



Rebuilding Lives. Strengthening Communities.

***Second Annual
Report
2011***

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386-736-0420 (Deland)
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www.havenrecoverycenter.org**



God grant me

SERENITY

to accept the things I cannot change

COURAGE

to change the things I can, and

WISDOM

to know the difference



LEADERSHIP MESSAGES



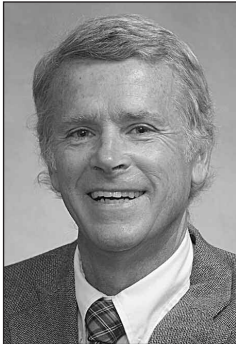
Board of Directors President ***E. Garth Jenkins***

To our dear “Friends and Supporters of Haven Recovery Center” - I am pleased to present the 2010-2011 Annual Report for Haven Recovery Center. We have successfully completed the first year of operations as a newly merged organization, while continuing the noble missions of our two former entities – Serenity House of Volusia and Community Outreach Services.

Our focus continues to be rebuilding lives and strengthening communities. We meet these goals every day by providing successful treatment and public advocacy for adults with substance abuse and mental health disorders in Volusia and Flagler Counties.

The Board of Directors has positioned itself to fulfill our primary objectives with excellence. Those objectives include insuring that sufficient resources are available to achieve the mission of Haven Recovery Center, establishing policies which effectively and efficiently achieve our objectives, and providing the highest quality professional staff to implement best practices within our programs. We are confident that Haven Recovery Center is achieving these goals.

We, as a governing Board of Directors have you, our friends and supporters, to thank for the high regard and positive reputation that Haven Recovery Center enjoys in our community and with partner agencies. We believe that we will continue to meet and exceed our community’s expectations and we sincerely appreciate your continued support and confidence.



Executive Director ***Randy Croy***

It has been an honor to serve as Executive Director of Haven Recovery Center as we continue our organization’s evolution. We have taken advantage of opportunities to significantly expand access to services and enhance quality care during the past year. Our major expansion of affordable, supportive housing opportunities illustrates Haven Recovery Center’s leadership in addressing the interrelated issues of homelessness, substance abuse and mental illness. In addition, we have continued to expand access to care for veterans by strengthening our partnerships with the Veterans Administration, veterans’ advocacy groups and local governments.

I am especially proud of our expansion of access to care in spite of the economic challenges faced by our nation, state and local communities. Our advocacy with funding agents and supporters, based upon empirical evidence of positive impact of treatment, has resulted in our continued support even though there have been significant reductions in other services.

Of course, none of these accomplishments are possible without the visionary leadership of our governing Board of Directors and the dedication of Haven Recovery’s excellent staff. I want to express my most sincere gratitude to each member of our team for their hard work this year and their partnership in expanding access to quality care.

With the continuing support, engagement and advocacy of our many community partners, Board and staff, the fulfillment of the Haven Recovery Center mission is assured.

BOARD OF DIRECTORS

2011

E. Garth Jenkins, President
Charles Bryant, Vice President
Terry Chance, Treasurer
Linda White, Secretary
Gerard Keating, Past President

Beth Ann Bryant
Susan Clark
Jonathan Glugover
Joel Greenstein
Peter Gulbrandsen
Reid Hughes
Don LePore
Mavis Liddie
Andy Lyon
Belle Schumann
Paul Treusch

MANAGEMENT TEAM

Randy Croy, *Executive Director*
Sally Ann Groody, *Chief Operating Officer*
Donna Dooley, *Director of Quality Assurance*
Kim Cudebec, *Clinical Administrator*
Carl Epley, *Director of Community Services*

The mission of Haven Recovery Center is to provide successful treatment and advocacy for adults with substance abuse and mental health disorders.

ACCOMPLISHMENTS & ACTIVITIES

2010-2011

Corporate Merger – Many organizations experience 1-2 years of internal friction and diminished mission focus as a result of a corporate merger. The integration of CORS' and the Serenity House clinical, administrative and programmatic services has occurred rather seamlessly and has proven to be of significant benefit to citizens in need of services.

Correctional Intervention Program / Justice Assistance Funding – In October, the Volusia County Council voted unanimously to approve \$287,000 in County funding to continue our correctional intervention/treatment program for a third year. Randy Croy presented an evaluation of project outcomes to the County Council on two occasions which illustrates the positive impact upon crime rates for those participating in the program. An Advisory Council actively monitors and guides the program which includes representatives of the justice system, treatment partners and community advocates.

UCF Signature Program Selection – Haven Recovery Center has been selected as the University of Central Florida's first "Signature Program" in Volusia County. This partnership allows our treatment programs to be the priority placement option for graduate level Social workers.

Amelia Avenue Women's Facility Capacity Expansion – The Florida Department of Children and Families approved expanding the licensed capacity for our Amelia Avenue Women's program from 32 to 40 beds. Importantly, this change will allow more women to access our services. This expansion of care is a direct consequence of our Board's foresight in merging the CORS and Serenity House service systems.

Board Facility Tours – In 2010, we began conducting regular tours of our programs for Board members and supporters of Haven Recovery Center. Our clients and staff do a wonderful job in explaining the importance of treatment and in displaying their pride in our programs. This is an ideal opportunity for our supporters and the community to learn first hand of the great work being done in our programs.

VA Service Expansion – We have worked with administrative staff of the Orlando VA Medical Center to insure that funding support was maintained during a recent transfer of VA contract management. Due to the growing demand in meeting the complex needs of veterans, contracts with the VA now generate over \$665,000 to support specialized treatment for military veterans.

CARF Accreditation – Subsequent to the merger, CARF has approved our application to include the residential and outpatient programs formerly operated by CORS under the umbrella of Haven Recovery Center's current three-year accreditation.

ACCOMPLISHMENTS & ACTIVITIES

2010-2011

Strategic Plan – Haven Recovery Center Board of Directors has developed and implemented the organization's initial Strategic Plan which identifies the priorities and a framework for the evolution of our service system. The plan identifies specific opportunities and challenges that Haven Recovery Center will address in both short and long term strategies.

OPPORTUNITIES

Deltona/SW Volusia Service Expansion – Management staff have continued efforts to expand services in SW Volusia. Deltona is significantly underserved by human service providers and we foresee a significant opportunity to partner with Deltona in developing additional supportive housing and treatment options for residents of this area.

Women Veterans – There is growing documentation of an increased demand for substance abuse and mental health treatment for female veterans returning from Iraq and Afghanistan. Currently, access to care for these women is limited. There appears to be future opportunities to work with the Department of Veterans Affairs and the Department of Defense in expanding services targeted to serve this underserved population. In early 2012, Haven Recovery will open a permanent housing facility designed specifically for female veterans with children.

Offender Diversion – Florida, like many states, is recognizing that merely constructing more prison and jail beds does not solve the problem of crime. Based upon effective models implemented in other states as well as outcome data from Florida's Department of Corrections, new strategies to target and divert selected offenders from incarceration to treatment offers a smarter, more cost-effective approach to this issue.

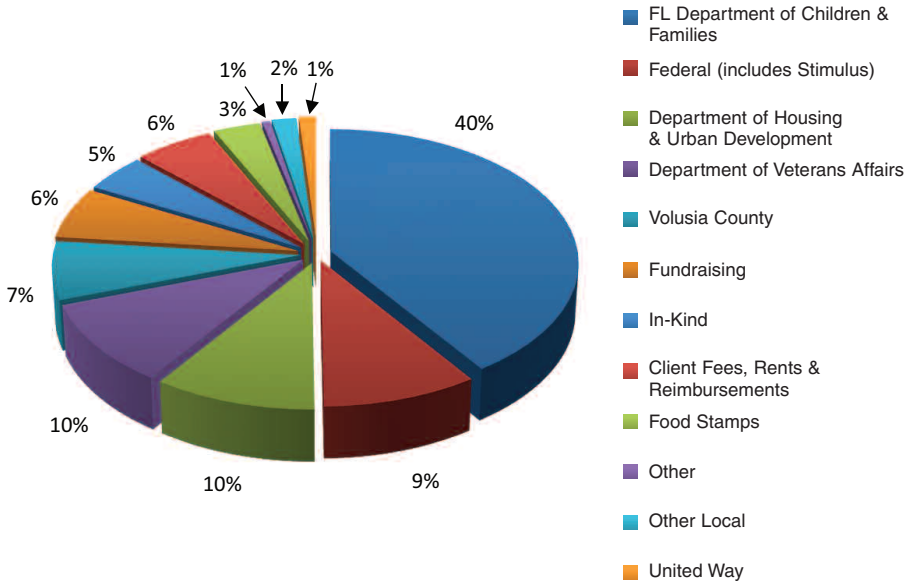
Health Care Reform – With recent passage of national health care reform, Haven Recovery Center is positioned to provide cost-effective treatment and intervention services to high utilizers of publicly-funded health care. We are actively exploring partnerships with medical and behavioral health providers to insure that our service system is a functional element of a holistic approach to health and wellness.

CHALLENGES

Succession Planning – Haven Recovery's Board of Directors has developed a comprehensive plan to hire a new executive to succeed Randy Croy as Executive Director. Although a transition in leadership can be expected to offer several challenges, the Board's strategy to initiate the interviewing and hiring process early provides an optimal opportunity to insure a smooth transition.

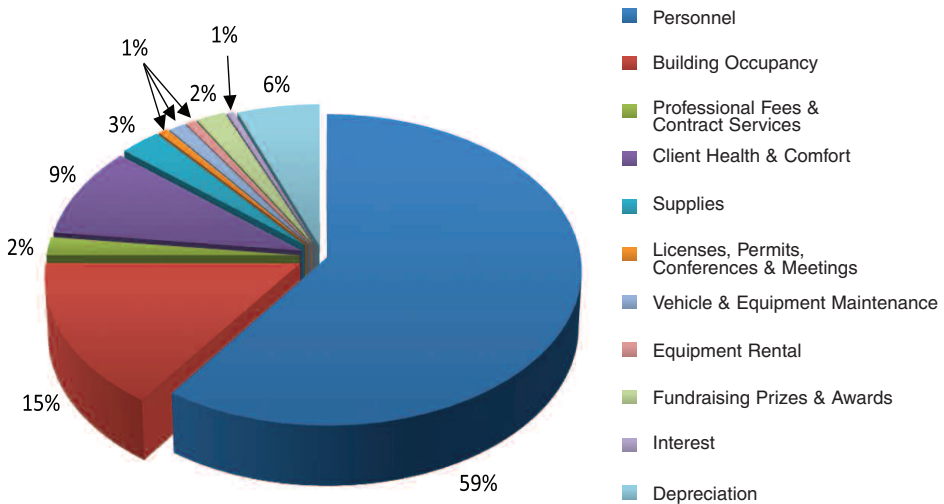
REVENUES

at 6/30/11 = \$7,048,220 (unaudited)



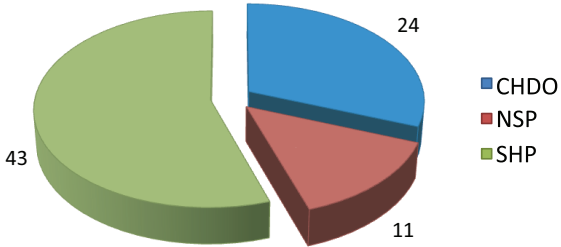
EXPENSES

at 6/30/11 = \$6,819,375 (unaudited)

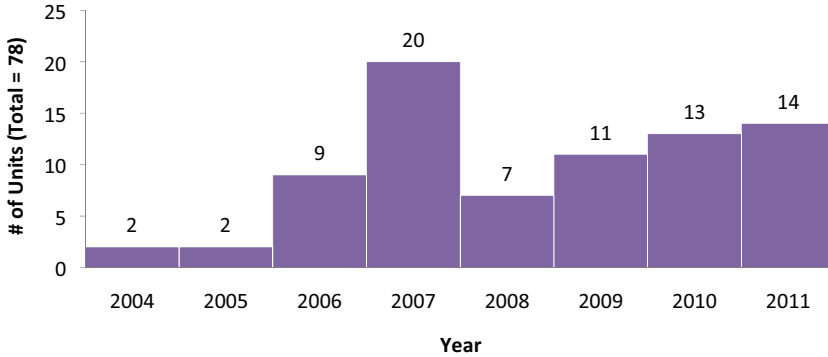


HOUSING

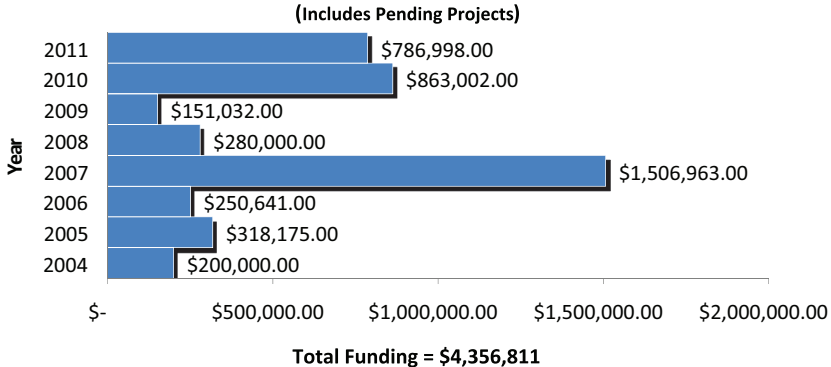
Total Housing Units by Funding Type



Housing Units by Year Acquired



Housing Funding by Year Acquired



*does not include SHP rental housing

PROGRAMS AND SERVICES

Screening and Assessment

540 N. Ridgewood Avenue, Daytona Beach
Phone: (386) 258-5050, extension 10

245 S. Amelia Avenue, DeLand
Phone: (386) 736-0420, extension 101

610 Deltona Boulevard, Deltona
Phone: (386) 386-574-6669, extension 12

Provides comprehensive assessment and referral services for homeless persons, individuals in the justice system and voluntary referrals.

Outpatient Programs

211 N. Ridgewood Avenue, Suite 202, Daytona Beach
Phone: (386) 252-4228, extension 16

245 S. Amelia Avenue, DeLand
Phone: (386) 736-0420, extension 112

610 Deltona Boulevard, Deltona
Phone: (386) 386-574-6669, extension 12

Provides a structured outpatient substance abuse counseling program for individuals with substance abuse and co-occurring disorders. Services include individual and group counseling.

San Juan Community Support Program

207 San Juan Avenue, Daytona Beach
Phone: (386) 252-0324, extension 14

Provides day treatment, aftercare, relapse prevention and supportive services for women whose needs can be met in a therapeutically supportive living environment.

Serenity West – Residential Treatment Center

2775 Big John Drive, DeLand
Phone: (386) 734-3111, extension 11

Provides long term residential treatment for adult males with chronic substance abuse disorders in a therapeutic community setting.

Women’s Residential Treatment Center at Amelia Avenue

245 S. Amelia Avenue, DeLand
Phone: (386) 736-0420, extension 133

A residential treatment program that provides long term residential substance abuse services for adult females.

PROGRAMS AND SERVICES

Women's Co-occurring Residential Treatment Center

547 High Street, Daytona Beach
Phone: (386) 258-5050, extension 23

A residential facility for women with co-occurring substance abuse and mental health disorders which provides access to a continuum of care specific to the needs of adult women.

PATH Program

330 North Street, Suite C, Daytona Beach
Phone: (386) 252-5365, extension 11

Designed to serve homeless individuals (and those at imminent risk of becoming homeless) with co-occurring mental illness and substance abuse issues. Services include assessment, case management, supportive groups, advocacy, and referral.

Stone Street Residential Treatment Center

1251 N. Stone Street, DeLand
Phone: (386) 734-0997, extension 20

Co-occurring disorders unit: *Provides a therapeutic residential treatment environment which includes intensive counseling, psychiatric support, and intensive case management for adult males with co-occurring substance abuse and mental health disorders.*

Substance Abuse Unit: *Provides a therapeutic residential treatment environment which includes intensive counseling, individual/group therapy and intensive care management for adult males with serious substance abuse disorders.*

Family Intervention Treatment Solution (FITS):

211 N. Ridgewood Avenue, Suite 202, Daytona Beach
Phone: (386) 252-4228, extension 28

Provides a full range of substance abuse services for referrals from Volusia County's Dependency and Family Drug Courts. Services provided include evaluation, group/family counseling, day treatment, residential placement, case management and advocacy.

The Passage Way Program

Various Locations
Phone: (386) 734-3111, extension 23

Provides aftercare housing and community support to males following successful completion of residential treatment. Focuses on reintegration into the community and developing relapse prevention skills.

PROGRAMS AND SERVICES

Veterans Transitional Housing

2775 Big John Drive, DeLand
Phone: (386) 738-9681

Provides transitional housing, case management, linking and referral services for 16 homeless male veterans referred by the Veterans Administration.

Corrections Treatment Diversion Program (CTDP)

Phone: (386) 258-5050, extension 14

This program addresses our community's interrelated problems of drug abuse, mental illness, jail overcrowding, high recidivism rates and limited access to care. The program offers individuals sentenced to more than 120 days in jail on drug related charges the opportunity to enter a 60 day in-jail program. Upon successful completion of this component the sentence is amended and the inmate is released to community based treatment.

Specialized Treatment Programs

540 N. Ridgewood Avenue, Daytona Beach
Phone: (386) 258-5050, extension 22

IPN Program (Intervention Project for Nurses): Individualized services including outpatient and residential, for impaired professionals available through referral by the Intervention Project for Nurses Board.

Permanent Housing

211 N. Ridgewood Avenue, Suite 204,
Daytona Beach
Phone: (386) 252-4228, extension 26

*Various Volusia County locations (when available). **Haven Recovery Center** is an approved Community Housing Development Organization (CHDO) and provides safe and sober permanent housing opportunities for low and very-low income, high-risk individuals. Housing placement leads to a decrease in homelessness and improved quality of life.*

Transitional Housing

Various DeLand Locations
Phone: (386) 252-4228 extension 26

*The **Haven Recovery Center** Transitional Living Program is a community-based sober living experience for 16 adult men and women at two homes in the DeLand community. These homes are designed to bridge the gap from early recovery to independence while giving house members an opportunity to learn to live a life characterized by personal accountability as they contribute towards building a foundation for continued long-term sobriety.*



A Message from Regions Bank

**At Regions Bank, we aim to make life better.
Better for our associates, better for our customers
and better for our communities.**

**This roadmap to success extends to the
communities we serve because we want to reach
higher, to put people first and to do what is right.
We welcome the opportunity to celebrate the
mission of Haven Recovery Center.**

**Like Regions Bank, Haven Recovery Center
chooses, every day, to reach higher, to put people
first and to do what is right.**

**In this ever changing environment requiring us all
to respond to opportunities, address challenges,
and demonstrate an ongoing commitment to
strengthen our community, we congratulate Haven
Recovery Center for their noble mission to provide
quality services to the most vulnerable of our
citizens.**