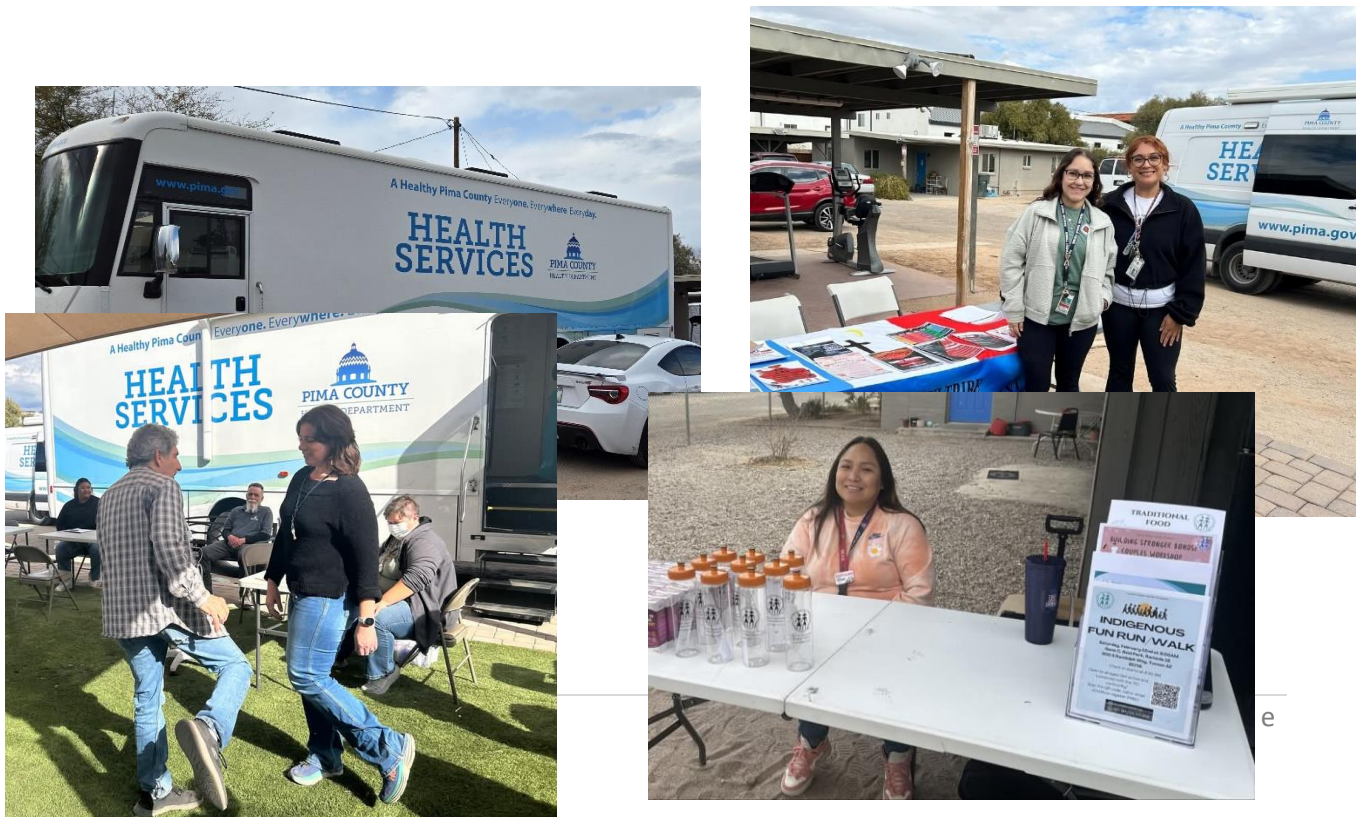
On January 31st, we drove four hours to the White Mountain Apache Tribe for their Family Community Resource Day. During this event, we gave a presentation and

THE HAVEN
CEO's Report
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February 21, 2025

answered questions about The Haven. We also attended the grand opening of Apache Behavioral Health, where we met with the staff. We left pamphlets at their facility and offered to return to provide a presentation for their providers. The Rainbow Treatment Center is scheduled to tour The Haven on February 28.

With our dear Native Ways contractor Tony Redhouse resigning on February 11, we have been brainstorming with the Native Ways team about finding a suitable replacement. We discovered a Yaqui artist who offers drumming meditation classes, guided breathwork with motivational interviewing processing, rattle-building classes, a drum-building classes, and poetry workshops. Although the artist has not yet met the Native Ways team, he seems like a great fit.

On January 28, we organized another Haven Health Party, which included STI testing, women's wellness exams, a self-defense demonstration by Tom, and a presentation on consent from SIROW. The Tucson Indian Center and the Pascua Yaqui Wellness Center also participated in the event, held at the Glenn Apartments for our IOP members. Despite the cold weather, a total of 12 members attended! Participants expressed their appreciation, saying, "Thank you for organizing this event. It was fun!" and "This was great. Thank you! I really liked the self-defense demonstration."



THE HAVEN
CEO's Report
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February 21, 2025

Outpatient

- Educator Richard Barcelo began in his role 1/13/2025. Richard is fully trained and is facilitating groups with the members.
- Outpatient Program Manager Sharese A. Bailey Harris resigned effective 01/20/25.
- Violet Krieger was promoted from Outpatient Therapist to Outpatient Program Manager on 1/6/2025 and assumed role on 01/20/25.
- NW therapist accepted open position and is currently in onboarding process.
- Amanda Black transitioned out of Recovery Coach role in January and moved to Admissions to continue her work with The Haven in a different role.
- Staffing patterns updated to decrease Recovery Coaches to 3 and Educators to 4 to allow Recovery Coaches additional time to provide more intensive case management to members.
- Outpatient Current Vacancies: 1 Therapist position and 1 educator position.
- Nora completed her Training for White Bison group facilitation to increase NW offerings. The first White Bison group in IOP was 2/6/2025.
- Health Fair was held at Glenn apartments to provide education on women's health for members.

Sampling of Member Success Stories from January's Completions

- Christina H completed IOP on 1/28/2025. Member repaired relationships with family and began enjoying spending time with her grandbabies. She demonstrated an ability to redirect negative thoughts and regulate her emotions. Member expressed her intension of transitioning to The Haven's Outpatient program.
- Angela D completed IOP on 1/23/2025. Member reports successful achievement of her clinical treatment goals. Member demonstrated resilience in the face of loss and repaired relationships with family. Member will be residing at her own residence in Sierra Vista. She intends to transition to outpatient services with CPIH.
- Krista M completed IOP on 1/10/2025. Member reports successful achievement of her clinical treatment goals. Member demonstrated resiliency and determination for herself and her recovery. Member is residing at The Gospel Rescue Mission and has been approved to obtain

THE HAVEN

CEO's Report

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February 21, 2025

housing with the Pinzor grant. She expressed her intension of continuing to engage in services with CBI.

Trend & Benchmarks (as of close on 1/31/2025)

Census Updates: IOP with Recovery Housing: Max Total Capacity = 56.

Outpatient (OP) does not live in Recovery Housing.

- As of 1/31/2025: the total IOP census = 55 members.
- IOP-External (without housing) = 7 members.
- IOP with Recovery Housing = 48 members
- IOP-Native Ways (with housing) = 19 members.
- IOP- Native ways (without housing) = 1 member
- OP Census = 26 members.

Completion Updates

Successful completions IOP = 14

Unsuccessful discharges = 5 (discharged due to lack of contact= 4, administrative discharge =1)

Successful completions OP = 1

Unsuccessful discharges = 0

Workforce

Human Resource (HR) Initiatives

In January 2025, we focused on critical year-end reporting compliance requirements, including Workers' Compensation reporting (OSHA Form 300A), ACA reporting, and various year-end deliverables for multiple payers. These activities are essential to ensure regulatory compliance, avoid potential penalties, maintain accurate employee records, and support the organization's commitment to legal and financial accountability. Timely and accurate reporting also helps safeguard employee benefits, reinforces organizational transparency, and upholds best practices in human resources management.

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
February 21, 2025

We began development of The Haven's 2025 Workforce Development Plan, which will serve as the foundation for HR initiatives throughout the year. This comprehensive plan is designed to ensure alignment between employee wants and needs and the organization's strategic objectives, fostering a strong connection between workforce development and long-term business goals. Key focus areas are based on ongoing feedback from stakeholders and include talent acquisition, employee engagement, leadership development, and skill enhancement to support organizational growth and adaptability. The proposed initiatives will be reviewed and discussed with executive leaders to ensure strategic alignment and organizational readiness, with final approval scheduled for February 2025.

We reviewed the current compensation structure and analyzing salary trends in the local market to ensure pay practices remain competitive, equitable, and aligned with industry standards. This initiative is critical for attracting and retaining top talent, promoting employee satisfaction, and supporting fair and transparent compensation practices. Proper alignment also helps mitigate potential risks related to pay disparities, enhances organizational credibility, and reinforces The Haven's commitment to valuing and rewarding employee contributions appropriately.

Diversity and Inclusion

The DEI Committee met in January to discuss February DEI initiatives, which include:

- Trip to African American History Museum at UofA for Residential and Outpatient members
- African American History group presented by Lalita Arnold in Residential and Outpatient
- Soul Food Lunch in Residential and Outpatient
- Presentation Lantern Festival for Lunar New Year and Lantern making project for members and employees.
- Valentines Day Card Making for Local Long Term Care Facility.

Open Positions

- 1- VP of Clinical Services
- 1-Executive Office Coordinator (Admin)

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
February 21, 2025

- 1- Therapist (Outpatient Program)
- 1- Educator (Outpatient Program)
- 1- Admissions Specialist
- 2- Residential Technician Supervisors
- 5- Residential Technicians
- 1-Peer Mentor (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.

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

THE HAVEN

CEO's Report

Submitted to the Board by Aimee Graves

February 21, 2025

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.

Quality, Compliance & Risk

Stats for the month of January

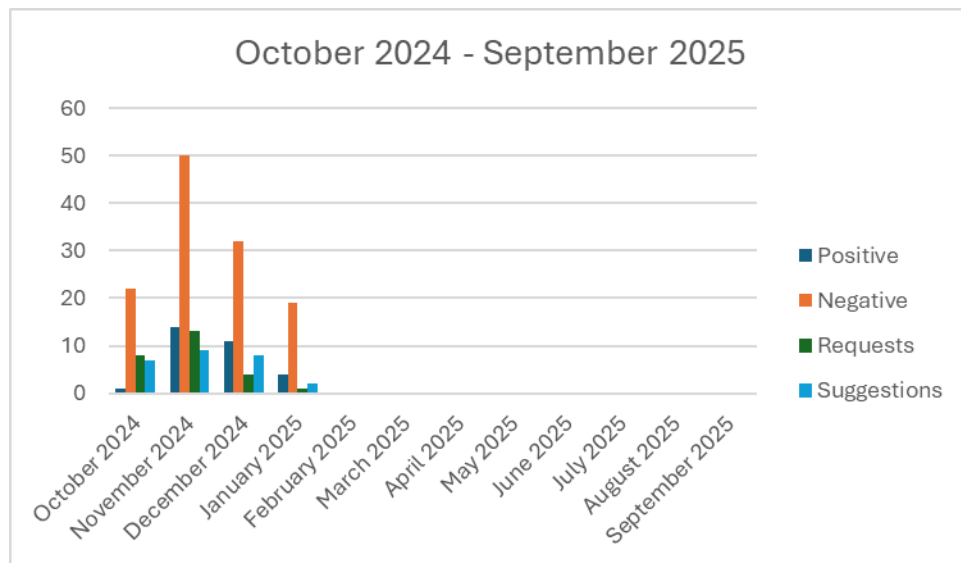
- Incident, Accidents & Deaths (IADs): 13
 - Death - 0
 - Suicide Attempt- 0
 - Med Error- 0
 - AWOL- 3
 - Vehicle Accident- 0
 - Injury- 0
 - Transfer to Higher Level of Care- 0
 - Effectiveness of Care – 0
 - Other – 0
- Quality of Care (QOC) Responses Requested from Payors in prior month: 3
 - Records Request – 1
 - Responses Required – 2
 - Reports of Unable to Provide Safe Environment
 - Follow up for possible TB exposure.
- Quality/Compliance Internal Investigations: 2
- Status of Audits: 0
 - Internal Audits – Will present findings for QTR 1 (Oct – Dec 2024) reports for both programs in February QMPI Committee
- Trainings
 - IAD Trainings- 0
- Complaints Made by External Parties directly to The Haven via the website, phone calls, and more: 0
 - No official complaints were filed with QCR.

THE HAVEN
CEO's Report
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February 21, 2025

- Member Feedback Submissions – 26

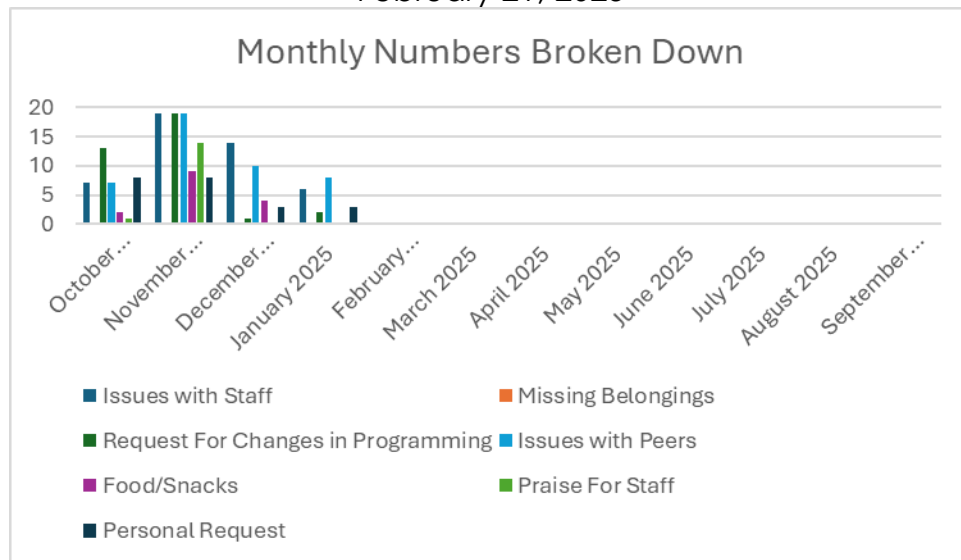
Members select one of these categories when they submit a Member Feedback Form:

- Positive (Giving Positive Report)- 4
- Negative (Reporting an Issue)- 19
- Request (Making Requests for Things Not Currently Apart of the Program)- 1
- Suggestions (An idea to help improve the program)- 2



- The above numbers include:
 - Issues with staff/program: 6
 - Missing Belongings: 0
 - Request for Changes in Programming: 2
 - Issues with Peers: 8
 - Food/Snack Requests: 0
 - Praise for Staff: 0
 - Personal Request: 3

THE HAVEN
CEO's Report
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February 21, 2025



- Health & Safety

Working to transfer Health & Safety Committee to Lalita and Savannah to run.