



**2022-2023**

# **ANNUAL REPORT**

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**"Hegira means 'journey' and we are here to provide support along the journey of life."**



## "HEGIRA" MEANS JOURNEY

**WE ARE HERE TO PROVIDE  
SUPPORT ALONG THE  
JOURNEY OF LIFE**



**Hegira Health is committed to defeating the stigma that prevents or delays persons from accessing care for behavioral health conditions. Your donations will help us ensure mental health, substance use and suicide prevention awareness is available to all persons in our community.**

For more than 50 years, Hegira Health, Inc. has been a leader in behavioral health care, providing a wide variety of integrated treatment, mental health, substance abuse treatment and preventative services to individuals of all ages. Our goal is to ensure the availability of quality, individualized and rapidly accessible integrated behavioral health care and prevention services to individuals and families of all income levels.

*Dedicated to achieving wellness first, through our team's commitment to excellence in service that embraces all people and does so with integrity and resolve.*



The Joint Commission  
National Quality Approval

[www.hegirahealth.org](http://www.hegirahealth.org)  
734-458-4601



AMERICAN  
ASSOCIATION OF SUICIDOLOGY

ACCREDITED  
CRISIS CENTER

Mental Health  
Treatment for  
Infants through  
Older Adults

Community  
Education and  
Care Coordination

Substance Use  
Prevention and  
Treatment

Crisis Services:

- 24/7 Walk-In
- Mobile Crisis
- Law Enforcement Partnership

Suicide  
Prevention

# OUR MISSION

Dedicated to achieving **wellness first**, through our team's commitment to excellence in service that embraces all people and does so with integrity and resolve.

# OUR CORPORATE VALUES

## EMBRACING

We adhere to a holistic approach to care that is streamlined, seamless and equitable for the individuals we serve, their families and our staff.

## EXCELLENCE

It is our expectation to provide excellent service to the individuals we serve and to the communities in which they live.

## RESOLVE

We approach each challenge impacting individuals we serve, our staff and community with the commitment to respond with our best efforts.

## INTEGRITY

Across our operations we stand for truth, reliability, and accountability.

## COLLABORATION

We are stronger together. Only with a unified team will we be successful.

Since 1971, HHI has been a leader in behavioral health care. Today, we are one of Michigan's largest freestanding, integrated behavioral health care organizations, providing a wide variety of mental health and substance abuse treatment services to individuals of all ages. Our goal is to ensure the availability of quality, individualized and rapidly accessible integrated behavioral health care and prevention services to individuals and families of all income levels. HHI is accredited by the Joint Commission and the American Association of Suicidology. All HHI service locations are licensed by the State of Michigan and staffed by experienced professionals.

[www.hegirahealth.org](http://www.hegirahealth.org)

# OUR LEADERSHIP

## BOARD OF DIRECTORS



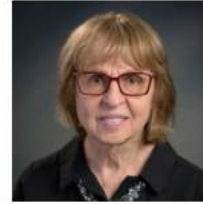
**Patrick O'Neil**  
Chair



**Edward L. Forry**  
Vice Chair



**Charles Chase**  
Secretary/Treasurer



**Joan Bongard**  
Director



**Masline Horton**  
Director



**Kimberly Zazula**  
Director



**Joan M. Kovacs**  
Director



**Linda Gale**  
Director



**Lynn Khadra**  
Director



**Philip Cavanaugh**  
Director



**Lisa Forbes**  
Director

## EXECUTIVE TEAM



**Carol Zuniga**  
Chief Executive Officer



**Edward L. Forry**  
President



**Susan Kozak**  
Chief Operating Officer



**Bob Davidge**  
Chief Financial Officer



**Todd Harrison**  
Chief Human Resources Officer



**Mike Wunder**  
Chief Information Officer



**Jody Drewry**  
Sr. Director of Crisis Services



**Deborah Olexa**  
Sr. Quality Management Director



**Jill Blackson**  
Sr. Clinical Director



**Tim Chapman, MD, MBA**  
Medical Director



**Phillip Gilly, MD, FASAM**  
Medical Director, SUD



**P.G. Vijayakumaran, MD**  
Senior Psychiatrist

# FROM THE CEO

## Carol Zuniga, Chief Executive Officer



During this past year, the first full year of the merger of Hegira Health and Community Care Services, **we focused on evaluating, organizing and solidifying our new “better together” identity.** As we looked back for wisdom, and steadied our vision on moving forward, our statement is stronger than ever, **Hegira Health is here to stay.**

As we settled into our new skin, it was also the comeback year from the worldwide COVID-19 pandemic; a time to integrate the residual impact of the pandemic to services, staff, and finance. Our attention to attracting and retaining staff had never been more diligent. We turned a stronger page toward calling on outside expertise, with consulting contracts to automate HR, advance payroll, integrate our learning management system and facilitate our new 3-year Strategic Plan. We invested in training, sending teams of staff to skill and team building conference opportunities across the state and around the country. As well as regenerated our on-site leadership academy, introduced the new component of leadership for future leaders, and revitalized our new staff orientation.



*Southern Wayne County Regional Chamber of Commerce Women of Excellent Awards*

We poured hours into strategizing our position in the expanded local and statewide behavioral health crisis service system, resulting in **contracts with new law enforcement partners and wider discussions with new partners, winning RFPs, the opportunity to expand to child and family crisis intervention and a decision to build a new Hegira Health crisis service center** for western Wayne County’s communities, our continued partnership with DWIHN in their planned downriver crisis center, and participation in MDHHS’ crisis certification pilot.

Bringing Oakdale Recovery Center back after the crushing impact of the COVID-19 pandemic on residential services took the dedication of a tireless team.

**By the end of the year it all came together, staffing, clinical services and physical improvements, thanks to talented leadership, grants from MDHHS, the Margaret Dunning Foundation and HHI investments supported by our Board of Directors and supplemental funds from DWIHN, to bring critical substance use services back and accessible to our community.**

We focused on shouting about the good work of Hegira Health to all that would listen through community programs,

HEGIRA HEALTH INC. Wellness First

AAUW Grosse Pointe (MI) Branch

COVID-19 IMPACT: Unprecedented changes to our lives

LIKE NOTHING WE'VE EVER SEEN

- Mass Trauma

MULTI SYSTEMS LOSSES

- Sense of security, predictability
- Economic and occupational hardships

**OUR NATIONAL MENTAL HEALTH CRISIS: THE IMPACT OF COVID-19 & MOVING BEYOND IT**

Presented by Carol Zuniga, CEO, Hegira Health

services and presentations, participation and sponsorship of events across our service footprint, appointments to local and state associations, organizations, coalitions and commissions, and print, social, TV, and radio media. It continues to be an honor and a privilege to be part of this amazing organization of talented, mission-driven, committed people. As we look back on all that we have accomplished and look forward to our future, **all eyes are on how far this new, stronger organization can go.** It is now our responsibility to ensure our community understands the strength Hegira Health provides to the people we serve and services we support, our commitment to quality care and our pledge to meet our promise to serve each individual person or family, client and staff member, equally, and with integrity and resolve.

Be well all.

*Carol Zuniga*



# HUMAN RESOURCES UPDATE

## Todd Harrison, Chief Human Resources Officer

As calendar year 2023 was brought to a close, Hegira Health, Inc. (HHI) and Community Care Services (CCS) celebrated our first full year together – and Better Together we are! We are especially pleased to report that **73% of the former CCS team members remained part of the Hegira Health family throughout 2023.**

More broadly, team member engagement, talent acquisition and retention remained a priority for the HR team in support of program service delivery.

2023 (into the 4th quarter) saw another increased year of hiring results bringing over **225 new team members** into the agency. Equally significant Hegira realized a decrease in turnover (~165 separations vs. 205 in 2022) which greatly supports our ability to deliver services to our communities.



*HHI leadership team members sharpening their skills at Leadership Academy workshop*

### Hegira Health did a refresh on our in-person, New Team Orientation program mid-2023

Over the course of two days, new team members hear from senior Hegira leaders on topics of history, culture, expectations, breadth of services, systems navigation and hopefully they have some fun along the way! We are optimistic that these two days of orientation will prepare our new team members well for the road ahead.

Providing above market level employee benefits continues to be highly appreciated by Hegira team members. For the second straight year, Hegira rolled out its 2024 benefits program with **no cost increases per paycheck over 2023.**

Automation of HR processes continued in 2023. **Ninety percent of Hegira’s employment records were scanned into our online database for ease of use and access.** Optimization of our HRIS system will continue in 2024 as we automate more features including recruitment, credentialing and performance management capabilities.

In 2024, we will continue to focus on leadership development, team member engagement and HR process improvements!

*Todd Harrison*



*Aspiring leaders participating in HHI's "Emerging Leaders" workshop*

Leadership strength drives our employee engagement and to this end, leadership workshops were offered to Hegira’s leadership team over the past 12 months.

Additionally, non-leaders interested in learning more about leadership roles and responsibilities attended **our first "Emerging Leaders" workshop** held in 2023.

Knowing the importance of all new team members feeling informed and connected to their work environment,

### 2024 HR FOCUS



- Leadership Development
- Team Member Engagement
- HR Process Improvements

### 2023 Highlights



**225**  
New Team Members



**~20%**  
Decrease in Turnover



**90%**  
Employment Records Automated

# CELEBRATING TEAM HEGIRA



**Cynthia Rutkowski, MA, RDN, FADA, FADN**, was recognized as a 50-year member of the Michigan Academy of Nutrition & Dietetics. Cinde is a nutritionist at ORC and a 34-year veteran of Team Hegira.

## Team Hegira for the Westland Rotary Queen of Hearts Trivia Night



## NAMI MICHIGAN HONORS GALA

HHI NAMI 2023 Honors Nominees of the Year



**Kelly Mays**  
Advocate



**Willie McConico**  
Direct Care Professional



**Tamekia Nash-Walls**  
Nursing Professional



## Hegira Health 2022 Most Valuable Team Members



**Nicole Burger**  
1st Quarter



**Mary Przeklasa**  
2nd Quarter



**Joseph Woods**  
3rd Quarter



**Wesley Waite**  
4th Quarter

HHI's Most Valuable Employee of the Year

**Wesley Waite**

Senior Building Technician, AMG

## QUARTERLY WINNERS



## 2022 STAFF LONGEVITY AWARDS

### 40 YEARS OF SERVICE

Puthenparampil Vijayakumaran

### 35 YEARS OF SERVICE

Dianne Rankel

### 25 YEARS OF SERVICE

James Newsom

### 20 YEARS OF SERVICE

Willie McConico  
Ellen Robey

Brenda Scoggins

### 15 YEARS OF SERVICE

Linda Buck  
Kimberly Ingle

Margot Wodkowski

### 10 YEARS OF SERVICE

Jill Blackson  
Jennifer DeMars  
Linda Duke  
Kim Joyner-Harshaw

Gregory Seedott  
Stephanie Swisher  
Loretta Wade

### 5 YEARS OF SERVICE

Anmol Anand  
Michelle Cass  
Christie Dennis  
Keri Diekman  
Shannon Gabler  
Stacy Goodpaster

Denise Grisham  
Maria Hall  
Michele Haselhuhn  
Diana Hicklen  
Paul Horning  
Karla Hurd

Altrosius Jackson  
Sarah Krakowiak  
Edwin Kurlfink  
Jennifer Lewis  
Andreana Major  
Kelly Mays

Lee McCloud  
Tyrone McDonald  
Donna Moore  
Shanice Moore  
Denise Norman  
Adrienne McCain

Christopher O'Droski  
Marvin Peguese  
Tori Pore  
Kristina Rowlings  
Lynn Samsel  
Sherry Smith

Marissa Tonti  
April Voss  
Darryl Warner  
Lakeisha Wolfe  
Michael Wunder

# SERVING THE COMMUNITY

## Annual Impact Report

### OUTPATIENT SERVICES

AGE	COUNT	% OF PATIENTS SERVED
<18	1,581	18%
18-35	2,691	30%
36-65	4,197	47%
>65	466	5%

TOP 5 PRIMARY MH DX (ADULT)	COUNT	% OF ADULT
Bipolar disorder	1,650	26.0%
Major depressive disorder, recurrent	1,434	22.6%
Schizoaffective disorders	979	15.4%
Other anxiety disorders	524	8.3%
Major depressive disorder, single ep.	484	7.6%

TOP 5 PRIMARY SUD DX (ADULT)	COUNT	%
Alcohol-related disorders	498	59.6%
Opioid-related disorders	192	23.0%
Cocaine-related disorders	72	8.6%
Other stimulant-related disorders	28	3.4%
Cannabis-related disorders	25	3.0%

TOP 5 PRIMARY MH DX (CHILD)	COUNT	%
Attention-deficit hyperactivity disorders	340	22.2%
Pervasive developmental disorders	233	15.2%
Major depressive disorder, single ep.	231	15.1%
Severe stress reaction, adjustment disorders	200	13.1%
Major depressive disorder, recurrent	170	11.1%

### CRISIS SERVICES

AGE	COUNT	% OF PERSONS SERVED
<18	5	0.1%
18-35	4,013	53.7%
36-65	3,275	43.9%
>65	168	2.3%

MENTAL HEALTH DIAGNOSIS	% OF PERSONS SERVED
Schizoaffective disorders	17.5%
Bipolar disorder	14.3%
Major depressive disorder, recurrent	9.8%
Major depressive disorder, single ep.	9.6%
Schizophrenia	9.5%



# ADVOCATING FOR THE PEOPLE WE SERVE

## Hegira Health Community Advisory Panel

The Community Advisory Panel is a group of consumers, family members, friends, and other stakeholders who provide input and make recommendations on matters important to consumers.

### What does the Community Advisory Panel do?

The Consumer Advisory Panel members play a crucial role in developing Hegira Health services and programs by providing support, guidance, and sharing their personal experiences with HHI consumers. These actions are integral to ensure that HHI effectively meets the needs of its clients, continuously improves its services, and meets the organization's initiatives.

The Community Advisory Panel meets the 2nd Wednesday of each month in HHI's Westland Counseling Center, Group Room "A," 8623 N. Wayne Road, in Westland from 2:00 - 3:30pm. If you are interested in joining, you are more than welcome to attend our next meeting!

## Hegira Health 12th Annual Consumer Recovery Awards

We celebrated our Annual Consumer Recovery Awards on September 23, 2023 at Turning Point Clubhouse. Hegira Health therapists nominated clients for their significant progress toward their treatment.



### Consumer of the Year

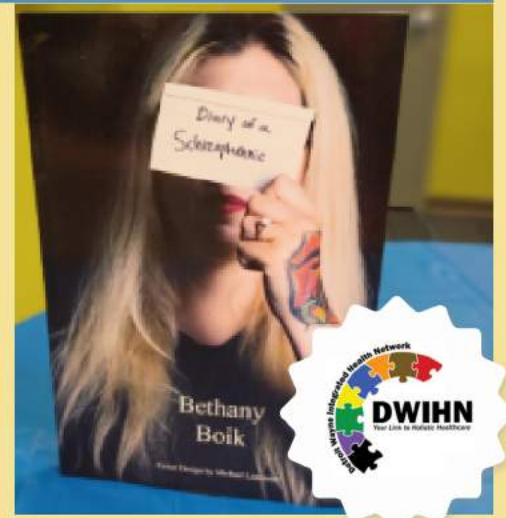
Alicia Blessingame has overcome a lifetime of personal traumas and has come out on top of them. She is working to become self-supportive and get off disability. She is also trying to earn enough money to self-sustain in an apartment without public assistance. She recently earned her license as a Certified Nursing Assistant. She is currently working as a security officer making reasonable income and is considering getting her CDL to drive a local delivery truck too.

**"I used to walk into Hegira hesitantly and quietly with my guard up. Now I race up those stairs eager to talk and share what is going on in my life."**

*Alicia Blessingame, HHI's Consumer of the Year*

## Recovery Awards Program Guest Speaker and Nominee: Bethany Boik

Bethany, the author of the powerful book "Diary of a Schizophrenic," has fulfilled a long-time dream with the support of a grant from DWIHN. Her book, aimed at helping others who are facing similar challenges with schizophrenia, has now been published thanks to a publisher referred to her by a former co-worker. Bethany's personal traumas have become a source of inspiration and empathy as she utilizes her experiences to assist others on their path towards wellness. Her work not only offers solace to those struggling with mental illness but also becomes a beacon of hope for those coping with physical ailments.



# CORPORATE PERCEPTIONS OF CARE

## QUALITY MANAGEMENT

To ensure individuals receive the best available resources, HHI annually measures the consumer care experience in its programs.

Performance measurement is crucial for quality assessment, with anonymous ratings given for care, services, and recognition of helpful staff who assist in recovery and disease management.

Adults had a 93% positive rating, with 5% neutral/not applicable responses. For children and adolescents, the overall favorability rating was 96%, with 3% neutral/not applicable responses.

**2023 SAW ITS HIGHEST RATING IN THE 10TH YEAR OF MONITORING:**

10-yr corporate positivity rating:  
**91%**

2023 corporate positivity rating:  
**95%**

17 DIMENSIONS OF PERFORMANCE	CORPORATE	ADULT CORPORATE	CHILD & ADOLESCENT CORPORATE
Staff showed cultural sensitivity towards my background	96%	94%	97%
Stressful life experiences were acknowledged	96%	95%	97%
I would recommend this program / care to others	96%	94%	97%
My wishes about sharing my info were heard	96%	94%	98%
I actively participated in determining my treatment needs / goals	96%	94%	97%
My treatment needs / goals are being met	95%	93%	96%
Everyone at the program / clinic was kind / helpful.	96%	95%	96%
Staff gave prompt assistance when I asked for help	95%	92%	97%
Using digital services were easier than coming into the office	91%	87%	94%
Phone or computer services were as good as face-to-face services	91%	84%	92%
I felt safe both inside and outside of the physical building	89%	89%	
Computer-based services were as effective as in-person services	96%	96%	
We discussed my physical health needs	94%	92%	95%
Staff gave me info to help with my needs (food, housing, etc.)	95%	92%	96%
I feel better about myself after coming here	95%	92%	97%
I could choose to get my services by phone, computer, or in-person	96%	94%	97%
The care, treatment, or services I get are done in a safe manner	97%	95%	97%



Ladies at the front desk are great and **always so helpful and respectful, very knowledgeable and always smiling.** Thanks for making my day.

-Adult Outpatient Services, Taylor Respondent Comment

Oakdale is a build platform for us to become manually stable, **stronger in a more positive sober way of life.** Thanks.

-Oakdale Recovery Center Respondent Comment

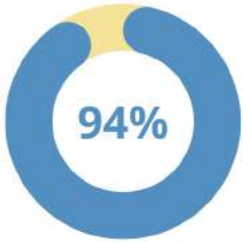
**THANK YOU FOR HELPING ME GET THROUGH MY LIFE STRUGGLES.**

# SUBSTANCE USE DISORDER SATISFACTION SURVEY



During the 2023 fiscal year, the overall combined positivity rating was 97%, which was a 2% increase when compared to last fiscal year.

The overall satisfaction rate for the past five years was 94%.



I am very pleased and **thankful for the treatment I have received and all personnel** I have been in contact with, especially Deborah G.

**This place saved my life, if it was not for Brian and Mary, I would not be here.** Mary is like an angel in a human body. I have never in my life met someone as kind, loving and caring.

Camilla was a **delight and made me feel safe.** I felt **understood and cared for.** I was offered services to assist in all areas of health. **I am thankful for the 24/7 care. Truly**

**Great people at COPE! They all care and it shows.** Doctor and social worker are excellent with helping direct my plan.

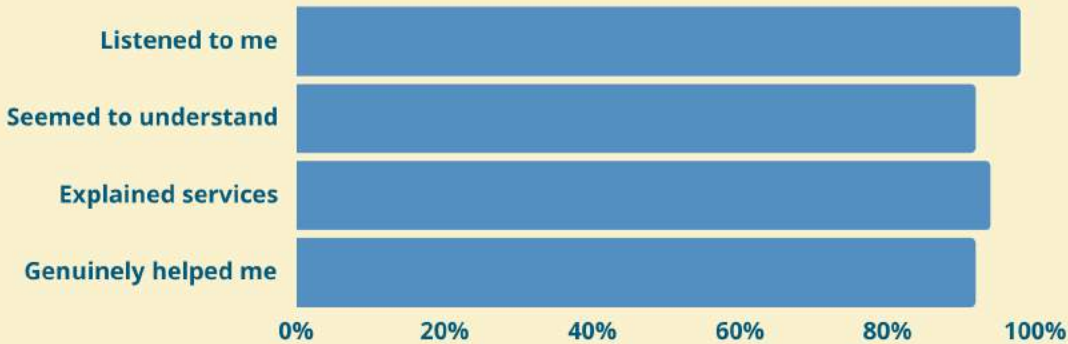
I personally feel like there is not any need or room for improvement. **I felt heard, respected** and I got the guidance and answers I needed. **Everyone was so patient even when I was not patient with myself.**



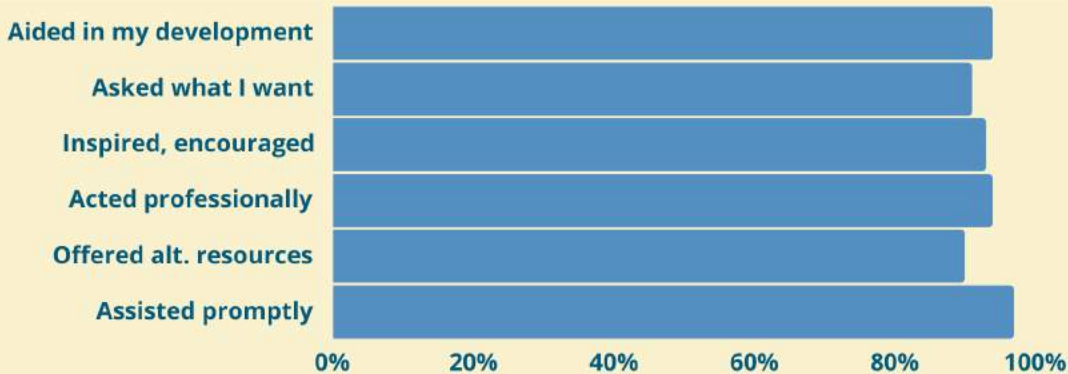
## PERCEPTION OF CARE

The overall positive perception of care rate provided by Hegira Health's COPE crisis programs and services was 95%, a continuation from the previous year.

### INDIVIDUAL INTERVENTION RESPONSES: THE COPE STAFF



### INDIVIDUAL STABILIZATION RESPONSES: THE COPE STAFF



# CHILDREN'S OUTPATIENT SERVICES JOURNEY

The 2022-2023 year has been one of growth and change for Hegira Health's Children's Outpatient Services (COS) department.



**Roxann Santos**, Wraparound Facilitator, was selected as the keynote speaker of the annual Michigan Wraparound Conference on July 26, 2023.

## COS 2023 HIGHLIGHTS

- COS has begun to service clients from Oakland County in our wraparound and home-based programs.
- Our Prevention and School Based teams each hosted outstanding Summer Camps for clients, providing them with experiences all youth should have!



**Rebecca Rodgers**, Children's IDD Coordinator, COS, was appointed to the Livonia Commission on Children and Youth on January 12 by Livonia City Clerk Susan Nash. The Livonia Commission on Youth and Children recommends policies and general procedures regarding the needs of children and youth and appraises conditions that affect the City of Livonia youth.



**Carmen Ramos**, Prevention Coordinator, provided parents with information and resources.

**April is National  
Child Abuse  
Prevention Month**



## SYSTEMATIC TRAINING FOR EFFECTIVE PARENTING SURVEY COMMENTS

"I really enjoyed this class. Some topics were heavy, but I needed that. I learned so much and now have a new confidence in raising my sons. This class gets a 10 out of 10!"

"You have helped me be a better parent to my kids."

"Thank you for teaching me what I've been missing to be a better parent."

## Mocktail Party at Schoolcraft College

Featuring the Moving Forward Mini Expo



Prevention Coordinator Carmen Ramos and Prevention Intern Lindsey Demers



HHI's **Carmen Ramos** participated in the Schoolcraft College "School Daze Winter Bash" sharing mental health resources and the dangers of drug use with students.



HHI participated in the Northville Educational Foundation and Northville Public Schools 8th Annual Parent Camp and Mental Health & Wellness Fair. Community and Staff Program Training Manager **Kelly Mays** presented a session, "Suicide Prevention 101." Director of Children's Outpatient Services **Deborah Stone** attended in support.



5K Run



Downriver School-Based Summer Camp Toledo Zoo Field Trip

## Prevention Summer Kids Club 2023





# AOS LEADERSHIP SPOTLIGHT

## Matina Fabian, Director of AOS

As Adult Outpatient Services and the whole of Hegira Health entered the second year of the agency merger, we have continued to learn how we can work together to touch more lives in our growing communities. AOS's growing leadership team has been instrumental in this process and has truly embodied the "Better Together" spirit.

**Many of these leaders began as therapists, case managers, or even interns and have grown into exemplary members of the Hegira Health leadership team.**

Through the efforts of our leadership, we have seen programs blossom in the past year. We were able to add Dialectical Behavioral Therapy and Intensive Outpatient Treatment Program groups, grow the med drop program, increase continuity in day-to-day operations, and have some fun outings on the side!

As Director of Adult Outpatient Services, it is truly an honor to be part of this leadership team and a member of the greater Hegira Health family.

*Matina Fabian*

### AOS LEADERSHIP TEAM

- Aisha Williams (Westland Case Management Coordinator)
- Joe Jenkins (Downriver Case Management Coordinator)
- Debra Beckman (Downriver Therapist Coordinator)
- Andrea Sigler (Westland Therapist Coordinator)
- Beth Newpower (ACT/RCP/MHC Coordinator)
- Yolanda Hamilton (Westland Office Manager)
- LaToya Stafford (Downriver Office Manager)
- Tim Chapman, MD, MBA (Medical Director)
- Katina Haynes (Clubhouse Coordinator)
- Jessica Beane (Therapist Coordinator)
- Bonnie Leone (Westland Lead Nurse)
- Sarah Moellenberg (Westland CSS)
- Karen Stroud (ACT Office Manager)
- Sara Miller (Med Drop Coordinator)
- Alan Warbelow (Downriver CSS)
- Kristyna McDonell (ACT Lead)
- Vernon Johnson (ACT Lead)

AOS Staff Fall Outing



AOS Westland Grateful Board



AOS Lincoln Park Detroit Lions Spirit Day



**TURNING POINT CLUBHOUSE**  
EST 1990

# TURNING POINT CLUBHOUSE: Exciting Year in Review

Turning Point Clubhouse has had a busy and productive year. Under the leadership of **Katina Haynes**, Clubhouse Coordinator, along with the support of the members, generalists, and Hegira Health, Turning Point has expanded in program and community outreach.

## 2023 Turning Point Clubhouse Highlights

**Successful re-  
accreditation** by  
Clubhouse  
International.



Clubhouse International New Colleague Training was attended in St Louis, MO. **Katina Haynes** (coordinator), **Eleanora Marza** (Generalist), **Herry Carpenter** (member), and **Matina Fabian** (Auspice Agency administrator) all attended the training.

Turning Point Clubhouse also celebrated its **33rd anniversary this year**. The anniversary was celebrated with a lovely party that was largely planned by one of Turning Point's founding members, **Shirlon Colbert**.



Clubhouse International Annual Conference in St. Lake City, Utah. (Pictured left) **Lerona Harris**, Turning Point Unit Leader, **Jordan Vardell**, President of the Board of Directors Alliance House, Utah, **Herry Carpenter**, Turning Point Clubhouse Member, **Lee Kellogg**, Program Officer Clubhouse International

In addition to these wonderful accomplishments, the members and generalists at Turning Point have been busy in their community. When they aren't in their work-ordered day, they are delivering flowers to nursing homes, donuts to firefighters, or enjoying fried chicken in Frankenmuth. Members and generalists have been engaging more individuals to join the clubhouse through outreach as well.

*Congratulations, Turning Point!*

# HHI CRISIS SERVICES EXPAND TO MEET COMMUNITY NEEDS



## Jody Drewry, Sr. Director of Crisis Services

This past year, Crisis Services at Hegira Health has continued to expand services to those experiencing a mental health crisis requiring assessment, treatment, support, and linkage to community services.

**Our commitment is to mitigate risk, prevent suicide, and ensure clients have connections to supports and treatment that will ensure they can thrive in the communities they reside.** Integration of our crisis continuum of services, quality assurance, process improvement and program development are at the core of what we do to ensure our services reach the level of what we would want for our own family members.

In February 2023, COPE was approved by the Michigan Department of Health and Human Services as a pilot site for the Michigan CSU Pilot. We participated in an MDHHS-led learning cohort to support sharing and identification of evidence-based practices, policies, and procedures to be compiled into CSU certification standards for the state.

**Leniya Leonard, LMSW**, assumed the role of Program Manager at COPE. Under her leadership, COPE has continued to provide effective crisis services to the community through mobile crisis services as well as onsite crisis services to clients walking into the crisis stabilization unit. In FY 22-23, COPE received 11,846 requests for service, 17% of those were clients served on the crisis stabilization unit and 83% were screened and evaluated at local emergency departments throughout Wayne County.

Additionally, in response to a request for proposal from DWIHN for crisis services, Hegira Health was awarded to continue providing pre-admission reviews for adults, adult intensive mobile crisis stabilization, and adult CSU services. As part of our CSU services, we were newly awarded a contract to expand these services to children and families in the coming year.

Oakdale House provides crisis residential services to clients throughout Wayne County. **Referrals have increased from 619 in FY 21-22 to 714 in FY 22-23 which is an increase of 15% with utilization up 18%.**



The Oakdale House team is dedicated to providing treatment for clients in a home-like setting where they can receive crisis services treatment outside of an inpatient hospital unit.

In April 2023, Hegira Health sponsored an event to bring together community partners, law enforcement, and behavioral health professionals to continue to build upon the collaborative work that began in 2018 with Hegira's police partnership program. Nearly 100 people from Western Wayne and Downriver communities attended the event, which included remarks from Carol Zuniga, CEO of Hegira Health, Kevin Fischer, President of NAMI Michigan, staff from the Wayne State University School of Social Work – Center for Behavioral Health and Justice, and a panel discussion of law enforcement and behavioral healthcare professionals.

**Roxanne Green, LLMSW**, assumed the role of our Police Partnership Program Manager and has brought with her a wealth of relevant work experience that has strengthened our program and provided vision for the future. We have continued to expand our police partnership program this past fiscal year with an additional law enforcement collaborative with the City of Wayne, the City of Romulus, and Van Buren Township. They have come together to create a consortium for crisis co-response and follow up to link people with mental health needs to available services in the community. This expanded our partnerships in Western Wayne County to include twelve municipality police departments with 9 of the 12 having a full-time embedded co-response clinician.



**Leniya Leonard, LMSW**  
COPE Program Manager



**Roxanne Green, LLMSW**  
Police Partnership  
Program Coordinator

*Jody Drewry*



Law Enforcement Co-Response Team



# CRISIS CO-RESPONSE PROGRAM

Anesha Williams, LLPC  
Police Co-Response Therapist



## CRISIS POLICE PARTNERSHIPS



### TOTAL NUMBER OF REQUESTS FOR EMBEDDED CLINICIAN SERVICE



Year	Number of Requests
2019	77
2020	221
2021	919
2022	1,577

JAN 1 - SEP 30, 2023 ..... 1,639

Source: Hegira Health Inc.



## Breakfast of Champions Making an Impact

The Henry Hotel, Dearborn MI



# INTEGRATED HEALTHCARE

## Comprehensive Health Clinics (CHC) Lincoln Park and Westland

Over the last year, we have enrolled 767 consumers at our Lincoln Park location for the 2022-23 Fiscal Year. While this project was scheduled to be over at the end of August 2023, we were able to extend funds into 2024 to continue promoting access to integrated care.

Over the last year we have also been hard at work implementing our new CCBHC grant project called Youth Mobile Crisis. While HHI has been doing an amazing job as the adult crisis provider for Wayne County, our new grant allows us to expand these services to transitional aged youth (individuals aged 14-25). We are partnering with local stakeholders and resources including Wayne Westland School District to respond to youths in crisis as the need arises and provide stabilization care after these crisis episodes.

Our Youth Mobile Crisis grant has allowed COPE to hire several key positions filled by amazing staff. Assisting our transitional aged youth and their families during crisis are our new peer support specialists, our youth peer support, and our parent support partner.

During FY 2022-23, we continue to build upon our previous success in opening a new location of our Comprehensive Health Clinic (CHC) at our Lincoln Park location. Currently, the clinic serves 132 consumers for primary physical healthcare and 46 individuals who receive Medication Assisted Treatment (MAT) for substance use disorder treatment.



Medical Services Team

During this year, CHC Lincoln Park became the central hub for downriver consumers who were receiving medication-assisted treatment (MAT) services in an effort to reduce wait times and to ensure strict adherence to local, state, and federal guidelines for prescribing MAT. While Comprehensive Health Clinic - Westland has been operating for a number of years, we continue to work to build our consumer base in providing excellent physical healthcare and MAT services.

Currently, our Westland location of CHC serves 230 individuals with primary physical healthcare and 207 individuals with MAT services. This year we welcome a new Nurse Practitioner, Inga Leverett, and are receiving training on best practices related to our billing. We are excited to continue to see growth with both of these amazing clinics that promote integrated care throughout our consumers at Hegira Health.



Hegira Health is hosting Hygiene on Wheels Every Tuesday and Thursday in August!



Hegira Health Lincoln Park  
26180 West Outer Dr.  
Lincoln Park, MI 48146

9:00am - 4:00pm by appointment only

If you are in need of oral health care, cleanings, and referrals for dental procedures please call 313-513-9990.



## Menopause Mental Wellness Clinic

Hegira Health's Menopause Mental Wellness Clinic launched in July is accepting new patients with private insurance. **The specialty medical and therapy menopause assessment and treatment team are committed to helping women manage the emotional, psychological and physical symptoms of menopause**, giving them a complete range of support through their menopausal years.

Under the direction of **Dr. Karen Resseguie**, the MMWC offers an integrated healthcare approach to help women better manage the physical, emotional, and psychological symptoms of perimenopause, menopause, and post menopause.

*Thank you CCBHC and CHC teams!*



Dr. Karen Resseguie  
DNP- FNP-B.C., MSN, MBA, CCM

# INFORMATION TECHNOLOGY UPDATE



Mike Winder, Chief Information Officer

IT's 2023 fiscal year was primarily spent moving the company forward by coalescing differing technologies, improving efficiencies using existing technologies, as well as large scale upgrades to the corporate technology to reduce costs while improving the technology.

While the merger date may be in the rear-view window, Hegira Health entered FY23 with a significant number of technological differences between the four downriver merger sites and the six sites in western Wayne County. With two different standards of technology, both traveling and supporting employees experienced difficulties. Projects to reduce costs and standardize technology included migrating the cloud fax, server room consolidation and improvements, shuttering the downriver EHR and accounting systems, migrating off-lease copiers, improving security monitoring, and many more. While work remains, a lion's share is complete.

IT has supported other departments in significant improvements to their technologies. The **Accounting Department migrated to a cloud-based, modern accounting system** with a large array of capabilities that can be leveraged in the future. This migration represents a large step forward for the organization in both data availability as well as business continuity capabilities.



HEGIRA HEALTH IS MOVING TO ZOOM FOR CLIENT TELEHEALTH



IT worked with the senior executive team and HR management to engage a consulting team whose primary goal is to identify areas where Paylocity's capabilities can be utilized to **improve Hegira Health's numerous workflows**. FY23 has shown great promise as a significant amount of background work has been accomplished with FY24 to reap the benefits.

Continuing to push standards companywide, the IT Department undertook two large efforts to improve technology, standardize company-wide, as well as significantly reducing its organizational costs. IT completed the phone system upgrade started in FY22, by adding the remaining 8 additional sites in FY23.

## INFORMATION TECHNOLOGY'S GOALS FOR FY23 WERE TO

- improve staff and client tech experience
- improved utilization of existing technologies
- identify efficiencies in technology
- reduce the IT Department spend
- continued company-wide standardization of the technology environments
- improve tech availability and business continuity

The phone system, which is cloud based, will operate through any business continuity concerns while bringing state of the art phone capabilities to Hegira Health. The IT Department also standardized all sites onto a single Internet vendor with both efforts bringing over a 50% reduction in infrastructure spend.

IT partnered with Hegira Health's Community Advisory Panel (CAP) and based on the panel's input has accelerated two large projects. The **network, WIFI, and internet providers were completely revamped** for the four downriver sites to improve the stability of the network and WIFI. In addition, **Hegira Health's Telehealth platform is migrating to a new vendor** which gives clients and staff the ability to join in an easier manner. IT is also working on training resources for both clients and staff to improve the experience. While the companywide rollout will be in FY24, the multiple setup steps were complete in FY23.

In closing, as FY23 ends, IT has begun moving into new technology which looks to hold significant promise if not complete market disruption over the next ten years. IT is investigating Artificial Intelligence (AI) and the potential benefits it may have to the organization. While the AI market may contain many startups and consolidation is inevitable, utilizing the right approach to AI will allow large efficiency gains now and in the future, while minimizing risk.

Mike Winder

# AFFILIATED MANAGEMENT GROUP

## A TRIBUTE TO NANCY JANKOWIAK

**Nancy Jankowiak, Administrator of Affiliated Management Group (AMG)**, wholly-owned subsidiary of HHI that manages our facilities, reached two celebratory milestones this year. One professional, that only a handful of people make in their careers, **Nancy reached her 50-year anniversary with Hegira Health.** And the other personal, in August 2023, Nancy announced her decision to retire later in the fall.

**Nancy, one of the first employees of Hegira Programs, Inc. (Est 1977) was one of the foundational staff that helped grow HPI into Hegira Health, Inc. (HHI), as we know it today.** Originally hired as an office administrator for Hegira Programs, as the organization grew, so did Nancy's role. Affiliated Management Group (AMG) was established in 1984 and Nancy was promoted to the position of leading AMG. AMG, a 501C3 organization, was created to assist the then HPI, as well as other nonprofit organizations acquire goods, services, supplies, and assets.



*L to R - Ed Forry, Bob Davidge, Todd Harrison, Carol Zuniga, Susan Kozak, Nancy Jankowiak, Pat O'Neil, and Valerie Larkin*

**During her 50 years, Nancy's and her team's accomplishments ranged from office renovations and lease arrangements, preparing several crisis center locations, to the purchase and renovation of such cornerstone facilities to Hegira Health as Oakdale Recovery Center, Holliday Park Office Plaza, and the Newburgh Road Administration building. In 2022, when Hegira Health and Community Care Services merged, Nancy added 5 additional facilities to her responsibilities.**

A leaky roof. A burst pipe. A broken chair or a pothole in a parking lot. If Nancy wasn't working with landlords or staff on furniture needs, she was talking to plumbers, roofers and maintenance people. Her position required 24-7, 7-days a week commitment to ensure that the environments in which our clients receive services and our staff provide those services in, are safe and comfortable. Nancy filled that commitment with pride for decades. Our thanks to Nancy are endless and we wish her only the best in her retirement!



## HEGIRA HEALTH INTERNSHIP PROGRAM BUILDING THE FUTURE OF BEHAVIORAL HEALTH

Hegira Health hosted **23 bachelor and master's level psychology, social work and professional counseling degree-seeking clinical interns and nine** third and fourth- year psychiatry residents this past year at COPE and Oakdale Recovery Center. Students from **seven colleges and universities chose to complete their career preparatory training with us.**

Hegira Health's Psychiatry Resident emergency psychiatry rotation placements at COPE and ORC were provided in collaboration with the medical training programs of Authority Health and St. Mary Mercy Hospital.

### FROM INTERN TO EMPLOYEE



**Tracy Debreczeny**

*SUD Intern at ORC to SUD Therapist at WCC*

"Sometimes discovering what you truly enjoy is uncertain, but it turns out this field is a good fit for me. Who knew? This work isn't easy, but I truly enjoy the people I work with, both staff and clients."

# HEGIRA HEALTH IN THE COMMUNITY



Martin Luther King, Jr., National Day of Service "Share the Warmth" collection of hats, scarves and gloves for Samaritas Family Center in Westland



HHI CEO **Carol Zuniga** joined Detroit Wayne Integrated Health Network Director of Children's Initiatives Cassandra Phipps and The Guidance Center CEO Kari Walker at the the Southern Wayne County Regional Chamber Business Forum



Girl Scouts of Southeastern Michigan "Tough Enough" Breakfast



HHI's **Kelly Mays**, Westland Chief Diversity Officer C. Paschal Eze (L), and State Representative Kevin Coleman, 25th House District, at the 2023 City of Westland - Admin Annual #MLKDay Celebration



HHI was a proud sponsor the Southern Wayne Co. Regional Chamber - Downriver's Business Network State of the District Address with Congressman Rep. Debbie Dingell at Crystal Gardens in Southgate



## HEGIRA HEALTH IN THE NEWS

Hegira Health subject matter experts have been featured showcasing their expertise in mental health and substance use treatment in local news media, including monthly columns with the *News-Herald* and frequent appearances on local TV and radio segments.

Thank you to our partners at PublicCity PR for securing these opportunities!

## HEGIRA HEALTH MEDIA RECAP REPORT

OCT 1, 2022 - SEPT 30, 2023

Source: PublicCity PR



**Build your self-esteem for lasting love and happiness**

*"Your self-esteem not only affects how you think about yourself, but it also affects your ability to accept love and express love."*



Carol Zuniga  
CEO Hegira Health



News-Herald





## A Year's Overview SUBSTANCE USE TREATMENT

Jill Blackson, Sr. Clinical Director

"Hegira" means journey, and nothing speaks to a client's journey more than those seeking recovery from addiction. Our mission is that our clients journey includes a welcoming, trauma informed care environment.

At Oakdale Recovery Center (ORC) we applied for and were awarded a \$173,000 infrastructure grant from the Michigan Department of Health and Human Services that has allowed us to make much needed upgrades to our facility. Renovations to the residential bathrooms, murals, enhancement to our lobby and painting are just some of the improvements that have begun. In addition, a focus was put on our workflow which includes improved efficiency in our electronic medical record and reduction of paper documents. ORC also continued our mission to support our community by bring awareness to substance abuse, in particular the opioid crisis by hosting an Overdose Awareness Event on our grounds which featured presenters from our local district court, Northwest Wayne Families Against Narcotics and prevention advocates. To celebrate Recovery Month, we hosted a Recovery Celebration for our residents and staff. We also obtained a Save-A-Life Box that supplies the community with deterra bags, fentanyl test strips, NARCAN and psychoeducation on harm reduction.

Our outpatient substance abuse services continue to grow with the addition of staff, growth in our sobriety and drug court programs and a daytime Intensive Outpatient Program Downriver.

*Jill Blackson*



Oakdale  
Recovery  
Center

Your path. Your journey. Your RECOVERY.

### RECOVERY MONTH FIELD DAY





2023 Michigan Peer Conference

Chris O'Droski and Angela Fay co-facilitated a workshop on Burnout and Compassion Fatigue



Michigan Association of Treatment Court Professionals 2023 Conference



Together We Can Make the Difference

Thank you Alliance for Coalitions for Healthy Communities for partnering with Hegira Health's Oakdale Recovery Center to make Narcan available outside our front door, free to whomever needs it, 24-7.



[oakdalerecoverycenter.net](http://oakdalerecoverycenter.net)

HEGIRA HEALTH, INC. RECEIVES \$41,000 GRANT FROM THE



MARGARET DUNNING FOUNDATION



"We are grateful to the Margaret Dunning Foundation for this much-needed support to improve the air filtration system at Oakdale, which will reduce the likelihood of airborne viruses such as Covid-19."  
-CAROL ZUNIGA, CEO, HEGIRA HEALTH, INC.



Downriver Families Against Narcotics Opioid Overdose Awareness Event



DFAN President, 25th District Court Judge Gregory Clifton, DFAN Board Member, 27th District Court Judge Elizabeth DiSanto, DFAN Board Member, 23rd District Court Judge Victoria Shackelford and Hegira Health Sr. Clinical Director of Jill Blackson.

# MENTAL HEALTH AWARENESS

## Eliminating the Stigma



**Awakening Hope Town Hall: COVID-19's Lasting Impact on Vulnerable Populations**

### READY TO RESPOND: Mental health crisis



#### In the spotlight with Hegira Health

*"There are people out there who need us. It's our focus to take care of them."*

Carol Zuniga  
CEO at Hegira Health

Hegira Health's COPE, a participating center located in Wayne County, provides 24-hour psychiatric urgent care and community-based outreach services.



Read more inside!



## NAMI WALKS 2023



**2023 NAMI Michigan Annual State Conference**  
"The More We Know: Educating the Community"



Hegira Health Subject Matter Experts shared important messages on social media throughout Mental Health Awareness Month.



**HEGIRA HEALTH INC.**  
Wellness First

# MENTAL HEALTH MINUTE



# FINANCE UPDATE



**Bob Davidge, CFO**

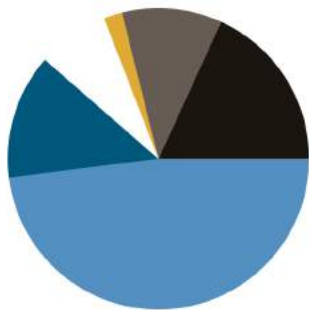
Looking back on this past year, I am pleased to see the continued growth and success of HHI, despite the ongoing challenges we have faced since the beginning of the pandemic. **At the core of this success is the people we serve and the dedicated staff who provide those much-needed services.** Due to our ongoing growth along with continued improvements in efficiently utilizing our resources, we have been able to invest a significant amount of resources into our staff in the form of **wage improvements, maintaining benefit offerings with no cost increases to staff, training opportunities, and technology and facility improvements.** We are so grateful to our team members' commitment to HHI and our consumers and are constantly focused on providing resources to enhance their employment experience. We are continuing with our goals of growing the organization, improving our use of technology to better support the organization, diversifying our funding sources, and maintaining our financial strength.

Our major initiative within the Fiscal Department for fiscal year 2022-23 was going live with our **new accounting system** on January 1, 2023. We spent much of 2022 selecting a system and planning for implementation and experienced the unexpected setback of the resignation of our Controller who had been the project leader in mid-December 2022. Fortunately, we were able to hire our current Controller, Dave Koshewitz, 4 days before the go live date. Despite the enormity of the task at hand, **Dave dove right in and with support from all of the other Fiscal team members, we started on schedule as planned.** While it was necessary to phase-in certain aspects of the system, it has been a tremendous benefit to the efficiency of the department allowing us to spend less time processing transactions, and more time on data analysis, reporting, and other qualitative tasks. We will be continuing to enhance our utilization of the system with a focus on most effectively utilizing data to drive process improvements for the organization and ultimately financial results. A huge thank you to all of the Fiscal Department team for their contributions to the success of this project!

We are also very excited to have **Andrew Gilroy, MBA, MPA, MSW join our team as HHI's new Chief Financial Officer**, effective December 4, 2023. After making the difficult decision this past year that it was time for me to retire, we developed a transition plan which culminated in hiring Andrew to fill the CFO role. Andrew brings a diverse background to the organization, most recently as the CFO at COTS focused on low-income housing and alleviating poverty. What impresses me most about Andrew is his true passion and commitment to our mission and community service and I am proud to be handing over the leadership of the department to such a talented and committed individual. I am deeply appreciative of the opportunity to serve as HHI's CFO for almost 30 years and to support the **amazing staff who have served hundreds of thousands of people** during that time. I am confident the organization will continue to grow and thrive with Andrew as an integral part of the leadership team.

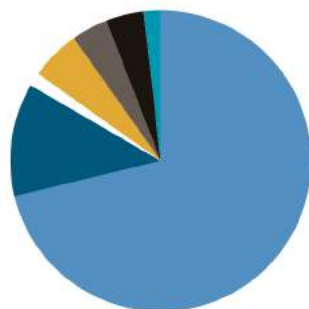
*Bob Davidge*

## Expenses Total..... \$40,158,153



Salaries and Wages.....	\$19,277,083
Fringe Benefits.....	\$5,392,400
Subcontracts/Contractual Staff.....	\$3,089,090
Patient Care (Food Service, Medication, Transportation, Etc.) .....	\$792,975
Other Program Expenses.....	\$4,311,046
Administrative.....	\$7,295,559

## Revenue Total..... \$41,159,308



DWIHN Mental Health Services.....	\$29,310,988
DWIHN Substance Use Disorder Services.....	\$5,009,196
DWIHN Intellectual and Developmental Disabilities Services.....	\$595,786
Client Fees and Insurance.....	\$2,203,854
Other Contract Revenue.....	\$1,616,006
US Dept of Health and Human Services - SAMHSA Grants.....	\$1,674,784
Other.....	\$748,694

DWIHN = Detroit Wayne Integrated Health Network

\* Unaudited Results

# SUICIDE PREVENTION

## A ZERO SUICIDE ORGANIZATION

Suicide is a pervasive issue that impacts individuals across a broad age spectrum. **In 2021, it was one of the top 9 causes of death for those aged 10-64.** Alarming, it stood as the second most common cause of death for two significant age groups: 10-14 and 20-34. Every occurrence is a profound tragedy, leaving a permanent imprint of grief on families, friends, and communities.

At Hegira Health, Inc., our dedication to preventing suicide is unwavering and is deeply rooted in the principles of the Zero Suicide model. Being a Zero Suicide initiative agency means **we're committed to systematically reducing suicides through evidence-based strategies, offering a continuum of care that prioritizes safety and support for at-risk individuals.** Our goal is unequivocal: zero suicides. To realize this goal, we provide a comprehensive range of suicide care services specifically designed to bolster safety and support for the individuals entrusted to our care.

As a CAMS (The Collaborative Assessment and Management of Suicidality)-trained organization, we are grounded in a training model that blends a rich array of learning experiences, reinforcing the practitioner's adeptness in deploying CAMS across diverse clinical settings and populations.

*We invite you to join us as an ally in our united stand against suicide!*



### Lifeline: Youth Suicide Prevention & Resilience Summit



### Northville Cares Death is Not the Answer Movie Screening Event



## QUESTION. PERSUADE. REFER. QPR Training



Hegira Health offers QPR, or Question, Persuade, Refer, a three-step evidence-based suicide-prevention program designed to help people in the community become gatekeepers to help people who are suicidal get the help they need quickly. As Master Trainers, Hegira Health provides no cost QPR Training to organizations.



Rayawn Milton conducted a QPR Training with the Canton Police Department

# FROM THE PRESIDENT

## Edward L. Forry, President and Vice Chair



### Greetings,

I am extremely pleased with our success in solidifying a platform in 2023 that should serve us well into the future toward attaining two select goals; namely, the diversification of funding resources and the ongoing expansion of our service area.

**Without question, the 2022 merger of Community Care Services' leadership, team members and clinical locations into HHI's organization greatly contributed to Hegira Health's overall achievements in 2023. We truly are better together.**

Another exciting achievement in 2023 that will have a positive impact on HHI's future growth was securing direct state-budgeted 'earmarked dollars' for the funding and development of crisis services to serve the downriver community. Our partnership on this project with the Detroit Wayne Integrated Health Network ensures the expansion of HHI's crisis services within and supported by the DWIHN's future Downriver Service Center.

Much time and energy has been dedicated over the past year to **familiarizing many State Representatives and Senators, as well as their colleagues, around HHI's mission and the important social services we provide** in the communities they also serve. We are hopeful these efforts to educate state leadership of the critical need for improved state funding for many of Hegira Health's programs will prove to be fruitful.

Looking ahead, the creation of new pathways for continued improvement and development of quality health care services is also an important factor in determining HHI's success as a community service provider. **We, therefore, call upon the contributions of strength and spirit by our talented team members and community supporters to help us not only reach but surpass our own expectations of continuing to provide accessible and high-quality services to the consumers we serve in the years to come.**



With pride and gratitude,  
Ed Forry  
President

*Ed Forry*





ACCREDITED  
CRISIS CENTER



**TRAUMA  
INFORMED**  




**734-458-4601**



**[www.hegirahealth.com](http://www.hegirahealth.com)**



**Hegira Health Administration Office  
37450 Schoolcraft Road, Suite 110  
Livonia, MI 48150**



**Zero  
Suicide**

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