

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

Finance

For February 2024, Cash; Investment; and net Accounts Receivable balances are \$3.7m with 195 days (6.40 months) cash on hand, down 6.44 days from January. The Current Ratio, current assets over current liabilities, is 5.32 to 1. All of the investments are included in this calculation and none of the long-term debt \$1m. At February's close, 90% of non-American Indian AHCCCS Client Accounts Receivable were aged at 90 days or less.

Only 34% of American Indian AHCCCS (AI AHCCCS or AIHP AHCCCS) Client Accounts Receivable is aged at less than 90-days, up from 19% last month. We have received some payments for August/September 2024 submissions. Payments on the H0015 IOP day code are still slow.

The Net Operating loss for February was -\$125,461, an unfavorable variance to budget of \$127,677 (5,662%). Revenue for February was 73% of budget (under budget \$141,765 in earned revenue) and Costs were 97% of budget (down \$15,645 from budget). The average daily census at Residential was 26 with a budget of 48 and the average daily IOP day code billed was 46 with a budget of 59. Residential Therapist staff are assisting with OP members because the OP Therapist position remains unfilled.

For the five months ended February 28, 2025, the Operating deficit is -\$342,011 compared to a budgeted gain of 6,598. Last year at this time the Operating deficit was \$324,692.

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. \$0 was pulled from investments In February.

Residential YTD	Outpatient YTD	Program other (intake & QM)	Admin Development & YTD	Total YTD
-\$ 98,797	+\$198,498	-\$220,116	-\$221,596	-\$342,011

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

Development and Communications

Breakdown	Year to Date	Goal FY 25	Progress
# individual donors \$1,000 +	8	25	32%
# individual donors \$1-999	219	175	125%
# individual in-kind donors	57		
Raised from individual donors	\$109,731	\$137,000	80%
Average gift (excluding gifts over \$1,000)	\$204	\$300	
Median gift	\$110		
# organizations/businesses	27		
Raised from organizations/businesses	\$30,820	\$40,000	77.1%
# Grants submitted	6		
# 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	\$2,884	\$15,000	19.2%
Chrysalis luncheon	\$52,518	\$43,000	122%
Mother's Day		\$5,000	
Champions for Recovery		\$40,000	
House Parties		\$5,000	

Thank you all for making the Chrysalis luncheon such a successful event! We hosted close to 200 people at Tohono Chul on March 13. We deeply appreciate each of you – whether you hosted guests at your table, made a donation, created raffle baskets, assisted with sponsorships, or introduced new friends to The Haven.

We raised altogether \$52,018. This is \$10,763 more than in 2024 and \$6,668 more than in 2023. We exceeded our fundraising goal for this year by 22%.

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

Here's the breakdown of our fundraising efforts.

Organization	Amount
Sponsorships	\$21,000
Ticket sales	\$15,620
Raffle ticket sales	\$2,575
Donations	\$13,323
Total	\$52,518

We have sent all the thank you letters and are in the process of sending handwritten thank you cards to guests whose mailing addresses we have. Please let us know if you want to send any thank you cards to your table guests. We have cards available at the admin office and can also deliver them to you.

We are always trying to improve the event, so please let us know if you have any ideas or suggestions. We appreciate feedback on anything from the whole concept to minor details!

Now that the Chrysalis Luncheon is behind us, we are moving forward with the Rejuvenation campaign. We'll be sharing the news about the Butterfly Goddess mural soon and hope to work on many other beautification projects over the spring and summer. Please let us know if you have any suggestions or know anybody who might be willing to help out with different projects. To give you some ideas, we are hoping to add more art, paint some walls, create new murals, add greenery, and replace the furniture in our group and conference rooms.

Our most popular social media post for the month were pictures from the Black History Month Celebration. The post was seen by 868 people and gained 53 interactions. Our February newsletter was opened by 33.8% of the recipients.

Our outreach efforts led to two great tours this month. On March 7, we welcomed Representative Stephanie Stahl Hamilton and Michelle Crow, Director of Children's Action Alliance for a tour of the Residential property. Our guests were impressed by our programs, and we had a fruitful conversation about the challenges we are having with AHCCCS. Following our meeting, Aimee has been in contact with Representative Stahl Hamilton to see if she can help us in any way.

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

The White Mountain Apache Tribe's Rainbow Treatment Center visited The Haven on March 14. The five staff members loved hearing more about the Native Ways Program and all the culturally relevant programming The Haven offers. We hope to start receiving referrals from White Mountain Apache soon.

Our Indigenous Outreach Coordinator Fredy Aranda tabled at the 40th Annual Wa:k Pow Wow hosted by Tohono O'odham Nation San Xavier District on March 2. Our team has been wondering if Pow Wows would be good opportunities to connect with native and Indigenous communities. Based on this experience, we have determined that these events are not the best use of our time as people are mainly interested in music, dances, food, and connecting with family and friends, rather than learning more about different services.

Our Alumni Coordinator Shawna Lortz has participated in weekly street outreach events. We are hoping to develop a closer partnership with El Rio's outreach team so that we can work in tandem with them. We hosted an alumnae wellness retreat in honor of International Women's Day on March 8. We organized the event at Unity of Tucson to utilize their labyrinth and outdoor meditation path. The event also featured yoga and a sound bath. Over 25 people were planning to join the event but unfortunately only three alumnae made it. The ones who came said they really enjoyed the activities and having an opportunity to prioritize their own wellbeing.

Administration & Facilities

Billing

- Billed 4,424 units of service for a net of \$485,741
- Posted \$437,925 in payments and \$183,439 in contractual adjustments and denials
- Submitted October claims to AHCCCS for AIHP members
- AHCCCS appears to be balking at some of the H0015's (IOP day code) for August and September of 2024. We are anticipating the dreaded denial code: "According to our medical review team, the assessment fails to clearly identify the dimensions as per ASAM criteria to justify the recommendations for Intensive Outpatient (IOP) services." This will require a rebuttal from either a medical or behavioral health professional. This is beyond the purview of Billing.
- Participated in RevJen Fuelworks series on revenue generation.

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

Information Technology

- Work continues on 'reorganizing' the SharePoint drives. Normalizing our electronic document storage.
- Company score 687 of 800 in gamified micro-trainings
- Facilitated metrics success on the UniteUs Social Determinants of Health website in order to retain the Differential Adjusted Payment (.01% all medicaid)
- Implemented AI technology for producing meeting notes from a recorded transcript. Allows user to just read the AI notes and correct them where needed.
- Demoing a Customer Relation Management system that interfaces with KIPU.

Facilities

- Residential Quad Doors and Windows project bid secured
- Declutter OP suite
- Glenn IOP housing irrigation system replacement
- Annual fire suppression systems inspection
- Replacement of Adelaide southeast admin riser control valve
- 90 service tickets + purchasing

Other

- Reached out to Bruce Dawson regarding Occupancy license for the Residential duplex at 1017 E Adelaide
- Financial Audit for 2024 completed, deliverable sent to AZCH
- Participated in a RevJen Fuelworks workshop. Takeaway – use the duplex for IOP housing and exclude it from the Residential license footprint. With rooms remodeled to bedrooms in 2022, we could ask for a license for 52 beds losing 10 to the IOP program.
- Submitted a FEMA grant for room and board funding

Programs & Services

Latricia Clary continues to support the Clinical Management Team in the absence of a Vice President of Clinical Services, providing resources, guidance, and collaboration on staffing, training, and process improvements. Her efforts prioritize employee well-being and the delivery of high-quality client care.

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

Residential

Residential Discharges

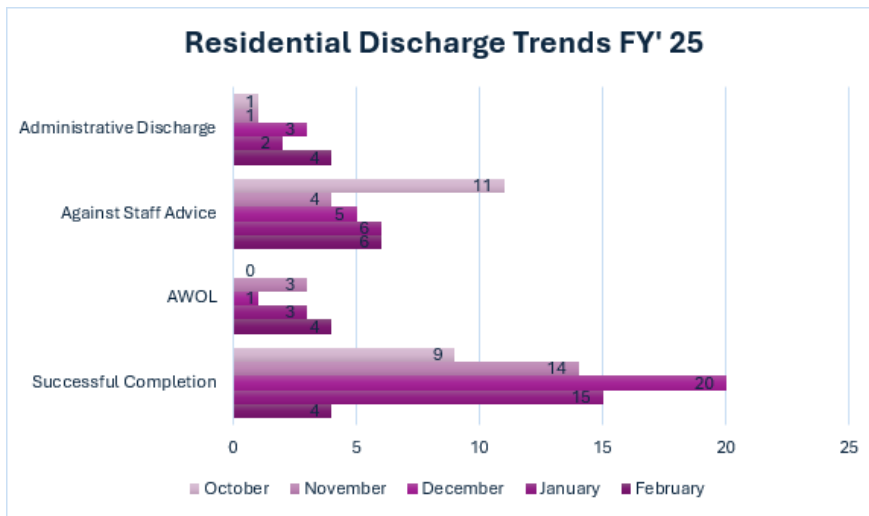
- 18 Total
 - 4 were successful discharges
 - 3 went to our IOP
 - 1 transferred to another level of care that was more appropriate for their needs, still successful for their situation
 - 4 left AWOL
 - 3 within 2 days of admission, 1 within 8 days of admission. All 4 members were referred by probation and released directly from Pima County Jail to residential treatment. This could be a possible reason for the increase in AWOLs, there are times that individuals will request or consent to treatment as an alternative to remaining incarcerated, but do not always have the true motivation to be in treatment.
 - 6 Left Against Staff Advice
 - 1 left after 16 days in treatment because this was not the level of care she wanted; she wanted to have more individual support and engage in less group therapy.
 - Group therapy is best practice for substance use treatment, which is why there is such a focus on groups in both residential and IOP treatment
 - 1 left after 1 day in treatment because she didn't feel this was the right program for her, member also presented with significant mental health symptoms that could not be managed in this level of care and were not disclosed in detail in her referral
 - 1 left after 20 days in treatment because she ended a romantic relationship with a peer (romantic relationships are against program guidelines while in residential) and she did not want to stay in treatment due to this
 - 2 left because they did not want to be in this level of care, one after 4 days and the other after 13
 - 1 left because she acknowledged she wasn't ready for treatment and wanted to use
 - 4 were Administratively Discharged
 - 3 were discharged due to repeated program guideline violations and repeated treatment team interventions, including a Plan for Successes and Recovery Behavior Contracts being implemented. These 3 occurred on the same day after ongoing verbal altercations between the members and them creating a

THE HAVEN CEO's Report

Submitted to the Board by Aimee Graves
March 21, 2025

very toxic community environment that triggered peers, was leading to reports to DCS that members were not feeling comfortable in treatment or didn't want their children in this type of environment, and many member feedbacks about the toxic community that resulted in a lot of administrative support/review.

- I was transferred to IOP because we were not able to obtain an authorization for her residential stay. This was not a denial situation; her insurance is one that is not contracted with residential treatment. There have been multiple individuals who have the United AHCCCS plan who have also been assigned a commercial Aetna plan, sometimes without the member's knowledge. They will not cover residential services; in the past residential would then be deferred to their United AHCCCS plan but that is no longer occurring.



Residential Events

- 2/5/25-Nati and Sandra provided a presentation about our program to the Wichóyanke Network Leadership Committee
- 2/7/25-Sandra started the White Bison group at residential treatment, she will facilitate this every Friday at 1:15pm

THE HAVEN CEO's Report

Submitted to the Board by Aimee Graves
March 21, 2025

- 2/9/25-Superbowl watch party and snacks for members, they had a great time making the treats and watching the game, go Eagles!
- 2/11/25-Tony Redhouse's last day as a contactor with our Native Ways Program, there was a small celebratory goodbye to honor the 19 years of service he has provided to our Haven members, we wish him tons of luck on his many future ventures and are very grateful for everything he has provided to residential over the years!
- 2/12/25-Erisha presented a SMART Goals training to clinical staff at residential to help improve their treatment plans and developing better goals that will meet insurance requirements and better support member needs
- 2/14/25-Valentines Day! The members made Valentines Day cards for individuals in a physical rehab which Latricia was able to provide to them
- 2/19/25-Black History Month education group facilitated by Lalita and Soul Food Lunch cooked by RT Ann, Dietary Manager Amie Dietary Assistant Carol, and HR VP Latricia. The group was incredibly informative and provided another level of insight about the importance of Black History. The lunch was fabulous, always is! Some IOP and Admin staff were also able to join for the group and lunch
- 2/20/25-An outing to the Alfie Museum, which is a local gem and mineral museum,
- 2/22/25-Indigenous Fun Run/Walk hosted by the Tucson Indian Center was held at Reid Park, some members participated and won 3rd place in the race! We have a plaque for the award!
- 2/24/25-Latricia facilitated a Lunar New Year education group and arts and craft activity where they created their own lantern for the New Year!
- 2/26/25-There was an outing to the African American History Museum at the U of A with most of the residential members and various staff, they really enjoyed the outing!
- 2/26/25-Federal Pretrial audit of residential charts occurred, overall Ana Angula (the supervisor and auditor) noted some areas of improvement with ensuring we have certain federal forms from the officers in the charts and discharge summaries are sent timely and consistently to the assigned officer. She is pleased with the ongoing documentation of weekly individual therapy sessions with federally involved members and is excited to continue to work with us
- 2/27/25-The first combined potluck/supervision meeting with Residential and IOP staff was held at IOP, the theme was

THE HAVEN CEO's Report

Submitted to the Board by Aimee Graves
March 21, 2025

love/Valentine's Day. It was a great success, everyone seemed to have a wonderful time and the food was delicious!

- o We have 2 kiddos living on site, a 3-year-old who celebrated her birthday on 2/13 and a newborn who was born 1/27/25

Celebrating Families!:

- We completed out 5th group of the 4th round of CF! in February
- This has been a consistent group of participants; they have been very engaged in group and eager to participate
- We had 1 member complete on 2/26/25 because she started in the middle of the previous round of groups

Staffing

- We have 7 full time RT positions open and actively trying to recruit!
- There have been 2 offers to RT Supervisor candidates and they have both accepted! They should be onboarding in March
- We have 1 Peer mentor position open and actively trying to recruit!
 - The 3 Residential therapists will now be providing 8 hours of therapy services to IOP members per week to help while the IOP program actively recruits more therapists
 - Nati continues to provide group 2x weekly (3 hours per group) to IOP to support the Native Ways program in IOP while they are recruiting for a Native Ways therapist
 - With the current RT shortage, a couple recovery coaches, the educators, medical case aid, Dietary Manager, and therapists have offered all the support they can to cover the RT shifts. The PRN staff have been working so hard to fill the gaps in the schedule, even the full-time staff have been picking up extra shifts or partial shifts. Overnight staff are willing to cover day shifts when possible or adjusting their schedule to accommodate a shift in the middle of days and nights. The entire residential team is coming together to ensure the program continues to run smoothly and all tasks are covered! So much kudos should be offered to the residential staff for coming together each day to fill the gaps!
 - IOP staff are also assisting when possible, including their Educators coming over to cover some groups so the therapists can provide more time for individual therapy at IOP
 - The teamwork and cohesion between residential and IOP has increased tremendously with the addition for Violet as the IOP program manager, we have developed a great working

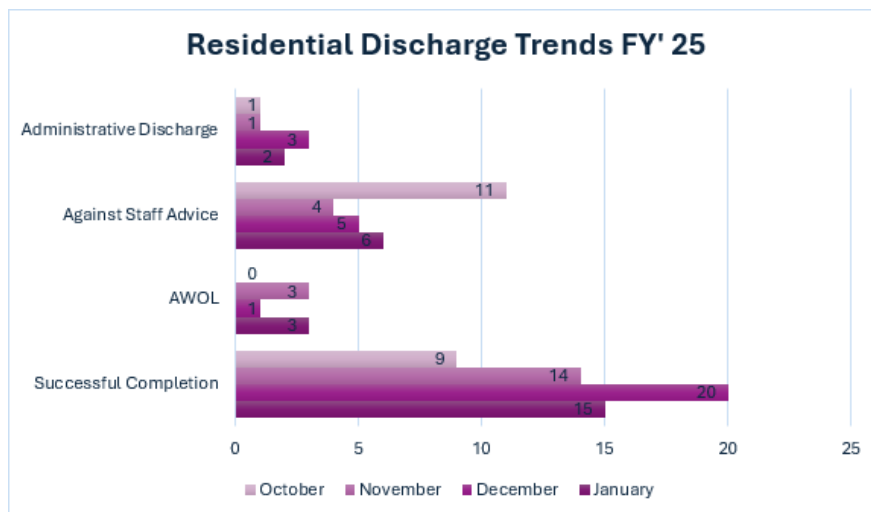
THE HAVEN CEO's Report

Submitted to the Board by Aimee Graves
March 21, 2025

relationship and consistently look at how we can support
each other, both programs, and the Haven as whole

Upcoming:

February	Occasion
3/2025	Women's History Month; Social Workers Month
3/8/2025	International Women's Day Wellness Retreat
3/13/2025	Chrysalis Luncheon
3/14/2025	Rainbow Treatment Center tour of The Haven
3/17/2025	St. Patrick's Day



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

THE HAVEN

CEO's Report

Submitted to the Board by Aimee Graves

March 21, 2025

- 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 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

THE HAVEN CEO's Report

Submitted to the Board by Aimee Graves
March 21, 2025

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

Native Ways



We took members over to the Indigenous Fun Walk/Run on February 22nd, and members had a blast! They placed 3rd.



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

On February 11th, we hosted a farewell party for Tony Redhouse in the dining hall at Residential. A handcrafted gift in Navajo colors was created by a cultural artist who is a friend of Fredy's from the Tohono O'odham Nation. Nati and other residents shared heartfelt words about Tony, reflecting on his character, his service at The Haven, and his positive impact on the community. He played a key role in establishing the Native Ways Program and will be dearly missed.

- Members attended a Black History month presentation provided by Lalita Arnold.
- The IOP clinic was organized and cleaned to make spaces more functional and professional. We are looking for community involvement for volunteer time and materials to paint and enhance the spaces.
- Educator team instituted new group agreements to provide cohesion among educational groups and better support members acquisition of recovery skills.
- Our first monthly potluck lunch to gather residential and IOP staff was held in February and hosted at IOP. Allison and Violet's goal is to integrate programs more effectively to support both staff and members.
- All three of the residential therapists are supporting in IOP by carrying a caseload of 8 members each while we continue to attempt to fill two open therapist positions.
- IOP educators are supporting in residential facilitating art groups in the afternoons.

Commented [AG1]: Highlight for BOD

Member stories from February

- AnnaStacia came into our IOP program on 12/5/2025. She was very shy and didn't speak much. During our time together, she slowly began to open up and communicate her needs. She has persevered through challenges in her recovery and family life without the use of drugs/alcohol. She is on track for family reunification with DCS and will be getting her son back soon. She has been able to obtain employment with DKA and has secured housing through Oxford House with the assistance of the AZCHPH grant. She has become more confident, has learned to advocate for herself, and even shares in AA/NA meetings!

THE HAVEN

CEO's Report

Submitted to the Board by Aimee Graves

March 21, 2025

- Kayloni was a member who had been resistant and unwilling to engage in treatment the first time she came to The Haven IOP program in 2023. Kayloni was in active addiction and unable to remain sober in housing.

She declined further services after she was given an immediate vacate from housing and although she was presented with the option of programming externally, she did not return. This time Kayloni came to The Haven IOP in 2024 she had a positive attitude about her future in recovery. It showed by her determination to be held accountable when challenges presented. She had great communication with her treatment team and dove deep in her one-on-one therapy sessions processing her trauma history and grief and loss related to the death of her young son and both of her brothers. While here Kayloni has learned how to identify her triggers, warning signs and how to put her personal coping skills in action. Through therapy groups and individual therapy sessions she has learned how to identify clearly when she is noticing any challenges. Kayloni obtained employment after her 30 days of being in IOP, enrolled in OP services and is working hard with her DCS team to reunite with her two daughters. Kayloni is a member that I want the Haven Board to know about because she is proof that our services have prepared her and guided her for her to have a better understanding of her substance abuse disorder.

- Jasmine came to us in our IOP program 10/16/2023, since 2/5/2024 she has been attending weekly appointment with Georgia, she is still active in services today. While here Jasmine suffered multiple losses/ deaths, including even the death of her long-time pet. Yet she continued to stay sober, moving forward in her program. She has shared her recovery story twice in Georgia's IOP group. After finishing IOP she stayed in shelter in Green Valley, with her two special needs children, which participating in OP. Until she received a housing voucher through Our Family Services. She ALWAYS attends her ART meetings and 1:1 sessions with Georgia. She is an inspiration no matter how much trauma and tragedy she continues to move forward not letting anything stop her from moving forward.

Trend & Benchmarks (as of close on 2/28/2025)

Census Updates: IOP with Recovery Housing: Max Total Capacity = 56. Outpatient (OP) does not live in Recovery Housing.

- As of 2/28/2025: the total IOP census = 54 members.

THE HAVEN

CEO's Report

Submitted to the Board by Aimee Graves

March 21, 2025

- IOP-External (without housing) = 7 members.
- IOP with Recovery Housing = 47 members
- IOP-Native Ways (with housing) = 13 members.
- IOP- Native ways (without housing) = 0 members
- OP Census = 19 members.

Completion Updates

- Successful completions IOP = 7
- Unsuccessful discharges = 13 (discharged due to lack of contact= 2, administrative discharge =4, declined further services=6, IOP Transfer=1)
- Successful completions OP = 1
- Unsuccessful discharges = 5 (discharge due to lack of contact=2, administrative discharge=2, declined further services=1)

Workforce

Human Resource (HR) Initiatives

- In February 2025, Human Resources updated the Independent Contractor Agreements to ensure the organization remains fully compliant with current regulations and industry standards. This process involved reviewing and revising key terms and conditions, including payment structures, scope of work, confidentiality clauses, and compliance with labor laws. These updates were made to mitigate risk and align with best practices, reinforcing our commitment to legal and regulatory compliance while safeguarding both the organization and our contractors. The revised agreements will be sent to all affected parties for acknowledgment and signatures in March 2025.
- In late February, we initiated the re-development of The Haven's volunteer program to strengthen its impact and engagement within the community. The objective is to create a more structured and rewarding experience for volunteers by aligning their skills and interests with the organization's needs. This process will include evaluating current volunteer processes, identifying areas for improvement, and defining clear roles and responsibilities to create a more effective and sustainable program. Through this initiative, we aim to cultivate a vibrant and dedicated volunteer network that supports The Haven's mission and goals. The project is expected to continue over the next few months as HR collaborates with other internal stakeholders to address their needs and responsibilities

THE HAVEN CEO's Report

Submitted to the Board by Aimee Graves
March 21, 2025

- We are still in the process of developing The Haven's 2025 Workforce Development Plan, which will serve as the foundation for HR initiatives throughout the year. This comprehensive plan aims to align employee needs and desires with the organization's strategic objectives, ensuring a strong connection between workforce development and long-term business goals. Key focus areas, shaped by ongoing stakeholder feedback, include talent acquisition, employee engagement, leadership development, and skill enhancement to support organizational growth and adaptability.

Diversity and Inclusion

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

- Celebration on National Social Worker Month
- Month long Women's History Month Trivia Game
- St. Patrick Day Celebration-Green Day
- Spring Equinox Ceremony

Open Positions

- 1- VP of Clinical Services
- 1-Executive Office Coordinator (Admin)
- 1- Therapist (Outpatient Program)
- 1-Therapist (Native Ways – Outpatient Program)
- 7- Residential Technicians
- 1-Peer Mentor (Residential)

Quality, Compliance & Risk

Stats for the month of February

We completed SMART Goal Treatment Plan Training with both sites, the October 2023 – September 2024 Annual QCR Report, and the October 2023 – September 2024 QMPI Report

o

- Incident, Accidents & Deaths (IADs): 9
 - o Sent to ED/Urgent – 5
 - o Death - 0
 - o Suicide Attempt- 0

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

- Med Error- 0
 - AWOL- 4
 - 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: 0
 - Records Request – N/A
 - Responses Required – N/A
 - Quality/Compliance Internal Investigations: 1
 - Status of Audits:
 - Internal Audits – January 2025 site audit
 - External Audits: 0
 - Federal Probation and Pre-Trial Audit- Satisfactory Score
 - 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.
 - Member Feedback Submissions – 54
- 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 HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
March 21, 2025

