

THE HAVEN
CEO's Report
Submitted to the Board by Aimee Graves
October 17, 2024

Finance

This is a preliminary report for September 2024, on October 17, 2024.

For September 2024, Cash; Investment; and net Accounts Receivable balances are \$4.4m with 234 days (8 months) cash on hand, down 13 days from August. The Current Ratio, current assets over current liabilities, is 3.99 to 1. At September's estimated close, 89% of non-American Indian AHCCCS Client Accounts Receivable is aged at 90 days or less.

78% of American Indian AHCCCS is aged greater than 90 days, \$222,931. We are making some headway in getting our claims processed. Unfortunately, the news is not good. Of the payments that have been adjudicated and paid this year, 41% result in the expected payment and 59% are denied for incurable conditions of the attached documentation. The total net of contractual disallowances receivable from American Indian AHCCCS at September 30, 2024, is \$305,659. This amount has been further discounted in the financial statements by \$180,000 (59%), to a total anticipated collectable from AHCCCS of \$125,000.

The Net Operating deficit for September was -\$295,596, an unfavorable variance to budget of \$260,222 (836%). This includes the \$180,000 booked for estimated American Indian AHCCCS denials. Revenue for September was 88% of budget and Costs were 134% of budget. The Haven reached the Fee for Service maximum for the SUBG (SAMHSA Substance Use Block Grant) of \$494,000 early in August.

Preliminarily, for the year ended September 30, 2024, the Net Operating deficit is (\$475,000) with Revenue \$254,859 (4%) less than budget and costs being \$220,328 more than budget (3%).

Accounts Payables and the credit cards are current. Federal Grant income is \$744,567, not meeting the threshold for a Single-Audit.

Programs & Services

The Haven is fortunate to be a member of the Arizona Council of Human Service Providers for an array of reasons, Membership has been particularly invaluable recently, affording The Haven to be a part of the ongoing voice, conversations, and deliberations regarding the 10/1/24 effective date of the new AHCCCS Covered Behavioral Health Services Guide (CBHSG). The CBHSG's impact will be seen in the upcoming months, with the greatest effects on operations in our

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Intensive Outpatient program. The Council has afforded The Haven with the best, up to date information, informing leadership and management on how best to prepare all programs to meet these new challenges.

Admissions for September

The American Society of Addiction Medicine (ASAM) Continuum is a validated ASAM Criteria assessment tool for substance use and co-occurring levels of care. It uses a computer-guided, structured interview process by clinicians. For the last year, AHCCCS has been preparing providers across the state for the requirement of using the ASAM Continuum software for the substance use disorder (SUD) population. As The Haven's population is 100% SUD, this preparation was of critical importance. The Haven's electronic health record, KIPU, integrated the ASAM Continuum software. Our Admissions team completed the AHCCCS required ASAM Continuum training, and began using the software for all intakes the last two weeks in September in order to have experience and readiness for the 10/1/24 implementation date. This experience has proven invaluable as the team is now aware that even with this practice, the amount of time spent completing one intake per Admissions Specialist has increased on average from two hours to three and a half. This reflects that one Admission Specialist can complete two intakes per day. Another change effective 10/1/24 is the requirement for Prior Authorizations for IOP members which will increase the time typically spent for IOP intakes to three and a half hours as well. The FY25 budget reflects the ability to hire a third Admissions Specialist which will be an early goal to accomplish in order to increase the capacity to complete six intakes per day. We are proud to have engaged in this process knowing new members continue to be recommended for the appropriate level of care while following state guidelines for treatment admission.

Arizona Complete Health (AZCH) denials have impacted the census for Residential. AZCH is approving the initial Prior Authorization and denying the first concurrent review (CCR) to those members who have not attempted a lower level of care prior to admitting to Residential treatment which is proving to be challenging and frustrating for staff, but more importantly to members feeling the higher level of care is what they actually need. With this change and the implementation of the ASAM Continuum that generates a summary report for recommended level of care based on how the member responds in the intake

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interview, we spend more time gathering additional information needed to ensure eligibility and coverage to meet AZCH, and all funders', criteria. We continue to work diligently on improving our clinical documentation to demonstrate medical necessity for our members at all levels of care. The Haven will not anticipate more than 60 days of Residential treatment moving forward and will celebrate when a member is able to stay for a full 90 days to put her on a solid path to sustainable recovery.

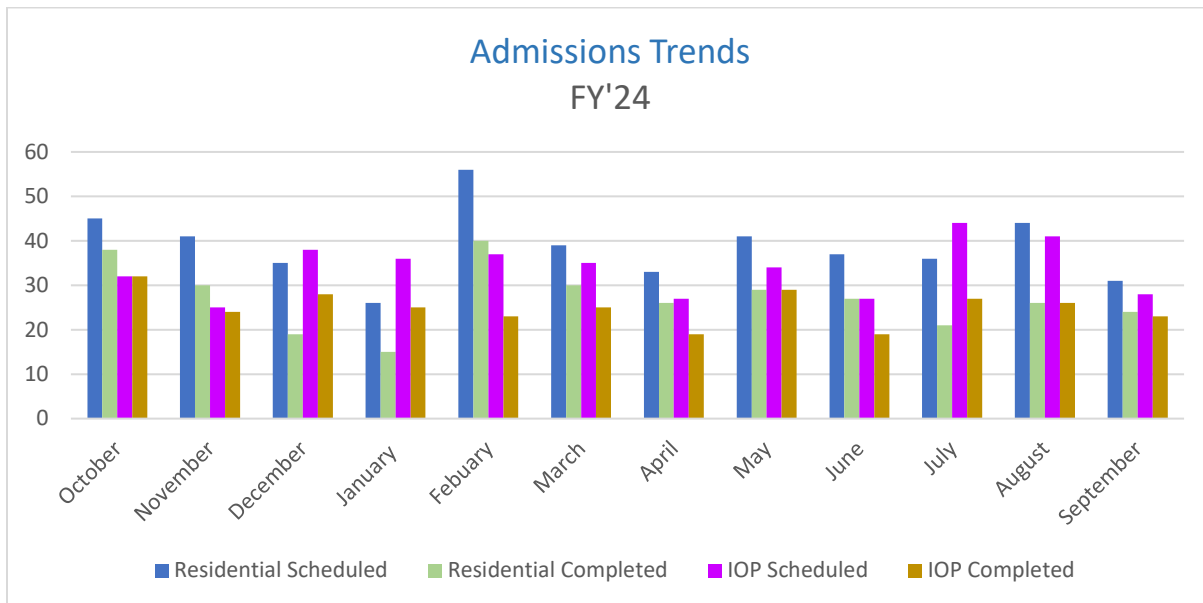
COVID hit early at Residential this month and quarantine left 16-20 beds limited and/or designated as unavailable for intake placements in order to stop the spread and protect both the internal and external community.

Despite these set backs, we continue to work each day towards building the census in both the Residential and Intensive Outpatient programs. We take pride in responding to all inquiries within 24 hours, developing new relationships with outside agencies, and always providing exceptional customer service. Beginning in FY25, we will track the number of referrals that come in along with the number of scheduled and completed intakes that are processed daily.

We diligently respond to referral sources as quickly as possible, schedule intakes for new members in a timely manner, and reschedule missed appointments for those who are still interested in entering services. Everyone is vigilant daily of the current census numbers tracking Against Staff Advice (ASAs), AWOLs, and Administrative Discharges in order to admit women in need as quickly as possible.

In September, The Haven welcomed six new Residential members who were pregnant on admission. The Admissions team saw a significant increase (77%) in completed intakes for Residential, up from just 59% in August. Similarly, there was a large jump in completed intakes (82%) for IOP, up from 63% in August. With the programs combined, an 80% intake completion rate was achieved, up from 61% in August with **59 Scheduled admissions total and 47 completed admissions.**

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<u>RESIDENTIAL declined services cancelled or no show.</u>	<u>IOP declined services cancelled or no show.</u>
Buena Vista detox- 1 rescheduled and completed the following day.	Haven Residential- 1 rescheduled- Extension approved by AZCH.
Federal pretrial- 1 detained by the Judge	Haven Residential- 1 cancelled- Member accepted at PPW, 1 cancelled- Schedule at Connie Hillman will not allow enough time for member to engage in Celebrating Families.
Pinal County Reentry- 1 arrived at admissions and declined services after her Probation Officer left.	Pinal County Reentry Program- 1 sentenced to Drug Court Treatment Court and is ordered to remain in Pinal County.
CODAC- 1 arrived at admissions and left before intake was complete.	Coconino County Adult Probation- 1 cancelled- Officer requesting RTC but her AIHP insurance would not cover.
Cornerstone- 2 cancelled due to referrals being rescinded, 1 left detox ASA	

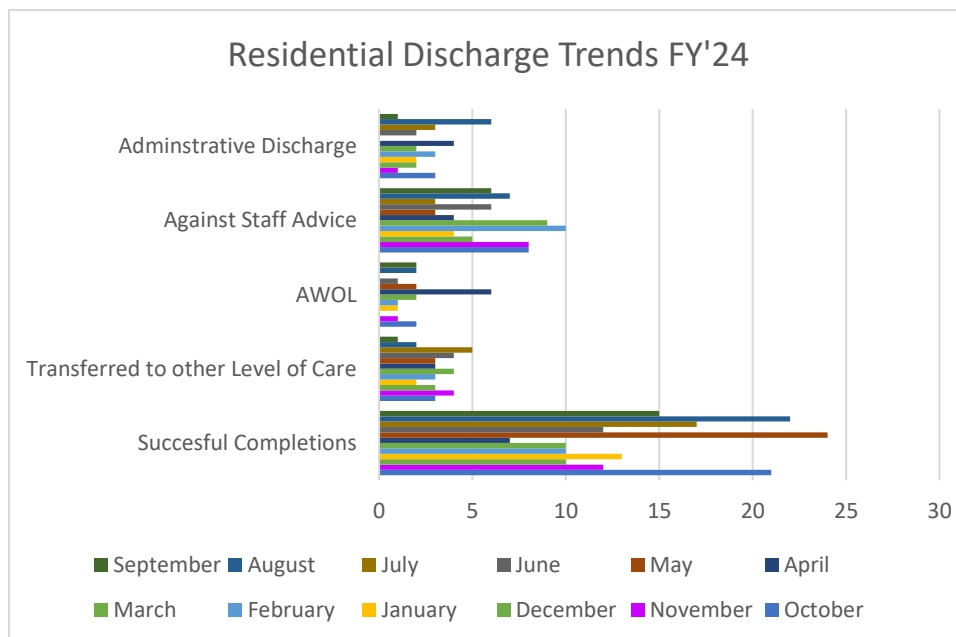
Residential

September was another exciting month for Residential and the fall and winter months are on the horizon which bring even more excitement and engaging activities. There were 15 successful discharges this month. The Haven IOP

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welcomed 8 of those members who discharged. Six went to an IOP program that was a better fit for their situation which is a successful transfer of care. One member transferred to another level of care that was more appropriate for her needs, still considered a successful discharge as her care was assessed and coordinated by the Residential treatment team. There was just one administrative discharge as this member was not able to follow the program guidelines in fostering a safe environment for the community.

There were just two members who left AWOL, both of which had been in treatment for less than four days and left AWOL together. There were fewer members who left ASA this month, totaling six. Three left due to being positive for COVID-19 or not wanting to be around COVID-19. One left due to not wanting to be in this level of care and created a house arrest and IOP plan with probation. One left after 21 days due to not feeling like she was benefitting anymore from the program and only wanted to stay at most 30 days. The other one left after 51 days to attempt to get into the Center of Opportunity and declined to have staff support her in that process. As always, we hope to see these individuals again and welcome them back when ready.



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Residential Events

- 9/5/2024-The Leadership Class at Tucson Indian Center restarted and select Native Ways members were able to attend the five weeks of classes through the month of September.
- 9/6/2024-All members attended a Recovery Walk at Tohono O'odham San Xavier Education Center.
- 9/7/2024 and 9/21/2024-A group of members and a couple staff went walking on Tumamoc Hill.
- 9/8/2024-Some residential members volunteered at Z Mansion.
- 9/10/2024-Native Ways members attended the Hope For Life event at the Wyndham Ramada Inn, hosted by Tucson Indian Center.
- 9/19/2024-Nati tabled at the 2nd Annual Tribal Re-Entry Summit.
- 9/19/2024-Native Ways members attended the Indigenous Resilience Center Grand Opening and drummed at the event.
- 9/25/2024-Drug Court and DTAP members attended the Drug Court and DTAP graduation ceremony. This was also the last day of the Drug Court Probation Officer Desiree Vialpando who has consistently referred members to the Haven for all her years at Drug Court. She and her partnership will be missed!
- 9/30/2024-National Day of Truth and Reconciliation Day, or Orange Shirt Day. There were multiple activities held at Residential to honor this day, the children sent to Boarding Schools, and the impact that has had on Indigenous lives and culture.

Nursing

- Cheyene, a former RT, started as the new Medical Case Aid and is doing great!
- We plan to begin conducting medication compliance reviews with members prior to when their insurance plan's Concurrent Review (CCR) is due so the information from that can be included in the CCR to provide even more information to indicate why a member may still meet medically necessary criteria to be in this level of care.
- We are also developing a plan to best document and demonstrate that a member has been cued to take their prescribed medication.
- Nursing continues to provide monthly medication education. The most recent education minute was on Depakote.

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Upcoming Residential Events

<u>September</u>	<u>Occasion</u>
All Month	Domestic Violence Awareness Month
All Month	Ofrenda Placed in Serenity Garden for Dia De Los Muertos
10/3/2024	Spiritual Walk at PYT Health & Family Center
10/11/2024	National Coming Out Day
10/12/2024	Native American Wellness Day Event
10/14/2024	Indigenous People's Day
10/19/2024	Footsteps for Healing DV Walk
10/25/2024	Fright Night at Tucson Indian Center
10/29/2024	Native Ways drumming event for Mindful Beginnings Conference at ASU
10/30/2024	Labyrinth Walk
10/31/2024	Halloween

Celebrating Families!

The 3rd round of CF! began on 9/2/24. We finished Session 4 of CF! in September. Thirteen adults and three children participated in the program.

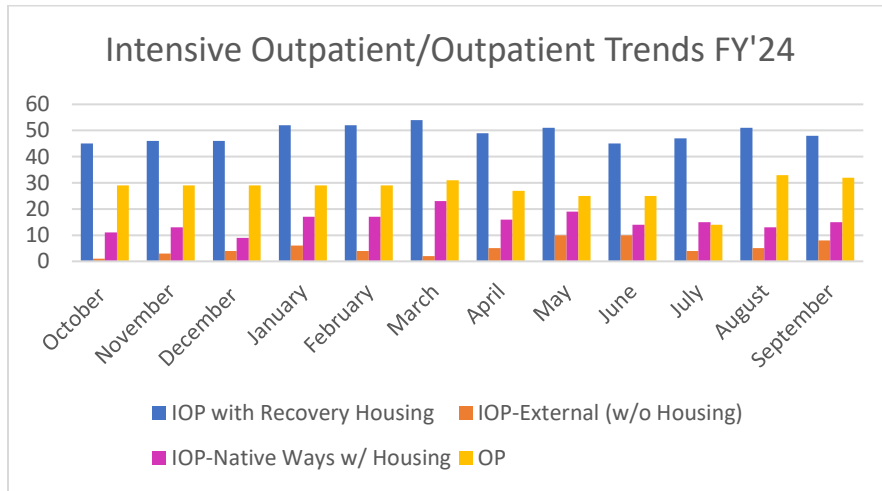
Native Ways

Please see Appendix A "September Board Report for Native Ways" at the end of this report.

Intensive Outpatient & Outpatient

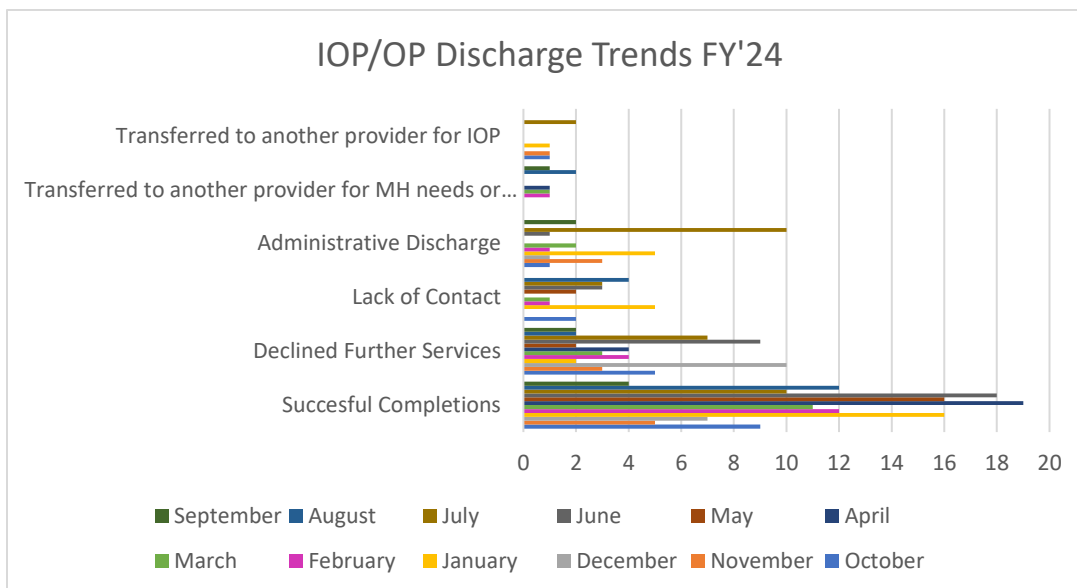
There were 55 total members in IOP on the last day of September, 48 of those members were in IOP with Recovery Housing. There is a maximum capacity of 56 members in the Glenn apartments. Of the 55, our Native Ways program had 17 total members, 15 of which were in Casa Mariposa and two who were not in Haven housing. In total, eight members participated in IOP without Haven housing. The outpatient level of care census had 32 members at the end of September.

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September celebrated four successful completions as there were many new members this month as opposed to those preparing to discharge. Two members declined further services. There were no discharges due to a lack of contact. There were two administrative discharges, four unsuccessful completions, and two members declined further services. One member transferred to another provider for mental health needs, two transferred to a higher level of care and there were zero transfers to another IOP program in September.

There were two successful completions in Outpatient, zero unsuccessful completions, zero declined further services, zero discharged due to lack of contact, and no transfers to a higher level of care.



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A Selection of Member Success Stories from September

Shaylene completed IOP on 9/3/2024. She gained insight and became more open to sharing in group session. She's prioritizing increasing her self-esteem and building sober relationships. She is moving in with her husband and mother-in-law and working towards obtaining her CDL with plans to team drive with her husband. She intends to continue with outpatient services. Steppingstone award: Hope.

Kellee completed IOP on 9/11/2024. She is prioritizing setting healthy boundaries and has enjoyed building her community of sober relationships. She is transitioning to Oxford House and has obtained employment at Applebee's. Her desire is to continue individual therapy services on an outpatient basis through CBI.

Angelique completed IOP on 9/24/2024. She found her voice and grew in her ability to be vulnerable and share during group. She grew in her ability to generate alternative thoughts. Angelique transitioned to Avant Recovery program and expressed her intension of transitioning to outpatient services with The Haven. Steppingstone member awarded: Healing.

Melanie completed Outpatient on 9/30/2024. She grew in her awareness of self-doubt and negative beliefs and was able to replace them with strength-building self-talk. Melanie wants to transition to COPE for outpatient therapy.

Karen completed Outpatient on 9/30/2024. She grew in her ability to set firm boundaries with others. She developed a support network in the community. Karen will continue to engage in 12 step meetings, work with her sponsor and engage in services with her home health.

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

Workforce

HR Initiatives

- In September 2024, we conducted open enrollment for the 2024-2025 benefits plan, achieving 100% participation from eligible employees for the third consecutive year. Following the enrollment period, Human Resources collaborated with Crest Insurance Group to build and audit all benefit details within the carrier's system. This verification process spanned

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several weeks, ensuring accuracy and readiness for the benefits to become active on 10/1/24. Employee feedback has been overwhelmingly positive, with many expressing gratitude for the transition to BlueCross Blue Shield and MetLife. Employees have noted that these plans offer more comprehensive coverage and a broader network, enhancing their overall benefits experience.

- In August 2024, we launched our annual evaluation process for 2024, informing managers and supervisors of updates. Training refreshers were made available to those seeking additional guidance. The Performance Evaluations will commence on 10/1/24 and are scheduled to continue through 10/31/24.

We established the merit-based bonus structure for the 2024 performance evaluation season. This structure is aligned with available ARPA funding, specific utilization requirements, and individual performance evaluation ratings. Bonuses are set for distribution in November 2024.

- In September 2024, we completed an audit and finalized the organization's new salary structure. This updated structure will be implemented on 10/6/24, aligning with the first full pay period of the new fiscal year. (Note as of this report, initial feedback from employees who received salary adjustments has been positive, indicating a positive effect on retention. The new salary structure is also being utilized in recruiting efforts and has already shown success in attracting new talent.)

Diversity and Inclusion

The DEI Committee's initiatives include:

- Fall/Halloween door decorating contest.
- Ofrenda's (altars) for Dia de los Muertos at Residential and Outpatient
- Employee/Member Events for Indigenous Peoples' Day
- Halloween Events
 - Member Trick or Treat in both Residential and Outpatient
 - Halloween themed employee potlucks in both Residential and Outpatient
 - Employee Halloween costume dress up

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New Hires/Pending Hires/Internal Moves/Interns

- Jennifer Riecke started on 09/23/2024 as a Residential Technician.
- Thomas Bonofiglio accepted the position of Facilities Assistant. Start date 10/08/2024. Facilities staff is now at 2.5 FTEs.
- Richard Barcelo accepted the position of Residential Technician. Start date 10/08/2024.
- Jovanah Lara Delgado accepted the position of Residential Technician. Start date 10/15/2024.
- Fredy Aranda Hernandez accepted the position of Native and Indigenous Outreach Coordinator. Start date 10/21/2024.
- Wednesday Allen, a PRN RT, returned to be a full-time overnight RT.

Open Positions

- 1- VP of Clinical Services
- 2- Educators (Outpatient)
- 1- Therapist (Outpatient Program)
- 4- Residential Technicians (2-6am-6pm, 2-10am-10pm)

Development and Communications

Please find below the final fundraising report for fiscal year 2024. We exceeded our goal by over \$100,000. We have now started our fundraising for the current fiscal year and our goal is to raise \$400,000 this year.

Our fiscal year 2025 is off to a great start as we received a \$50,000 Capital Improvement grant from Arizona Complete Health. The funds will be used to replace the quad windows and doors at the residential facility. We also received a \$3,500 grant from the Oro Valley Chamber Foundation for member assistance fund. We have already submitted two grant applications this year. We applied for funding from Banner Health and Hellene Henrikson Fund of the Lutheran Church of the Foothills to support our IOP housing.

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Breakdown	Year to Date	Goal FY 24	Progress
# individual donors \$1,000 +	18	10	
# individual donors \$1-999	158		
# individual in-kind donors	87		
Raised from individual donors	\$114,179	\$70,500	162%
Average gift	\$496	\$250-300	
# organizations/businesses	39		
Raised from organizations/businesses	\$35,712	\$42,000	85%
# Grants submitted	16		
# grants received	4		
Raised from grants	28,000	\$25,000	112%
Raised from awards	\$94,500	\$40,000	236%

Campaigns			
End of year giving	\$36,753	\$35,000	105%
Tax credit advertising	\$10,223	\$10,000	102.2%
Chrysalis luncheon	\$41,703	\$33,000	126.4%
Fast Pitch	\$36,815	\$10,000	333%
Mother's Day	\$4,567	\$5,000	91,3%

We invited Arizona Daily Star columnist Tim Steller to visit The Haven to learn more about the challenges we are facing with AHCCCS and MCOs. (Note: At the time this report was written, he toured our residential facility on October 10.) As a result, he wrote a column about the topic, and it was published on October 13. The column featured interviews with individuals who have a substance use disorder as well as quotes from professionals in the field. We were able to advocate for our members and The Haven by explaining how the recent changes impact women who come to us for help as well as the consequences to The Haven as a provider organization. For example, Tim quotes Aimee saying this is a "good-intentioned overcorrection making it harder for community-based providers to even keep their doors open." Tim did not get some of the technical issues quite right, but overall, it is a great column with a clear message. Tim writes,

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It's true that in the end, people addicted to drugs and alcohol have to make it themselves. But it is harder than most of us can imagine. Not everybody has the wherewithal to do it on their own. And those who can't will be our problem until they either get incarcerated, die, or get better. We're all better off if they can overcome their addictions and fill a productive role in society. That's why we need a generous system that makes it as easy and comfortable as possible to take those painful steps.

Link to the column: https://tucson.com/news/local/subscriber/tim-stellers-column-if-tucson-street-people-bug-you-push-to-make-sobriety-easier/article_161398ec-876f-11ef-89a2-cf79e7daef99.html

Our most popular social media post for the month was pictures from Orange Shirt Day. The post reached 441 people and gained 31 reactions.

Our outreach team has been busy participating in community events. Here is a list of events we have tabled at.

- Reentry Summit on Justice Involved Tribal Members on September 20
- Employees Care About Pima County kick-off event on September 26
- Hope Inc. Recovery Jamboree on September 27
- HOPE in the park by Tucson Homeless Connect on October 11
- Native American Family Wellness Day by Tucson Indian Center on October 12
- Footsteps of Healing – Domestic violence awareness event by Emerge on October 19

September 30th is National Day for Truth and Reconciliation, also called Orange Shirt Day. The day recognizes the negative impact the boarding school system has, and continues to have, on Native and Indigenous people in the United States and Canada. It honors those impacted by the system for their resiliency, dignity, and strength.
The Haven commemorated Orange Shirt Day this morning. Traditional Healer and Counselor Miguel Flores led an Opening Prayer to the four direction... See more



See insights and ads Boost post

31 5 shares

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Administration & Facilities

Billing

- Billed 4,271 units of service for a net of \$422,469.
- Posted \$369,342 in payments and \$189,772 in contractual adjustments and denials.
- We built templates for the new Covered Behavioral Health Services Guide (CBHSG) and met with Outpatient personnel regarding changes.
- Contacted two AHCCCS Deputy Directors regarding our delinquent claims. Their team is currently researching the documentation we sent them as follow-up to a meeting with Deputy Director Lynne Emmons.

Information Technology

- We implemented the Bring Your Own Device technology "InTune" technology.
- We cleaned up some confusing SharePoint drive names.
- Our company score currently is 748 of 800 in gamified micro-trainings.

Facilities

- Rerouted countless pests in their quest to come inside for winter.
- Continued business during a major plumbing event at Campbell

Other

- The Adelaide Parcel Facilities sub-committee of architects is collecting information.
- We are still waiting on an occupancy permit from the City of Tucson for the Duplex. We need this in order to submit licensure paperwork to the Arizona Department of Health Services (ADHS) on the remodeled rooms that were completed in 2022.
- We revised the Daily Census Dashboard to reflect new service and revenue goals for FY25.
- We began schedules for the audit.
- We filed our annual Corporation Commission report.

Quality, Compliance & Risk

We continue preparing for the 2025 CARF survey. This will be an ongoing process through the survey in May or June 2025 and will be monitored and managed to regularly thereafter as CARF updates its standards and the environment evolves.

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Stats for the month of September

- Incident, Accidents & Deaths (IADs): 12
 - There was an increase of 4 IADs from the prior month.
 - Sent to ED/Urgent- 12
 - Suicide Attempt- 0
 - Med Error- 0
 - AWOL- 2
 - Vehicle Accident- 0
 - Injury- 0
 - Transfer to Higher Level of Care- 1

- Quality of Care (QOC) Responses Requested from Payors in September: 0
 - August QOCs
 - 1- Substantiated at a level 0. They will continue to monitor.
 - 1- No response. They only requested records.
 - 1-Corrective Action Plan (CAP) in progress
 - 1- Substantiated at level 0. Follow up records required.

- Quality/Compliance Internal Investigations: 2

- Status of Audits: 0
 - In October, will initiate monthly internal reviews of 10% representative sampling for both open and closed charts in Residential, IOP, and OP levels of care.
 - Updated audit tool to fit the requirements of payors and CARF.

- Trainings
 - IAD Trainings- 1

- Complaints Made by External Parties directly to The Haven: 0
 - No official complaints were filed in September.

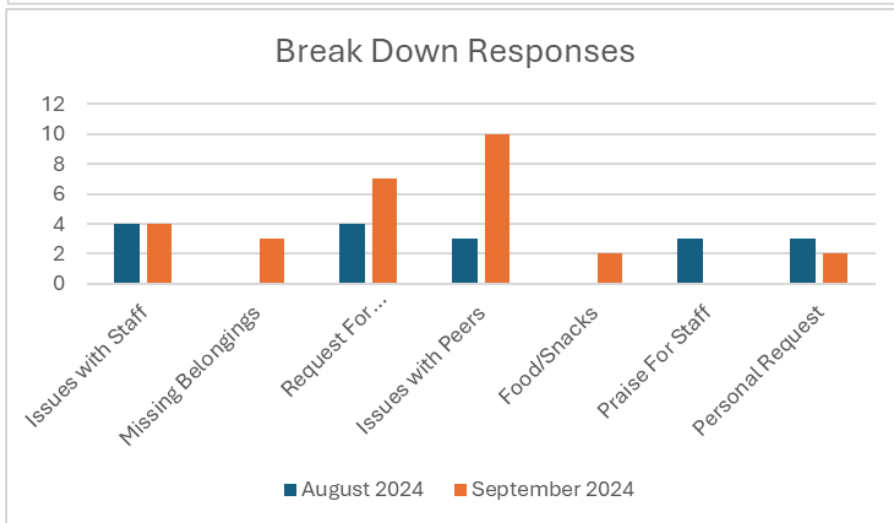
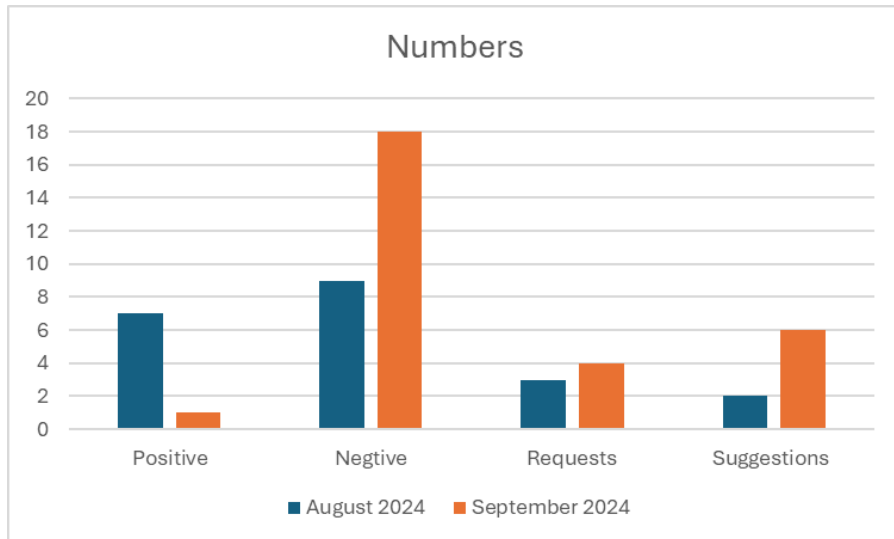
- Member Feedback Submissions – 19

Members select one of these categories when they submit feedback.

 - Positive (Giving Positive Report)- 1
 - Negative (Reporting an Issue)- 18

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- Request (Making Requests for Things Not Currently Apart of the Program)- 4
- Suggestions (An idea to help improve the program)- 5



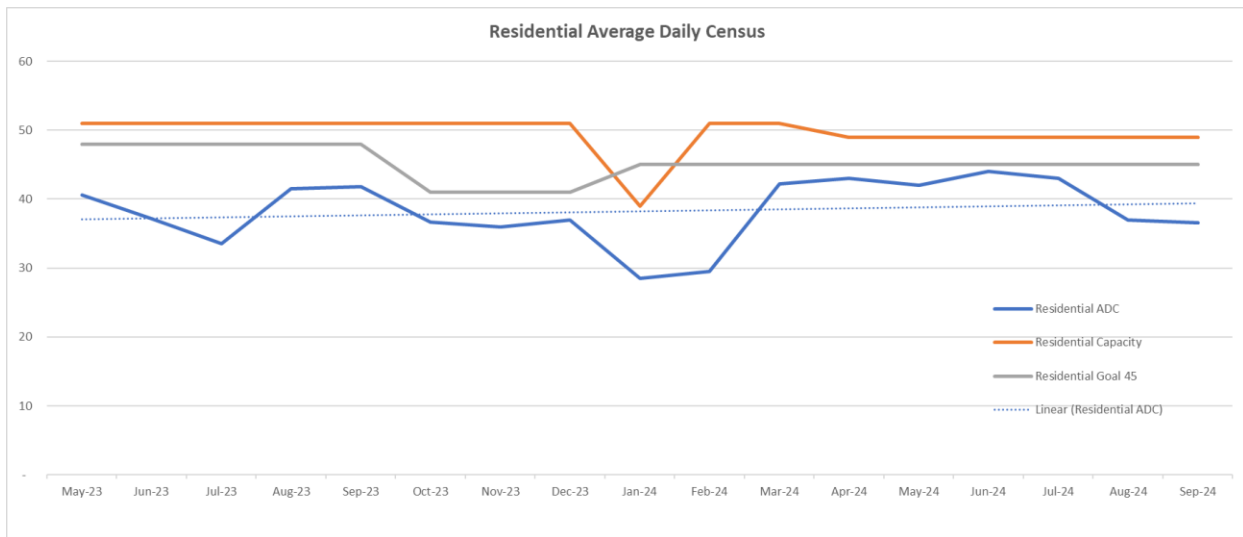
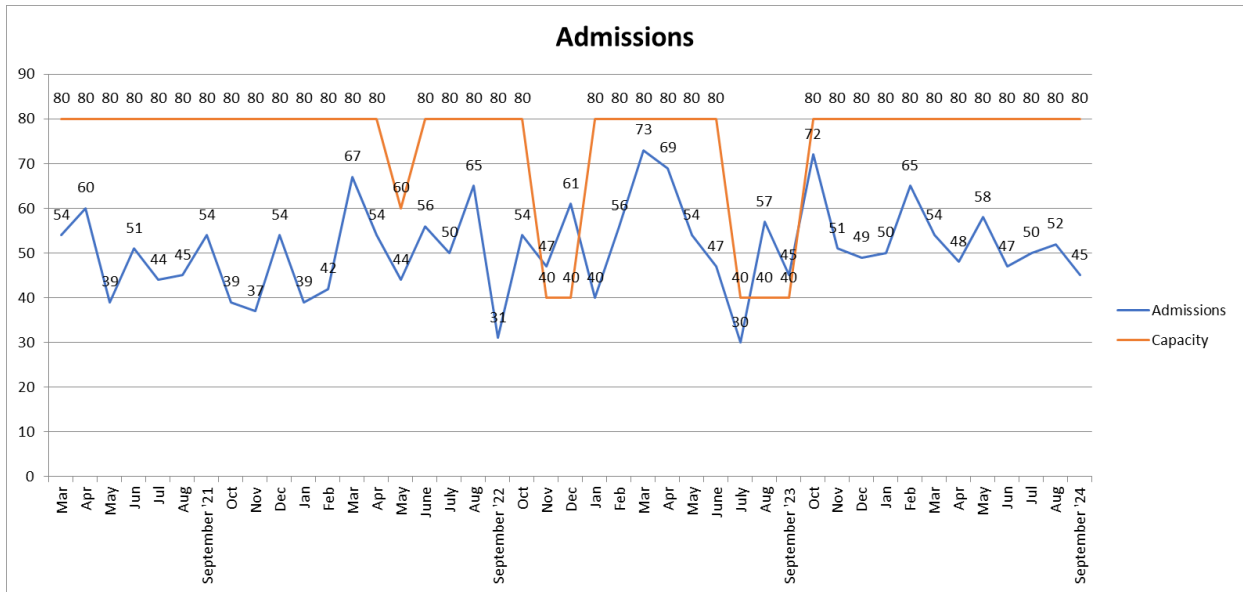
- We have prioritized these Health & Safety Issues
 - Completing all required safety drills
 - Assessing Haven vehicle maintenance records
 - Assessing vehicle kits process and documentation
 - Assessing internal health and safety checklists for all locations

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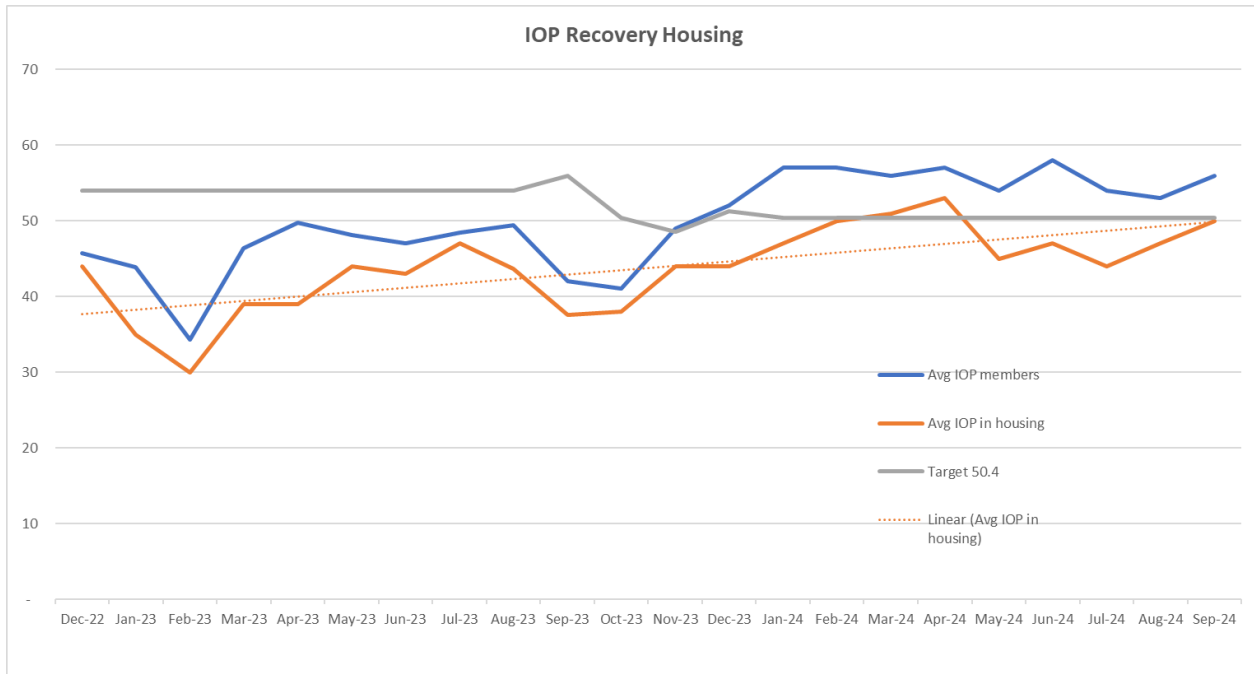
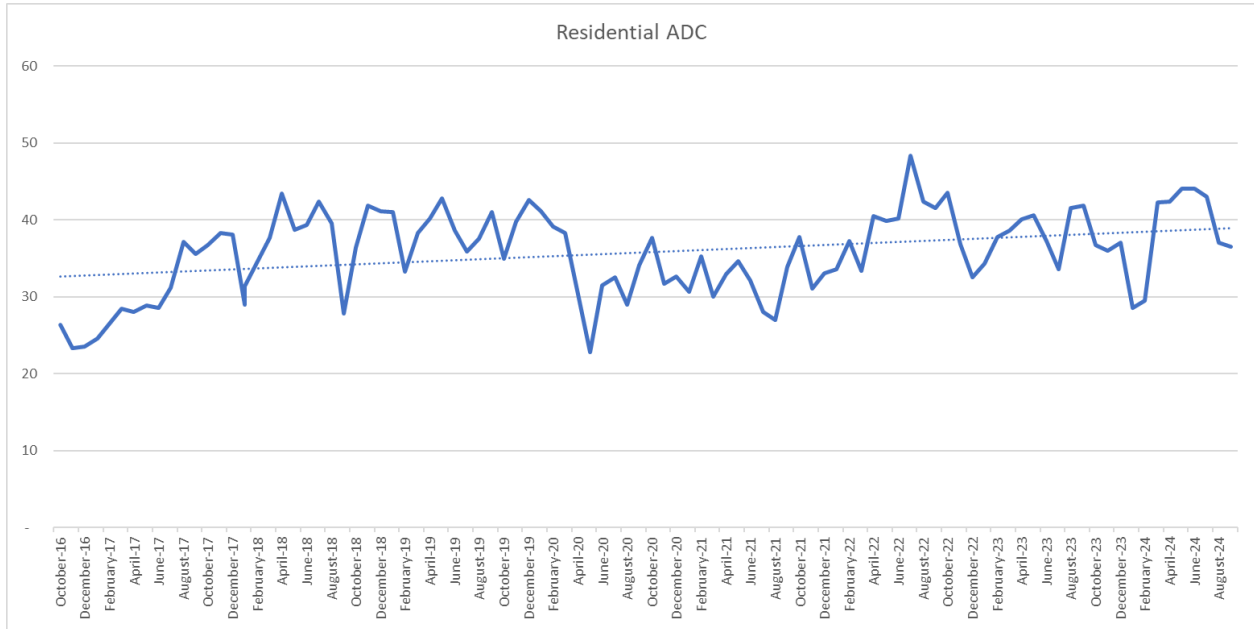
- Medical Records Requests
 - Requests for items in a member's chart from outside entities - 25
 - Referrals for services (i.e., housing, higher levels of care) - 7
 - Verification Letters - 6

Trends of Note



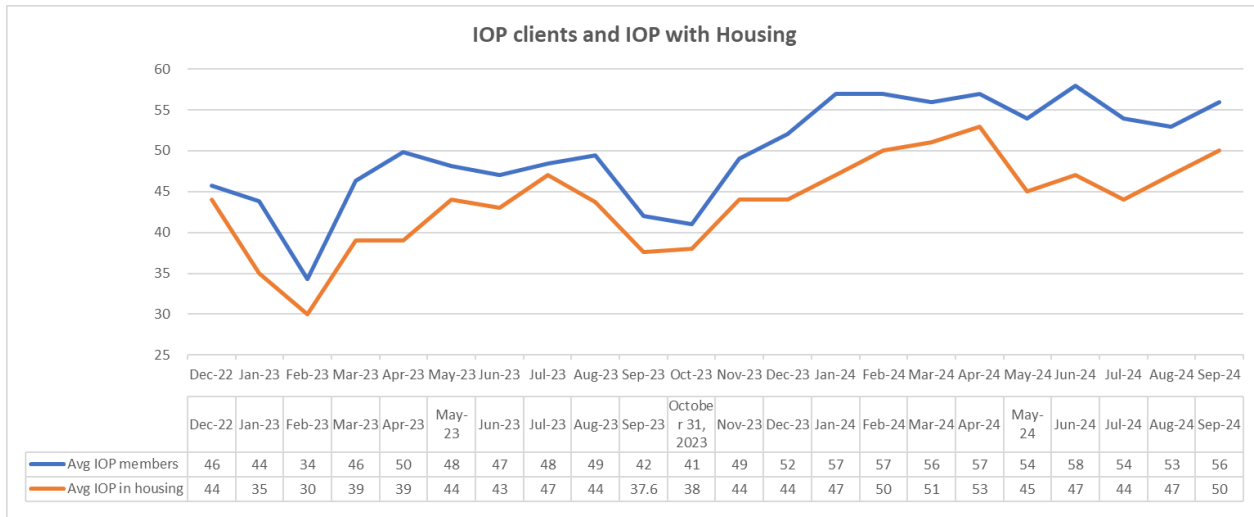
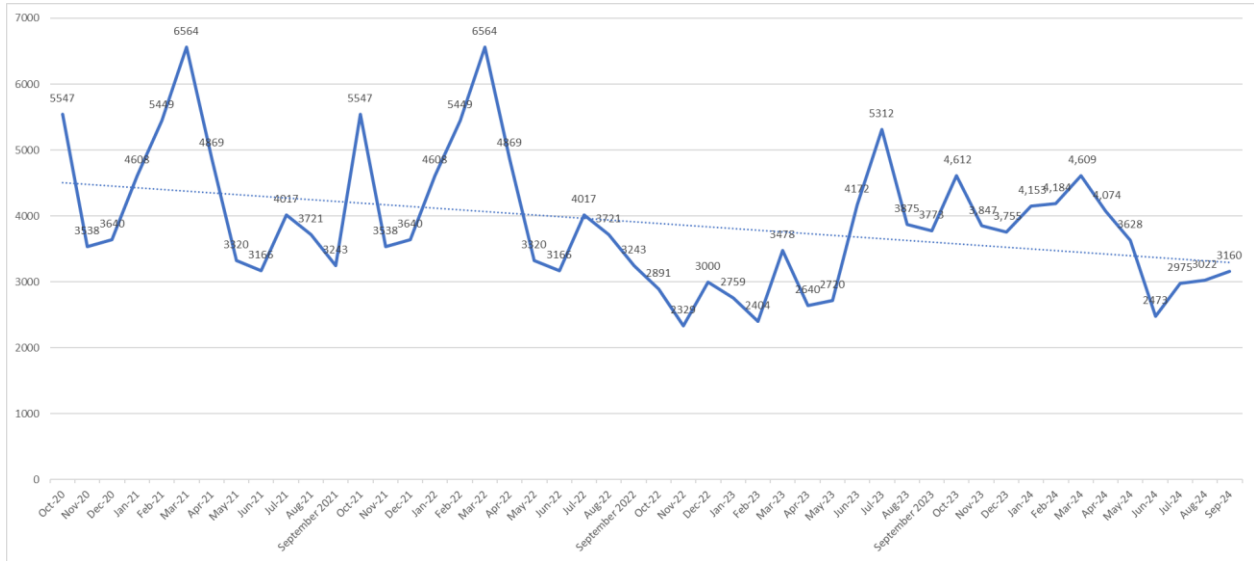
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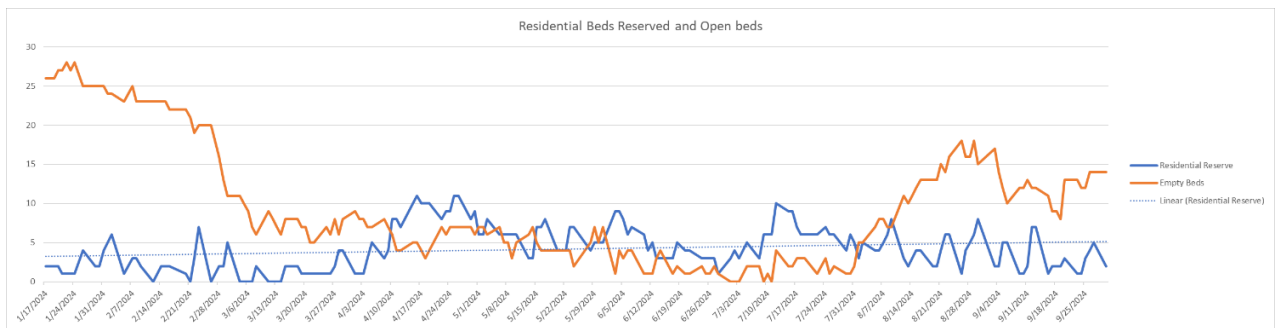
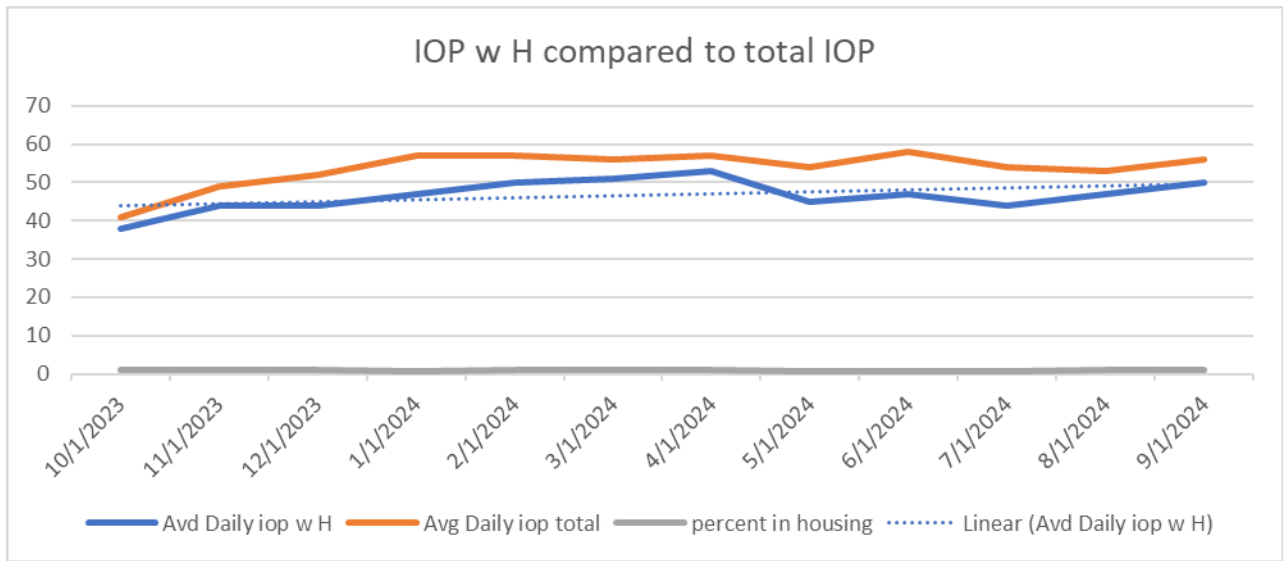
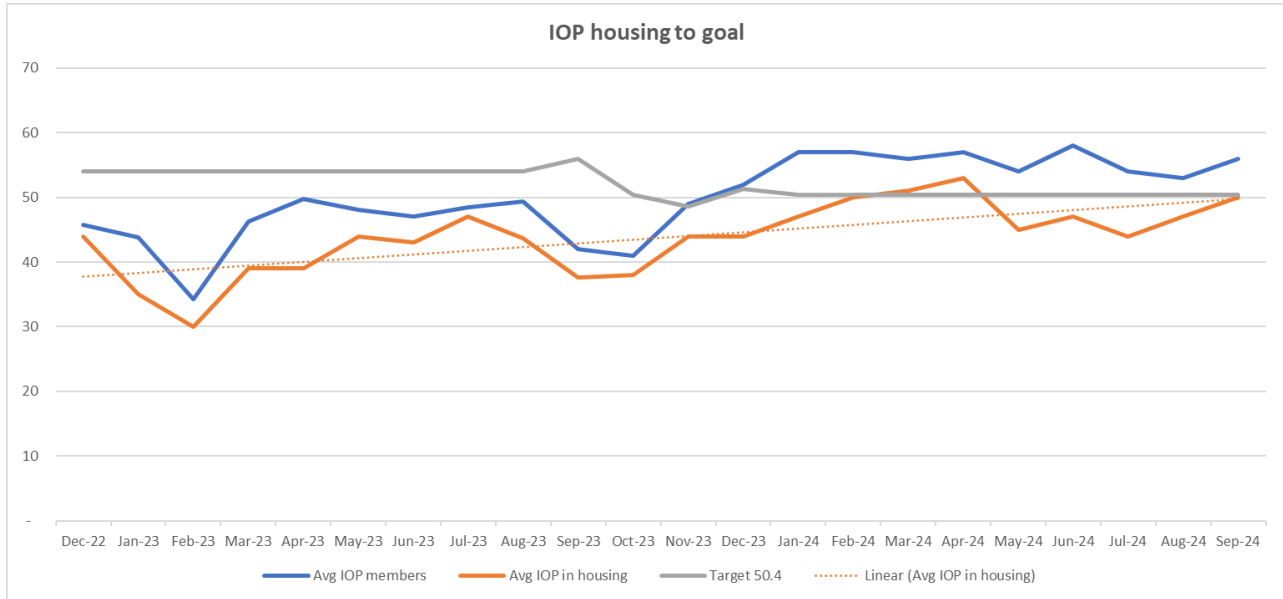


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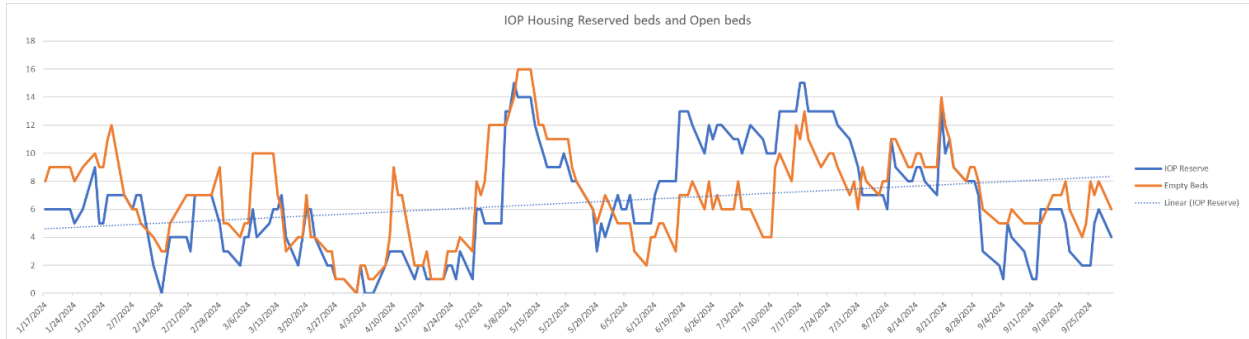
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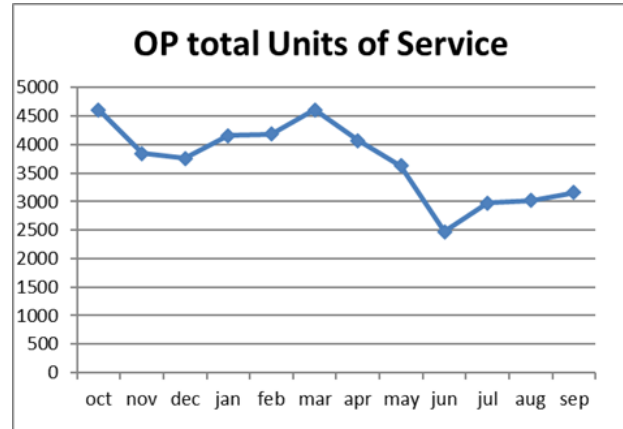
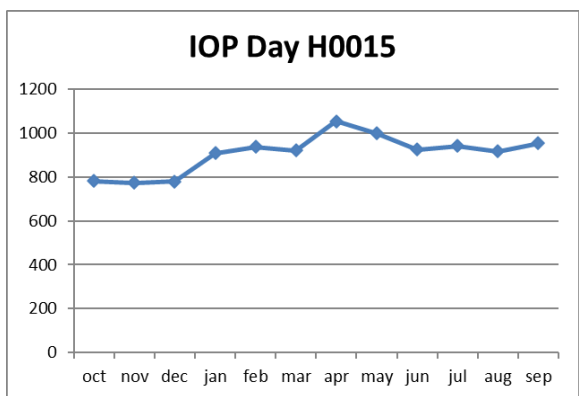
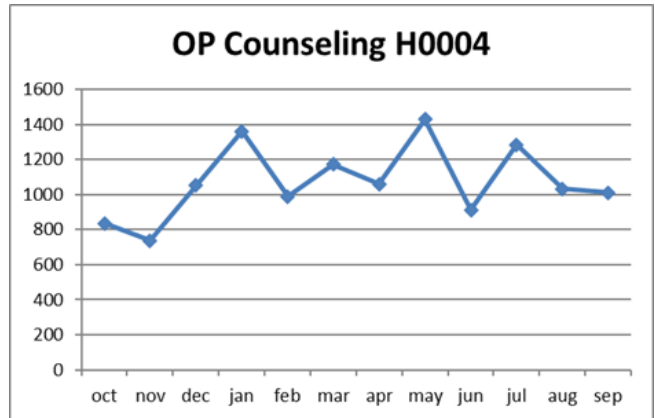
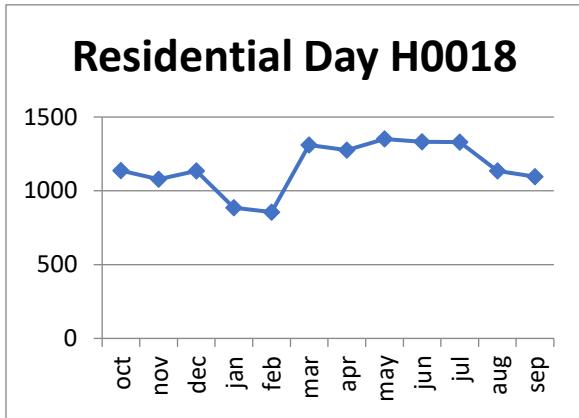
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FY2024 Encounters by Service Code



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Appendix A

Native Ways

September is National Recovery Month. Observing Recovery Month helps to increase awareness and understanding of substance use disorders, increase knowledge of recovery resources and provide support by sharing personal stories of addiction and recovery.



It serves as an annual celebration to remind all persons that treatment for substance use disorder exists and that recovery is possible.

Culture and community are an integral part of recovery and resiliency for native people. To heal oneself, communities must also heal. Personal

recovery can translate into collaborative recovery when individuals begin to see their story as part of a larger story. Recovery is for Everyone works to inspire people across the country to transform the “I” into “we” and build bridges between families, communities and groups. Recovery Month reminds us that when communities and people feel empowered, we can engage in healing that extends beyond the individual.

- In September, we added several new events to the Native Ways Event Calendar, which is the second one ever for the Native Ways Program at The Haven. We also made a modified calendar for Residential. The Native

Native Ways Event Calendar
for IOP, OP, and Alumni Members
September 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
			Recovery for Everyone Day's Workshop @ 11am-12pm	Leadership Day's Workshop @ 11am-12pm	Recovery Walk @ 9:30am-11am	
8	9	10	11	12	13	14
Mindful Monday Yoga @ Peacock 8-9am	Prayer for Life @ 10:30am-11:30am	Recovery for Everyone Day's Workshop @ 11am-12pm	Leadership Day's Workshop @ 11am-12pm	Recovery Walk @ 9:30am-11am		
15	16	17	18	19	20	21
Mindful Monday Yoga @ Peacock 8-9am	Prayer for Life @ 10:30am-11:30am	Recovery for Everyone Day's Workshop @ 11am-12pm	Leadership Day's Workshop @ 11am-12pm	Recovery Walk @ 9:30am-11am	Yoga Tribal Recognition @ 10:30am-11:30am	
22	23	24	25	26	27	28
Mindful Monday Yoga @ Peacock 8-9am	Drumming @ 10:30am-11:30am	Recovery for Everyone Day's Workshop @ 11am-12pm	Leadership Day's Workshop @ 11am-12pm	Recovery Walk @ 9:30am-11am		
29	30					
Mindful Monday Yoga @ Peacock 8-9am						

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Native Ways Event Calendar
Residential Members
September 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
			Recovery for Everyone Day's Workshop @ 11am-12pm	Leadership Day's Workshop @ 11am-12pm	Recovery Walk @ 9:30am-11am	
8	9	10	11	12	13	14
		Prayer for Life @ 10:30am-11:30am	Recovery for Everyone Day's Workshop @ 11am-12pm	Leadership Day's Workshop @ 11am-12pm	Recovery Walk @ 9:30am-11am	
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and Indigenous Service Manager will continue to create two calendars every month: one for IOP/OP/Alumni members and one for the Residential members. This will improve communication and transparency between the Native Ways team, Program Managers, and Haven members.

- We organized a **Recovery Walk on the Tohono O'odham Nation** near the San Xavier Mission at the People Wellness House. All Residential Members attended the walk, during which they covered a 1-mile distance. Disabled participants were driven by Haven staff to the People Wellness House, where members received a blessing from a medicine man and enjoyed a catered lunch from Eegees. They also had the opportunity to listen to a speaker, interact with vendors, and take part in Chair Yoga.
- The Tucson Indian Center rescheduled their Leadership Development Workshop to accommodate all Haven members, with sessions now taking place throughout the month from 1-3. Additionally, at the Tucson Indian Center, members were informed about a weekly women's-only Wellbriety meeting called Native Sisters, and a monthly LGBTQ2S event was added to the schedule.
- Members also attended the **Hope For Life event** at the Ramada Wyndam. Residential and IOP members with good attendance were provided transportation to the event. At the event, they listened to inspiring recovery stories from speakers, witnessed the Pascua Yaqui Deer Dance, received blessed water, enjoyed a Tohono O'odham drum circle, and were served a catered lunch.

AcuDetox



On September 11th, we introduced AcuDetox as an additional recovery support option for all IOP/OP/Alumni members at IOP in the Peacock Room. This is a weekly offering for Wellness Wednesdays.

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The AcuDetox treatments include a Soundbath, which incorporates high-grade crystal singing bowls played live while members are guided into breathwork to promote conscious deep relaxation.

Four peer-reviewed scientific studies have shown that sound baths can improve mental clarity, sleep quality, and calm the nervous system.



Here's what are members have to say:

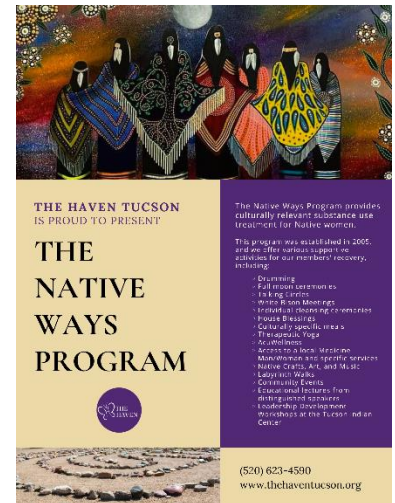
"This time around in my recovery I'm prioritizing my self-care. I'll be here every week. AcuDetox really helps me feel aligned."

"The combination of the AcuDetox and the Sound Bowls make me feel so relaxed. Almost like I'm melting into the Earth."

"I love the bowls! I've started listening to singing bowls before bed on YouTube because it helps me fall asleep."

NEW Native Ways Flyer for Admissions Team

We revised the Native Ways flyer to accurately show the current services available to members. This updated flyer will be given to new Native Ways members and their families. Our goal is to expand the list of services offered so that this program remains exceptional, inspiring, and motivating.



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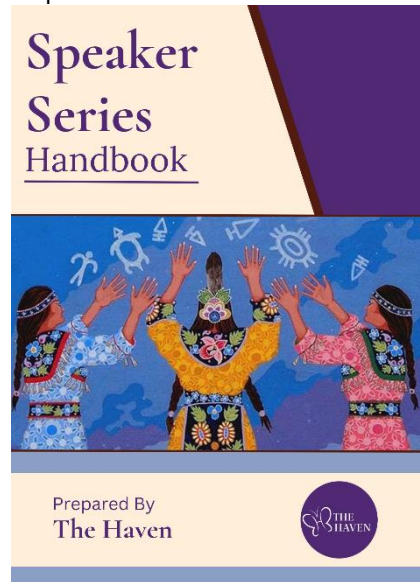
NEW Native Ways Questionnaire

The image shows a digital form titled "Native Ways Questionnaire" with a purple circular logo in the top right corner. The form contains several sections with text prompts and input fields: "Are you an enrolled tribal member? If so, what tribes are you from?" (with a "Member name:" field); "Member name:", "Nickname:", and "Pronouns:" fields; "Is one or both of your parents native or indigenous?" (with "If so, where are they from?"); "What cultural traditions, activities, and/or ceremonies are most important to you?"; "How can the Haven best support you in your healing and recovery through the Native Ways Program?"; and "Why do you want to join the Native Ways Program?".

Questionnaire to understand why members request to join the program after the admissions process. Members are encouraged to complete this form and submit it for review.

First Native Ways Manual Draft Completed

The first printed manual for Native Ways will be available in October. The handbook clearly defines our intention for the *Distinguished Speaker Series*, which will be offered quarterly,



and outlines cultural etiquette, expectations, offers resources and tech support, explains the importance of indigenous voices, maps out The Haven's Mission, Vision, and Values, and includes our checklist and releases.

Haven Drumming Event

On September 7th, Nati was invited to play the drums at the Grand Opening of the Indigenous Resilience Center (iRES) on the UofA campus. We transported our members from the Native Ways Residential and performed 30 minutes of drumming after the blessing ceremony.

2nd Annual Tribal Justice Reentry Conference

