



**2020-2021**

# **ANNUAL REPORT**

**Meeting the behavioral  
health needs of the  
individuals and families  
of metropolitan Detroit  
communities since  
1972.**

# FROM THE CHIEF EXECUTIVE OFFICER



After 48 years of managing and growing Hegira Health, Inc. (HHI), I wholeheartedly recommended the title, responsibility, and authority of the position of Chief Executive Officer be transferred to HHI Executive Director, Carol Zuniga. With full support and agreement that Carol possesses the necessary experience, knowledge, and leadership qualities to further develop Hegira Health's position to compete in the ever-changing integrated behavioral health care arena, the HHI Board of Directors unanimously confirmed Carol as the new CEO of Hegira Health, Inc. effective October 1, 2021.

The publishing of this Annual Report has given me a perfect platform to thank the many friends, supporters, and allies who throughout the years provided support for Hegira Health, regarding it as the standard for best practice of behavioral health services. Through this support over the past 48 years, HHI has successfully provided quality services to many thousands of individuals and families in the community. By evaluating and meeting the health needs of our consumers, we have prescribed care solutions that have helped improve the health and wellness of these individuals.

Additionally, I am grateful to the Board of Directors of Hegira Health for providing the ongoing support, oversight and direction which carried HHI through both good and difficult times. As a prime example, the Board supported recommendations by executive staff to invest corporate funds into the expansion of our service capacity at a time we were experiencing a major funding reduction. While many other agencies reacted much differently, reducing staff and growth potential, HHI forged ahead and increased service capacity. The Board's stable membership, fluidity and leadership have allowed major decisions to be made confidently and in a timely manner.

Most of all I need to thank my staff. Their knowledge and dedication have contributed significantly to the growth and development of HHI. Through some very difficult circumstances they remained focused on HHI's mission of providing quality health care. The COVID-19 pandemic has undoubtedly been a significant issue and challenge for HHI the past two years and is one that is anticipated to continue to be a daily concern affecting HHI's care regime for the foreseeable future. I am confident, however, that Hegira Health's team members, from the executive and administrative staff to therapists, billers, office, and support staff, will find solutions to each challenge that we together face.

Now, as President of HHI, I look forward to continuing to serve the organization and the community, with the primary goals and challenges of developing and acquiring new funding and program resources needed to sustain and grow the health care organization I've always been so proud of over the past 48 years.

Edward L. Forry  
Chief Executive Officer



Hegira Health Board President, Patrick O'Neil, Executive Director, Carol Zuniga and CEO, Edward Forry (left to right) at Hegira Health's 33<sup>rd</sup> Annual Staff Recognition Luncheon July 15, 2021, where HHI's Board of Director's appointment of Carol Zuniga to CEO, October 1, 2021, was announced.

## FROM THE EXECUTIVE DIRECTOR



2021 was bitter sweet for me. At the same time I was thrilled to have achieved my 28-year career ambition at Hegira Health on being named HHI's next CEO, as an organization and community, we continued to face the trepidations of next waves of COVID-19 infections.

As I transitioned from COO, to Executive Director, to CEO during the past 6-years, in a way, there could have been no greater readiness 'opportunity' than to manage our organization through the COVID-19 pandemic. A strange thought? While no one wants this kind of

opportunity to show their abilities, I am confident that my leadership of our organization at a time when it was most needed, provided assurances to our staff and our community, that I am both committed and up to the task of leading Hegira Health into the future.

So what am I taking with me to bring forward? I am a therapist by training so the importance of communication was already engrained in my thought process. Through these past 2 years I have learned though, how difficult and important it is to communicate at critical moments, when people need information, reassurance and confirmation that they are being heard.

I have always been a proponent of change, pushing myself and those around me to reach higher, and never accept because "we've always done it that way". But admittedly, that pushing has typically been within boundaries that had expected limits. These past two years have certainly highlighted that flexibility, open-mindedness and broad boundaries are crucial to succeeding.

And finally, in the presence of strife and challenge, regardless how immense, forward, strategic-thinking must continue. I am extremely proud of our entire team's capacity to balance taking care of our present, while building our future, which could not be demonstrated with more crystal clarity than through the announcement of Community Care Services' merger with Hegira Health.

As I thank all of those who have supported me these past 28 years, Ed Forry, our Board of Directors, our executives, I look forward to giving all of you reason to support my efforts to continue to build Hegira Health into the future. I'll close here with a quote from Richelle Mead, that sums up my thoughts on my career and future with Hegira Health. "What are loyalty and caring really worth to me? Everything".

Be well all.

*Carol*

Executive Director



Hegira Health and Community Care Services, a non-profit behavioral health agency with strong community roots in Wayne County's downriver communities, announced their plan to merge into one larger, more comprehensive Hegira Health, Inc. in the Spring of 2022.

# LEADERSHIP

## BOARD OF DIRECTORS

**Patrick O'Neil**

Chairman

**Joan Bongard**

Director

**Masline Horton**

Director

**Charles Chase**

Secretary/Treasurer

**Ibrahim Ahmed**

Director

**Lynn Khadra**

Director

**Philip Cavanaugh**

Director

**Linda Gale**

Director

**Joan Kovacs**

Director

## EXECUTIVE TEAM

**Edward Forry**

Chief Executive Officer

**Carol Zuniga**

Executive Director

**Mike Wunder**

Chief Information Officer

**Todd Harrison**

Chief Human Resource Officer

**Deborah Olexa**

Quality Management Director

**Melissa Tolsyka**

Clinical Director

**Robert Davidge**

Chief Financial Officer

**Kristie Schmiege**

Integrated Care Director

**Jaime White**

Director of Crisis Services

## 2020-21 NEW CLINIC LEADERSHIP



Andrea Rodgers, MA, LLP, IMHE  
Administrator of Children's  
Outpatient Services



Audra Johnson, MA, LPC  
New Client Services  
Supervisor



Lina Berezowsky  
Comprehensive Health  
Clinic Manager



Rebecca Markonni, LMSW  
Administrator  
COPE



Aisha Williams, BSW  
Case Mangmt Coordinator  
Adult Outpatient for SMI



Felicia Wynn, LLMSSW  
Program Coordinator  
COPE



Leniya Leonard, LMSW  
Clinical Services Supervisor  
Adult Outpatient for SMI

# WHO WE SERVED

## OUTPATIENT

### MENTAL HEALTH AND SUBSTANCE USE DISORDER SERVICES

Age		% of Persons Served
<18	1137	20.4%
18-35	1915	34.4%
36-65	2365	42.5%
>65	149	2.7%

Substance Use Disorders by Diagnosis Adults 18 years and older		%
Alcohol-related disorders	1159	26.2%
Cannabis-related disorders	1167	26.3%
Opioid-related disorders	634	14.3%
Nicotine dependence	616	13.9%
Cocaine-related disorders	526	11.9%

Mental Health Disorder by Diagnosis	% Adults Served	% Children Served
Attention-deficit hyperactivity disorders	0.9%	15.4%
Bipolar disorder	19.4%	0.9%
Major depressive disorder, recurrent	14.6%	3.9%
Major depressive disorder, single episode	10.5%	14.5%
Other anxiety disorders	4.9%	5.0%
Other psychotic disorder not due to a substance or known physiological condition	0.1%	0.0%
Pervasive developmental disorders	0.2%	20.3%
Reaction to severe stress, and adjustment disorders	3.2%	12.8%
Schizoaffective disorders	11.1%	0.0%
Schizophrenia	4.3%	0.1%

## CRISIS SERVICES

Age		% of Persons Served
<18	7	0.1%
18-35	4229	54.4%
36-65	3350	43.1%
>65	181	2.3%

Mental Health Diagnosis	% of Persons Served
Schizoaffective disorders	21.5%
Bipolar disorder	21.0%
Major depressive disorder, single episode	17.6%
Major depressive disorder, recurrent	17.2%
Schizophrenia	14.1%



# Human Resources IS our MOST Precious Asset



## Committed to Attraction and Retention of Hegira Health Talent

Todd Harrison, CHRO

The past two years have been more than a challenge for employers delivering health care services to the community. The attraction

and retention of health care staff has never been more critical than demonstrated during this time.

The Human Resources team, in partnership with Hegira Health leadership team members, recruited, hired and onboarded 175 new team members during fiscal year 2021 (October 2020 – 2021).

Bringing in this amount of new talent will undoubtedly assist us in delivering our much needed services to the community. We know well that attraction of talent is only half of our important equation – retention is every bit as critical to our success!

Throughout the last fiscal year we took the following steps to elevate our engagement: focus groups with clinical staff and leadership, increased communications including the development of monthly employee newsletters, wage adjustments for market competitiveness and most recently, significant enhancements to our comprehensive benefits package.

We once again participated in the Detroit Free Press' Top Workplace Survey and reported an overall employee satisfaction increase of 8%. And in nearly every area measured, we reported positive increases in employee satisfaction. We know we need to continue to improve on communications, processes, diversity & inclusion, performance feedback, and development and we look forward to doing so in the upcoming year.

In short, Hegira Health's Human Resource team works all day, every day, doing our small part to make Hegira Health a destination for health care talent to join, thrive.....and stay!

## Recognizing Those Who Go Over and Beyond



### Hegira Health 2020 Most Valuable EMPLOYEE OF THE YEAR

Chris O'Droski

Chris O'Droski restructured ORC's Peer Recovery Coach (PRC) program, which was negatively impacted by COVID-19. A certified PRC himself, Chris immediately started making improvements, providing training to PRCs, providing support and guidance, and monitoring tasks completed during their shifts successfully ensuring quality of care and accurate service billing.

## Celebrating Hegira Health's 2020 Most Valuable Employees of the Quarter



Megan Kardos



Jacqueline Greene



Jody Allen



## LEADING FOR IMPACT EXECUTIVE TRAINING

Along with 8 other metro Detroit non-profits, Hegira Health executive staff participated in Bridgespan Group's Leading for Impact (LFI), a two-year program that helps organizations develop their strategies and improve their effectiveness and impact. Nine executive staff participated in more than 30-hours of intensive, interactive training focused on vital leadership skills including team building, decision-making, inclusion and critical thinking.

## Hegira Health Committed to Training Future Behavioral Health Professionals

Hegira Health hosted 21 bachelor and master's level psychology, social work and professional counseling degree-seeking clinical interns and 17 third and fourth-year psychiatry residents this past year at AOS, COS, ORC, COPE, Clubhouse, Prevention and Administration.

Students from six (6) colleges and universities chose to complete their career preparatory training with us:

University of Michigan  
Walden University  
Eastern Michigan University  
Madonna University  
Wayne State University  
Grand Canyon University

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



## INTERNS MAKE OUR FUTURES BRIGHTER

### From Intern to Employee:

My Hegira internship experience began in the midst of COVID - right as the initial vaccines were being rolled out in January 2021 - and ended eleven months later (December) as the Omicron variant rolls out the next round of challenges to those of us working in mental health.



I was extremely lucky to be around supportive (and experienced) staff at AOS who trained me in a range of skills: from clinical to ethical to interpersonal areas of practice. I learned to run intakes (both remotely and later, in person) and build rapport with clients in a long term therapy caseload. I began learning to use new therapeutic modalities and interventions, more confidently implement suicide risk assessments and even run therapy sessions through a translator with a non-English speaking client.

Thank you to all those who helped me keep my head screwed on under these challenging circumstances. I hope to pay it forward as I start my profession.



### On Transitioning into a Leadership Role

**Paul Horning**  
Operation Analyst 2018—2021  
Supervisor Billing 2021—

Looking back on the past year, I couldn't be more thankful for the billing team's dedication and resilience. Kim Joyner, Kim Ingle, Donna Meeks-Sisto, June Holdsworth, Denise Grisham and Shanice Moore have played a vital role in Hegira's uninterrupted delivery of services to the community. I am so grateful for their support in my transition to billing supervisor and for their commitment to success no matter the obstacles. Finally, I want to remember Linda Gossett, who passed away suddenly last year. She was hilarious, snarky and loved by those who knew her.

# 2020 Staff Longevity Awards

## 5 Years of Service

Stan Buckner  
Patty Carlson  
Yolanda Hickman  
Mauricesa Howard  
Stephanie Keathley  
Bonita Leone  
Linda Martin  
Darlene Massey  
Mary Radi  
Renee Robb  
Nickola Williams  
Debra Young

## 10 Years of Service

Gianina Cristiu  
Patricia Ross

## 15 Years of Service

Shirley Brock  
Teresa Demorest  
Thomas Haefner  
Deborah Tollison  
Jeanine Walker

## 30 Years of Service

Bill Hartley (below)



## Information Technology Support Services (ITSS):

*Keeping Our Staff Connected, Our  
Services Accessible and Our  
Information Safe*

Mike Wunder  
Chief Information Officer

IT keeps us flexible, fluid and secure while always looking to improve our use of information across the organization. This year allowed IT to rise and meet continued challenges being presented by COVID, security and changes within the organization. With the advancement of the vaccination, many staff began to work part time in the office as well as continued remote. Staff training, protocols, attestations, and other COVID related items were developed online to facilitate staff's return. Hegira's IT continued to support staff remotely, working to keep them operational and our clientele served.

Bad actors continued to make the world's technology difficult. The bad guys Modus Operandi (MO) moved to attacking technology support organizations with significant corporate access while, in parallel, stepping-up their ransomware onslaught. Hegira's IT has continued to improve across many attack surfaces. These areas include employee security education and training, multi-factor authentication (MFA), separation of duties/access, vulnerability analysis with significant emphasis on patching, Endpoint Detection & Response (EDR), and many more. Hegira's IT views the entrusted information security protocols as primary importance and continues to progress in the security journey. While no business can ever claim impenetrability as seen by the explosion of zero-day exploits, Hegira's defense in layers will help keep the bad guys out, limit their abilities if they do enter, and monitor and report if they are detected.

Expanding corporate payment options to include PayPal this year moved Hegira into a new direction allowing payment support for projects, donations and increased flexibility in our increasingly remote world.

Lastly, 2021 was a preparatory year. Hegira's cloud journey has been underway for a few years, and COVID-19 has shown some limitations. IT has led or supported the research for a HRIS, Time & Attendance and Payroll replacement system, new corporate cloud telephone system, and a new corporate cloud fax solution. This past year also included due diligence into the Hegira/Community Care Services merger's technology.

In 2022, fasten your seat belt as big changes are coming as Hegira continues to move its technology into a resilient posture allowing staff to continue to support its clientele no matter what the world presents to us.

# EVENTS, AWARDS AND CELEBRATIONS



## Congratulations Melissa!

Melissa Tolstyka, Clinical Director at HHI, was recognized by NAMI-MI as their Clinical Professional of the Year at the 4th annual black-tie NAMI Honors Gala in Midland, MI. Melissa was recognized for her outstanding contributions in the field of behavioral health, and in particular, her championing Hegira Health's Zero Suicide campaign and leveraging federal funds to educate the region in suicide prevention efforts.



Hegira Health's HR Receptionist was appointed in 2021 to the City of Westland's Board of Ethics. Deborah is known in the community for her ministering and volunteerism. She is known at HHI for her consistent, warm, engaging and helpful disposition. HHI could not be prouder than to have a person of Deborah's integrity at our front door.

## Hegira's Recovery and Renewal COVID-19 Mitigation Team Focus on Early Vaccine Access for HHI Staff



During December of 2020, in an effort to assist in our response to the pandemic, Hegira Health initiated a dialogue with the Wayne County Department of Health (WCDH) regarding staff COVID-19 vaccinations. Our Chief Human Resources Officer, Todd Harrison, as our point person, facilitated ongoing communication with the WCDH and our workforce toward the establishment and maintenance of a vaccination schedule. During January and February of 2021, the logistical challenges were regularly addressed, culminating in the vaccination of HHI essential workers by the WCDH. Our CHRO was supported during this time by HHI's Recovery and Renewal Workgroup as the designated group coordinating HHI's COVID-19 pandemic response.

## CELEBRATING THE HOLIDAYS IN A NEW WAY— HAVING FUN AND STAYING HEALTHY



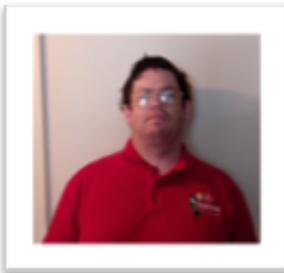
For the first time in more than 30-years, Hegira staff did not gather together for a holiday celebration but we celebrated nonetheless. Our amazing IT department created the set and broadcasted our party through Microsoft Teams. More than 150 staff joined our virtual party, played games, shared their won prizes and had the opportunity to extend holiday wishes across the organization.



# COMMITTED TO ADVOCATE FOR THE PEOPLE WE SERVE

## MAY IS MENTAL HEALTH AWARENESS MONTH

Hegira Health Administration challenged staff to **STOMP OUT the STIGMA** against persons with behavioral health conditions. Each staff member that submitted what "Everybody vs Stigma" means to him or her received a t-shirt. The Everybody vs Stigma campaign allowed HHI to advocate for the challenges.



**Greetings from Hegira Health Consumer Advisory Panel Chair: Jason Reaves**

I've been the chairperson for almost 4 years. I like helping people. Gives me the opportunity to bring self-advocacy resources to individuals like myself. I like helping people. I like being in a leadership position to set an example for what people should strive for in the future. I want to be a resource for the group when they have questions about things that will help them in their lives. **Thank You Jason!**

### What is the Consumer Advisory Panel?

The Consumer Advisory Panel of Hegira Health, Inc. (HHI) 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 Consumer Advisory Panel do? Consumer Advisory Panel members offer support, guidance and share personal experiences in a way that contributes to the development of HHI services and programs. **JOIN US!**

## HEGIRA HEALTH ANNUAL CONSUMER RECOVERY AWARDS



We celebrated our Annual Consumer Recovery Awards on September 23 at the Jefferson Barns Community Vitality Center. Hegira Health therapists nominated clients for their significant progress toward their treatment.

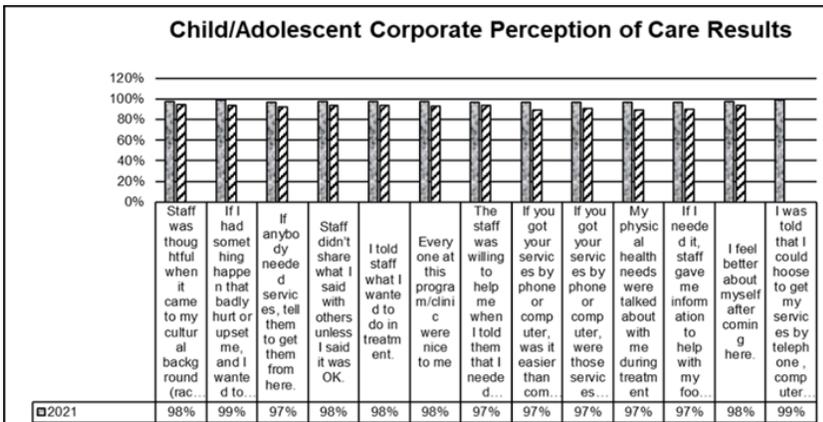


### CONSUMER OF THE YEAR 2021 CONGRATULATIONS FRED EAGLE

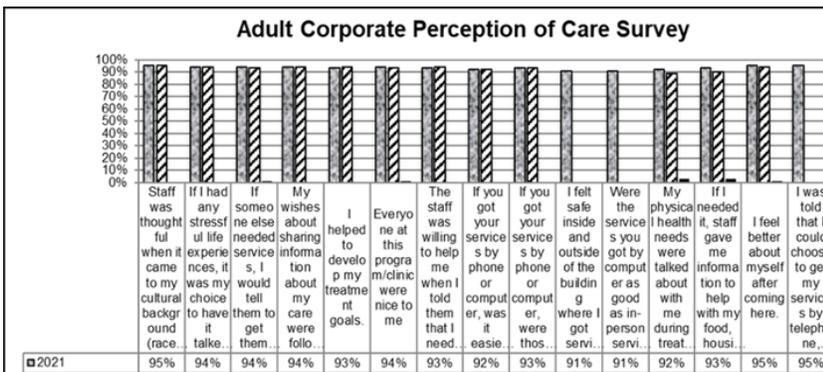
Nominated by: Al Spitzer, LMSW, Therapist Adult Outpatient Services

In my more than 43 years with Hegira, I have never seen anyone who has been so generous in doing public service work like Fred, and feel honored to nominate him for the recovery awards. This world is definitely in a better place because of Fred's service to people. Fred loves doing volunteer work which was passed on from his parents. He has participated in The Chamber of Commerce meetings, every month since 2000. He has for many years volunteered for the Plymouth Farmers Market and Ice Festival for 15 years, This past year, every other week he volunteered to help feed homeless people in Detroit. Fred has been a Hegira Health client for the past 4 years.

# QUALITY DRIVES EVERYTHING



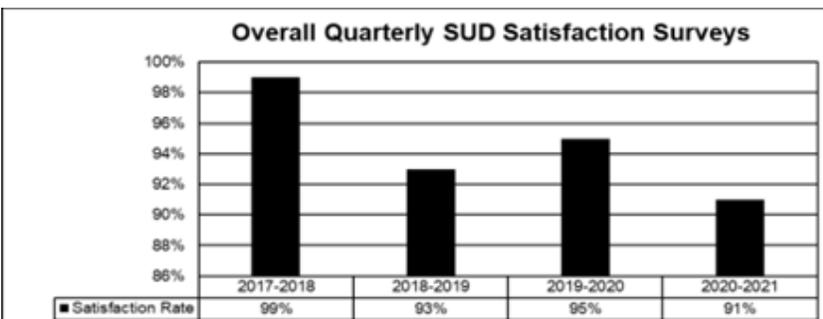
In our goals to ensure individuals receive the best available resources, HHI annually measures individuals' experience of care among all programs. Measuring performance is widely recognized as an important indicator of quality. Individuals anonymously rate the care/services received and recognize staff that are helpful in their recovery and disease management.



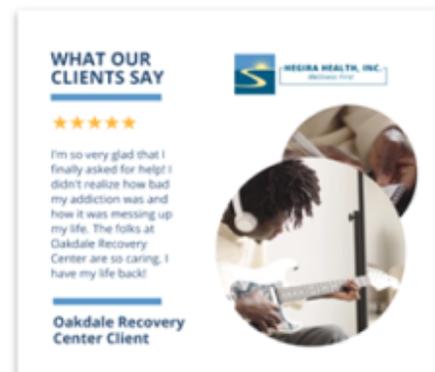
During 2021 survey distribution and responses were negatively affected by COVID-19. The overall corporate positivity rating 94%. The positive rating for adults was 94%, with 5% of responses being neutral or not applicable. For children and adolescents, the overall favorability rating was 98%, with 1% of responses being neutral or not applicable.

## Consumer Comments:

- Everyone was wonderful.
- Staff was amazing & happy I had the chance to work with them.
- I really needed this therapy session to help me.



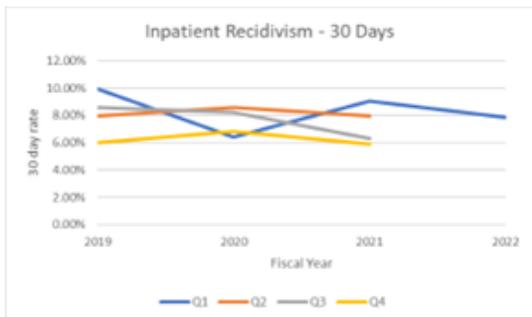
SUD Programs: During the 2021 fiscal year, survey distribution and responses were negatively affected by COVID-19. The overall positivity rating was 91%, which was a 4% decrease when compared to last fiscal year, but still above the 90% threshold by one percentage point. The overall satisfaction rate for the past five years was 95%.



# MEASURING IMPROVING PRACTICES

## Improving Clinical Outcomes by Focusing on Critical Practices

### Decreasing In-Patient Hospital Admissions



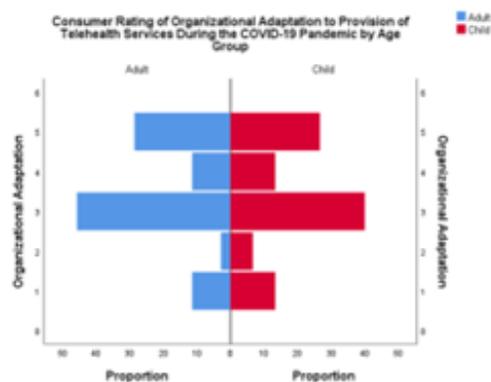
Our HAPT teams have been meeting for more than a decade to continue improvement in this very important treatment outcome. It is our obligation to review our client's meeting criteria for hospitalization, to ensure that outpatient options were available and fully utilized leading up to hospitalization, and likewise, to ensure a different approach is employed post-admission to reduce likelihood of recidivistic admissions. Hospitalizations disrupt individuals' and family's lives, reinforce perceptions of helplessness and are costly to the healthcare system.

Adult and children's HAPT teams meet regularly to discuss treatment plans for individuals with recent crisis contacts, including individuals who have recently required a higher level of care up to and including inpatient hospitalization. Utilization of our dashboards have allowed us to review data specific to recidivism rates for individuals assigned to Hegira Health in order that we can evaluate our effectiveness in a timely manner.

Additional new data this past year has assisted us to view recidivism rates more comprehensively, looking at data not just for those already engaged in services with us, but also those individuals who have an open case with us and are not yet engaged or who may have terminated services prematurely. This new data provides us with valuable information to focus our resources.

## TELEHEALTH Here to Stay?

At the outset of the SARS-CoV-II pandemic, telehealth became a primary mode of service delivery to consumers in the community. While telehealth services were not new, the scale of their implementation during the pandemic was unprecedented. As a result, Hegira along with several other members of the Michigan Behavioral Health and Wellness Collaborative, participated in a study authorized by the Research Advisory Committee of the Detroit-Wayne Integrated Health Network, to look at how the implementation of telehealth services had affected service delivery and outcomes. The study is nearing completion, however, initial

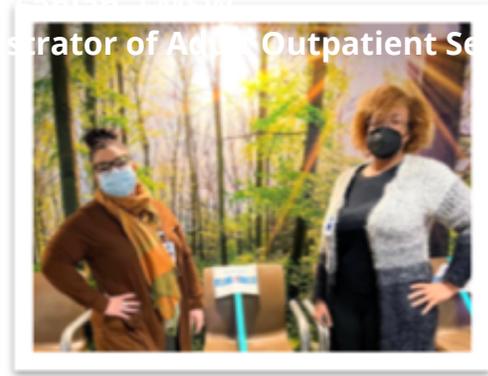


results suggest that this transition was successful and that telehealth should be remain as a service delivery option in the future.



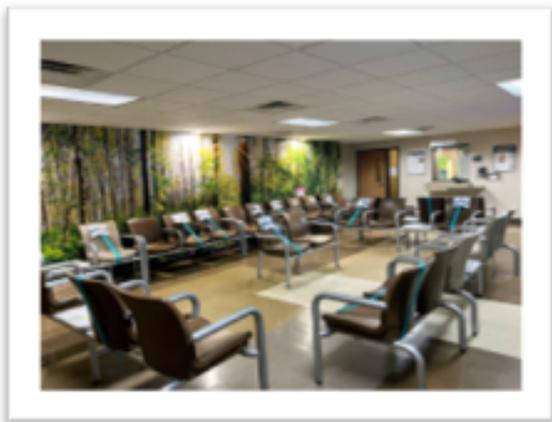
**Therapist, Tracey Jackson, LLPC, practices telehealth from her office at HHI's Holliday Park Adult Outpatient clinic.**

# OUTPATIENT FOR ADULTS WITH SERIOUS MENTAL ILLNESS



As the tumult of 2020 came to a close, 2021 ushered us into what we may call our “new normal.” Although the past hustle and bustle of Suite 310 was still a memory, we saw a revitalization. With the guidance of the Recovery and Renewal Workgroup, we safely increased the number of staff and consumers on-site. We bid farewell to long-time staff as they went off to new adventures and welcomed bright new faces to our team and our journey.

In January, I transitioned from interim administrator to Administrator of Adult Outpatient Services and fully integrated into the role. Shortly after, we welcomed Leniya Leonard (pictured above with Matina Fabian) to the AOS family in the position of Clinical Services Supervisor. Aisha Williams was promoted from case manager to Case Management Coordinator in April. Later in the year, Mary Bernier joined our team as Therapist Coordinator. Cassandra Rogers continued to lead Next Step as clubhouse coordinator. Bill Hartley, our Assistant Clinical Services Supervisor over ACT and Mental Health Court, celebrated 30 years with Hegira.



Hegira Health's Outpatient Clinic for adults with serious mental illness (AOS) prepared for social distancing.

As the need in our community grew, so did our clinical team. We increased peer support time and clubhouse participation, added case managers and clinicians. Co-occurring group was brought back to Mental Health Court as well as the greater AOS consumers. Staff were trained on Dialectical Behavioral Therapy (DBT) which allowed us to provide those valuable services again.

Just as DBT teaches us, we “rode the wave” together as a team. We experienced the ebbs and flows together and evolved with them. We introduced new ways to connect and build morale and we celebrated each other's good news and accomplishments. We did all of this while serving our community without trepidation but with the same dedication, enthusiasm, and compassion as we always have. Making the mission of “Wellness First” paramount, Adult Outpatient Services is committed to the needs of our consumers, our community, and each other.

## **hegira house** **Assertive Community Treatment** **Bill Hartley, LMSW** **Assistant Clinical Services** **Supervisor**

On March 1, 2021 the hegira house ACT program physically moved just down the street into a new site. The agency renovated a storefront space and moved the program and all 13 staff into a strip mall setting which is a two minute walk from the Holliday Park building where all other AOS programs are located. This new home is utilized for select services without a “clinical” appearance.



## New Ways to Engage Members in Clubhouse Through Innovation and Ingenuity

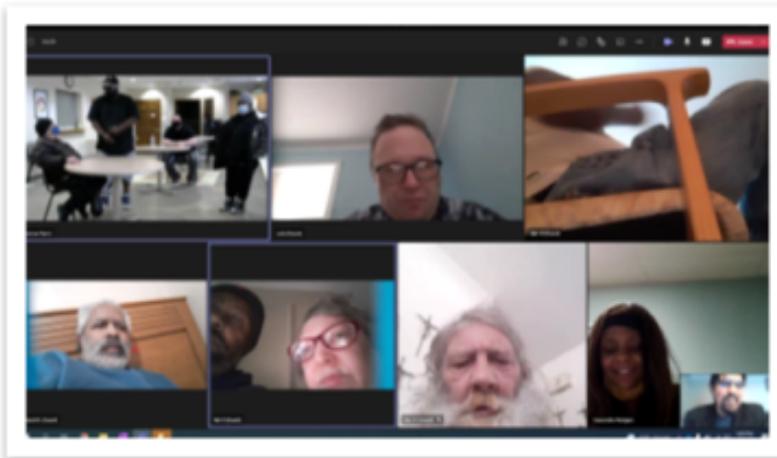
### Cassandra Rodgers, BA Coordinator, Next Step Clubhouse



Throughout the COVID-19 pandemic, Next Step Clubhouse has been able to provide services to members using a robust mix of technology and creativity. During the early days of the pandemic, Next Step's doors closed to members though the spirit of Next Step remained strong.

Within weeks, by mid-April 2020, Next Step began connecting with members virtually and continued to connect with members until October 2020, when Next Step was able to safely open its doors and welcome members back for in person participation. Through out this past year, Next Step Clubhouse has engaged members in clubhouse work-ordered day and socialization with combined in-person and virtual options. HHI provided hardware to members who preferred remoted connection, whose access would otherwise have been limited or absent.

Work units at the clubhouse have begun to flourish again, including the clerical, food service and the Next Step store. Transportation proved tricky. Through careful and safe innovation, Next Step was able to begin securing transportation for those who needed it. Group homes and SILs were contacted, the Adult Outpatient Services driver, Michelle Spann, jumped in to assist, and Next Step was provided a generous amount of bus passes to help members return to on-site activities.



Despite the obstacles, clubhouse staff and members stayed connected with clubhouse learning and programs across the country. Cassandra Rodgers, Next Step Coordinator, obtained grants for several staff and members to go to three virtual events, including the Clubhouse USA Virtual Conference, Clubhouse New Colleague Training, and Clubhouse International World Seminar.

Through the true efforts of the Next Step staff and membership, the spirit of the Clubhouse model and the standards were upheld. Members connected, shared, and grew together in a time when isolation was both the safest and most detrimental condition. We look forward to the places Next Step will go and can look back with pride on what we have accomplished.

# NO ONE SHOULD DIE FROM SUICIDE: We ARE Zero Suicide

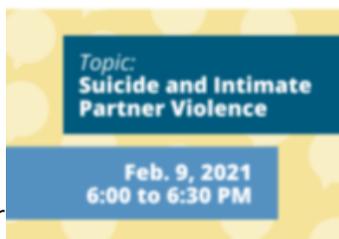
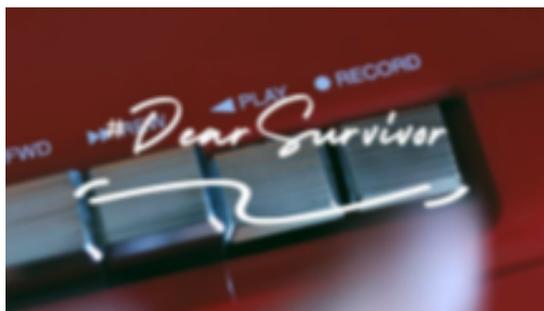
## Pathways for Suicide Prevention Leading The Community In Suicide Prevention

Melissa Tolstyka, LPC, Clinical Director

In July 2020, Substance Abuse Mental Health Service Administration awarded 50 Emergency Response for Suicide Prevention COVID-19 grants across the county; Hegira Health (HHI) was the only recipient in Michigan. The grant was to serve individuals 25 and older who attempted suicide or had a suicidal crisis. Hegira's program design, "Pathways for Suicide Prevention" (PSP), used a multi-faceted approach to both educate the community at large around suicide prevention and ensure that the gap that frequently occurs between the event of a suicidal crisis and the beginning of treatment was closed. Despite study after study showing that persons post-discharge from an inpatient admission are at critically high risk for suicide, no other such service addressing this critical period had been made available to our community until PSP. PSP ensured comprehensive services were provided during the connection to outpatient services, including therapy, medication management, and on-going support with a Peer Advocate which included support groups for attempt survivors.

To achieve our goal of expanding community education and training opportunities to enhance community capabilities going forward, HHI trained 28 individuals in the community to become Question-Persuade-Refer suicide prevention trainers and 2 HHI staff attained Master Trainer status.

PSP also launched innovative, sometimes emotionally charged social media campaigns, like **#Dear Survivor** and **Suicide Prevention Wellness Talks**. Public Service Announcements were broadcast on cable television, YouTube and Facebook Live were used for broad outreach. We are very proud of our outreach success with total impressions between Facebook, LinkedIn and Twitter of over 55,000 and PSA's on cable television that aired 7,442 times resulted in 53,346 impressions, 864 interacting hours and an amazing full-view rate of 97% . We are so appreciative to Comcast Cable for their guidance in this campaign and for the outstanding video productions by Erickson Strategies.



**Hegira Health Partnered with Wayne County's only non-profit agency in out-Wayne County providing comprehensive services for victims of domestic and sexual violence to provide training to our staff and to work with our crisis teams in the community.**



# CELEBRATING DIVERSITY



Hegira Health encourages all persons to take June 19th to reflect on the historic pain caused by racial inequity and celebrate Freedom Day. To reinforce our support of this opportunity to continue learn, connect with each other, and reflect on how we can move forward and achieve permanent and lasting change, effective in 2021, June 19th was added to Hegira Health's staff benefit program as a recognized annual holiday.



**SOGIE: Sexual Orientation, Gender Identity and Expression**

**Because everyone has SOGIE.**

In October and November 2020 all COS staff completed Building Safety for SOGIE.



June 1st Transgender Michigan provided a Transgender 101 training to Hegira Health staff. The training offered basic definitions, personal stories and best practices when working with Trans clients. Staff registering maxed the training capacity out!



Kudos to our Suicide Prevention Training and Outreach Specialist Kelly Mays and the excellent panel from our June 1 Wellness Talks event kicking off #PrideMonth. If you missed it or want to watch again as we talk Suicide Risk and Prevention for the LGBTQ+ Community, please follow this link <https://fb.watch/5TEFkGMF2X/>.

# BUILDING AWARENESS THROUGH SOCIAL MEDIA

Why is being named a Certified Community Behavioral Health Clinic (CCBHC) so important?




Hegira Health's Director of Integrated Health/CCBHC Project Director, **Erin Schlegel**, speaks about the unique capabilities of a CCBHC.



THANKSGIVING 2021

*Attitude of Gratitude*

We are grateful for our caring team, clients and the communities we serve. We wish you a safe and joyful Thanksgiving!



HEGIRA HEALTH, INC. Wellness First

# YOU ARE NOT ALONE

#NotAlone [nami.org/mentalhealthmonth](http://nami.org/mentalhealthmonth)



## Handling the Challenges of the Pandemic, Tips for Parents



Don't miss tonight's important panel discussion about helping children cope with traumatic experiences. Our Wellness Talk will run on the Hegira Health Facebook page at 6 PM ET. Our behavioral health experts will be focusing on: ...see more



Feb. 23, 2021 6:00 PM

**Join us.**  
[www.t.ly/tips](http://www.t.ly/tips)

**Are you a parent who is having difficulty managing your own stress during the pandemic while also trying to help your children too?**

Please join Kevin Spizarny and Hegira Health for a presentation, **Handling the Challenges of the Pandemic, Tips for Parents.**

During the 30 minute presentation, Kevin Spizarny will highlight ways parents can handle difficult emotions while helping their children cope with their feelings. This practical training will also give parents tips on managing a family's schedule while in both distance and hybrid learning and providing meaningful activities for their children.

The training will conclude with 15 minutes of Q and A for parents to ask Kevin questions.






Helping Children Cope with Traumatic Experiences



**DEC. 16** FACEBOOK PANEL DISCUSSION  
**6:00 PM**

A panel of behavioral health experts will provide tips for parents.

[facebook.com/hegirahealth](http://facebook.com/hegirahealth)

**800+**  
**trained**



Question, Persuade, Refer  
Suicide Prevention Training



Wayne-Westland  
COMMUNITY SCHOOLS

# SUBSTANCE USE DISORDER PREVENTION AND TREATMENT

## Our Beginning, Our Commitment to the Community



### Celebrating Recovery Individually and Holistically for Long Term Recovery

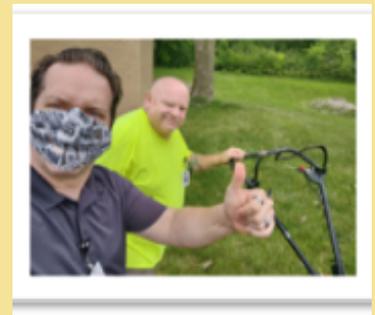
Encouraging an individualized, holistic approach to Recovery is at the core of everything we do, incorporating mind-body-and soul drives our programs. In 2020-2021 we made great strides in all three areas. Supporting multiple and individual choice of pathways to Recovery includes ensuring introduction to Twelve Steps, SMART Recovery and Celebrate Recovery . Our new community garden, cared for by staff and clients on the grounds of Oakdale, not only provided the source of healthy snacks but also set a foundation for ongoing client engagement and a natural focus for discussions around healthy eating. Having a certified yoga instructor on staff facilitated a smooth and enthusiastic transition to including yoga as a regular element of our program. We once again had opportunities to celebrate recovery with our clients during Recovery Month, engaging consumers in organized advocacy walks, providing a festive environment for clients to celebrate their hard work and creating Recovery tiles that are on display at Oakdale.



*"It has been very rewarding to see the improvements in patients' lives that occur when they transition away from drugs and alcohol through Medication Assisted Treatment combined with talk therapy toward abstinence-based recovery."*

Phillip Gilly, MD, FASAM  
Medical Director  
Oakdale Recovery Center

Hegira Health was very proud to have Philip Gilly, MD join our medical leadership team in 2021. Dr. Gilly joined Hegira Health as both the Medical Director of Oakdale Recovery Center and Staff Physician at our Comprehensive Health Clinic in Westland. Linking MAT services between Oakdale and our outpatient primary care service is a new opportunity to further build our comprehensive care network.



It was a sweet and sorrowful event to celebrate the completion of Oakdale's new Medical Withdrawal Management Unit and the departure of 10+ year Hegira Health Administrator of SUD Services at Hegira, Scott Schadel, pictured with Executive Director, Carol Zuniga.

**Best wishes Scott!**

### Introducing ORC's New 10-Bed Medical Withdrawal Management Unit



# STRENGTHENING OUR COMMUNITY'S KIDS AND FAMILIES



## Welcoming Andrea Rodgers Our New Children's Specialty Services Leader

Andrea Rodgers, LLP, IMH-E®  
Infant Mental Health Mentor  
Administrator, COS

My first day as the Administrator of Children's Outpatient Services (COS) at Hegira Health began May 17th, 2021. I was equally nervous and excited.

Navigating a new career at a new agency amid a pandemic has its own challenges. The first few months I focused on learning the organization and children's services, learning the people, and learning the culture. I had a lot to learn and asked my fair share of questions.

Over the years, research has taught me, the voices that children hear on a consistent basis will become the voices they will hear in their head as an adult. My passion comes from sitting with parents and children in extreme circumstances wishing that help had come sooner. The presence of issues such as generational dysfunction, troubled attachment, trauma, familial separation, and developmental delay impedes progress but there is hope and help. When we support children, we support families ultimately supporting future generations. These are just a few of reasons why I do what I do!

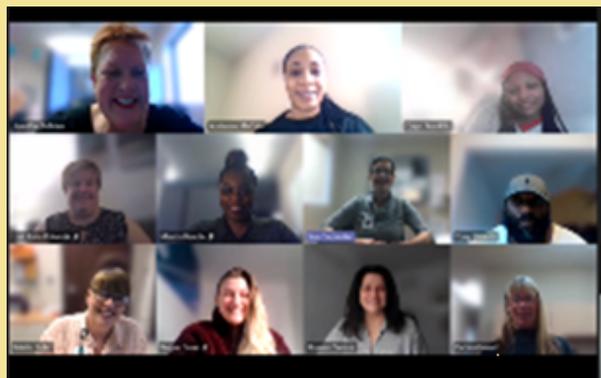
I want to increase the community's awareness of what Hegira Health offers. We know the necessity of early intervention, the significance of evidence-based treatment, best practice models and innovative care for positive outcomes. To do this, it's my job to sustain a workforce that feels valued for who they are and the service delivery they provide.

**There are five vision areas I hold for COS: Clinical Expertise, Client Engagement, Program Development, Training, Compliance and Sustainability.** I joined an organization that shares my vision, has clear expectations, believes in a trauma-informed workforce and has regard for clients, staff and the community at large.

**The rockstars in COS are remarkable and make it happen every single day at every level.** I am glad to be a part of the team. John Maxwell said, "My advice is to surround yourself with talented people who will challenge you, help you grow and inspire you to maximize your potential." Here at Hegira, I am planning to do just that.



## MEET OUR AMAZING WRAPAROUND TEAM



Left to right from the top: Wraparound Facilitator (WF) Jennifer DeMars, Parent Support Partner Adrienne McCain, WF Calyn Franklin, WF Lori Joris-Polomik, WF Marcia Randle, Wrap Supervisor Sue Carpenter, WF Tony (Antoine) Toatley, Senior Clerical Kristin Cobb, WF Regan Cross, WF Roxann Santos, and Peer Recovery Mentor Deb Gossett.

## THE POWER OF WRAPAROUND

A family of 6 children and 2 parents were referred for WRAP services by our children's outpatient clinic. Each of the 6 children in the family had a mental health or serious physical health issue.

WRAP Facilitator Jennifer DeMars, engaged with the family over the course of 14 months. Mom was understandably overwhelmed with the needs of her children. The foundation of WRAP is built on the long-term value of team. Helping a family to form the Child and Family Team is the critical first step toward empowering a family to succeed.

Jennifer helped Mom reconnect to her family of origin and facilitated connections at the children's schools to improve the



Together, the Team created a plan to improve the educational experiences and peer relationships of the children while addressing safety concerns. Through these efforts, one child began services for his autism. Another lost 50 pounds after working the WRAP plan to address her medications and build her self-esteem. IEPs for all the school-age children were either created or updated resulting in a much-improved school performance. With the school-aged children adjusting well and doing better in school, home became a place for a safer and happier family life. Our staff and family members were proud to celebrate their successes and WRAP graduation!

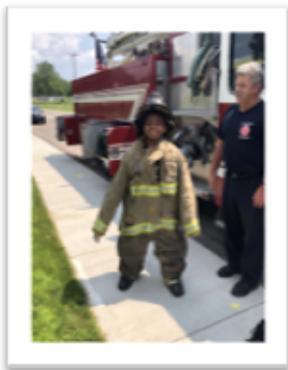
# SUPPORTING OUR COMMUNITY'S KIDS

## Nothing Can Stop Our Prevention Center Staff - Not even COVID-19 Carmen Ramos, Prevention Coordinator

2020 and 2021, to say the least, were challenging for everyone. Planning camp required that the Prevention team put their creative juices in high gear. Due to the high numbers of COVID infections in the community, Spring Camp 2021 was conducted virtually. Since school was also virtual at that time, we were afraid that the kids would have a challenging time staying engaged for camp. To our surprise, the kids had a wonderful time and most returned to participate in our Summer Camp.

We could not have been more thrilled when COVID numbers began to stabilize, enabling Summer Camp to be in-person. Staff, parents, and campers followed all the CDC and Hegira's Recovery & Renewal teams' guidelines without fail, allowing all to once again enjoy time spent together.

We are so grateful to our camp hosts and partners at the Jefferson - Barns Community Vitality Center in Westland. Campers participated in a variety of programs including the Butterfly Garden, the library, and learning lab. Jefferson Barns volunteers taught our campers basic steps to sewing.



Outside agencies participated in camp, like the Community Financial Credit Union, who presented strategies in savings and banking to the kids. The Westland Police Department came to show off their K-9 dog, and the Westland Fire Department came in full gear on a fire engine, sharing their equipment, experiences and lessons in fire safety with the campers. During one of several visits from Madd



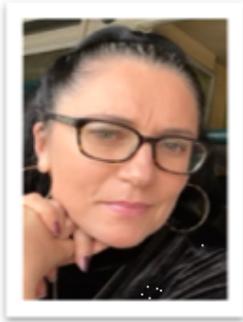
Science, the campers made rockets which they were then able to launch in the air. The biggest surprise for the campers and staff was the Exotic Zoo, where everyone learned together about the animals and for those who dared, even got the chance to pet them.

**Hegira Health was a proud sponsor and participant of the Livonia Save Our Youth Coalition's fund and awareness raiser, Run 2 Save Our Youth event, June 2021.**



In January 2021, to honor the birthday of Martin Luther King Jr., Hegira Health staff organized a fundraiser for Mosaic Youth Theatre of Detroit. During a very challenging time for all, we are proud of our staffs continued focus on the needs of others. Hegira Health staff donated \$548 to this wonderful organization that serves to help youth from all over metro Detroit achieve their performing dreams. Thanks to all.

# COMMITTED TO 'WELLNESS FIRST'

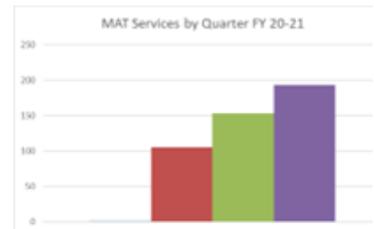


**Comprehensive Health Clinic  
Lina Berezowsky, CHC Manager**

As a new manager at HHI, in a growing department that has such critical importance to our vision of 'Wellness First', and as well serves as a focal point of our CCBHC grant, the first several months in my job was full of learning and opportunity. I was so happy to be part of an organization and department where staff worked shoulder to shoulder to advance the understanding and practice of patient centered care. Not only was I a new manager at HHI, but my position was newly created to add depth to the integrated care principles developing at Hegira. I am proud of my department and the early principles of information sharing and sharing and participation to further develop our team.

CHC saw 226 new patients in FY 20-21, demonstrating a significant rate of growth over 2019-20. Much of the 20-21 growth is attributable to the addition of Medication Assisted Treatment (MAT).

Other areas of expansion and improvement included: the addition of women's health services, updating and adding billing codes, securing additional insurance contracts, expansion of on-site laboratory hours and services with our partner Biotech, implementation of Hegira's new Opioid Health Home (OHH) program, preparation to begin Behavioral Health Home (BHH) next FY and updating of marketing materials.



## Proud to be Selected as a Behavioral Health Home to our Community

What is a Health Home? *Created in 2010 by the federal ACA, Health Home is Medicaid benefit that allows for the coordination of care for people with Medicaid who have complex and chronic health conditions.*

Detroit Wayne Integrated Health (DWIHN) selected Hegira Health to be part of their Opioid (OHH) and Behavioral Health Home (BHH) development. Aligning perfectly with our commitment to a holistic and integrated approach to all person's healthcare, inclusion in this project allowed us to be early health home adopters in our community.

A Comprehensive Care Management model BHH offers care coordination, health promotion, comprehensive transitional care and follow-up, patient and family support, referral to community and social support services. BHH services are slated to begin in the third quarter of FY 2021-22.



## Our Community Navigators Continue Their Campaign to Reduce Stigma and Ensure Access to Services Across Our Community

**Greg Seedott, Program Manager, CCBHC**

Despite battling the challenges of COVID, during FY 2021 our Navigators During FY 20-21, offered free training on behavioral health topics to 1,200+ organizations. As a result of our outreach efforts, the team provided training to over 90 groups and more than 1,500 individuals that included school staff, students, first responders, community centers, boy scout troops and volunteers, local library staff and community members, banks, barber shops, gyms, bus drivers, religious centers, pharmacies, doctors offices, and many, many others.



**HERE FOR YOU, EVERY STEP OF YOUR JOURNEY.**

**HEGIRA HEALTH, INC.**  
Wellness First

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

Our hearts are

full of thank-you's

**HEGIRA HEALTH, INC.**  
Wellness First

**HEGIRA HEALTH'S CHILDREN'S OUTPATIENT SERVICES ANNUAL HOLIDAY SHOP**

Please join us in giving back this season to COS clients and families in most need this holiday season. We are accepting cash donations through our PayPal account. Scan the QR Code to be connected to the donation site.

**WE APPRECIATE YOUR SUPPORT!**

**Donate Today!**

We can't do this without you. Please help Hegira Health provide access to anyone in our community needing quality mental health care programs and address gaps in service delivery for those who have attempted suicide or experienced a suicidal crisis. Donate today using one of the following options:

**Donate by Check**

Donate a personal check to Hegira Health with the mailing address listed below.

37450 Schoolcraft Rd, Ste 110  
Livonia, MI 48150  
(734) 458-4601

**Donate Online with PayPal**

Use PayPal to donate securely online from any device.

[Donate with PayPal](#)

**HEGIRA HEALTH, INC.**  
Wellness First

**FOCUS ON ZERO 2021 VIRTUAL CONFERENCE**  
PATHWAYS FOR SUICIDE AND DOMESTIC VIOLENCE PREVENTION

**Support Hegira Health, Inc.**

Register with **Kroger Rewards.com** using your Kroger card.

A prompt will ask you to connect your card to an organization.

Enter "Hegira Health, Inc."

If you plan to shop on Amazon, please make purchases through **AmazonSmile.com** instead of Amazon.com and designate **Hegira Health, Inc.** as your charity of choice. Prices are the same, but with your help, Amazon will donate up to five percent of most

**amazon smile**  
You shop. Amazon gives.

**HEGIRA HEALTH, INC.**  
Wellness First

**HEGIRA HEALTH, INC.**  
GI•VINGTUESDAY

**TODAY IS #GIVINGTUESDAY! PLEASE DONATE**

# HEGIRA HEALTH'S JOURNEY OUR FIRST MONTHLY STAFF NEWSLETTER

SEPTEMBER 2021

## JOURNEY

Hegira Health's Monthly Employee Newsletter



### BABY NEWS!

Congratulations to **Alyssa Hammond**, prior MA at ACS, on the birth of her daughter Autumn on September 9th! Autumn was 8 pounds 12 ounces and 20.5 inches long. Check out this beautiful baby!



The NAMM All walk on Belle Isle in Detroit is an annual fun, "hand and awareness raiser." After last year's virtual walk, this year NAMM hosted a blended live and virtual event. Hegira Health staff joined both versions to celebrate Recovery, Anti-Stigma and Advocacy for the persons we serve.



## THANK YOU HEALTHCARE HEROES

### WELCOME OUR NEW STAFF

Please welcome the following new employees (August 2021) to our Hegira Health team:

- MAHMOUDA KHAN, Staff Nurse, RN, Oakdale Recovery Center
- PATRICIA DONALD, Crisis Screener, COPE
- NAJLA MU'TA-BARRETT, Counselor, Children's Outpatient Services SED
- BRIANA CARTER, Recovery Tech, COPE
- JESSICA MATHER, Recovery Tech, COPE
- CHRISTINA COLEMAN, Engagement Specialist, Livonia Counseling Center
- NADIA CORDON, Counselor, Adult Outpatient Services for BMS
- JACOB SUITE, Recovery Tech, COPE
- KARISSA THOMAS, Recovery Tech, Oakdale Recovery Center
- LASHAWN STRICKLAND, Case Manager, Oakdale House
- DEBHARA SACHINNEY, Counselor, Livonia Counseling Center
- JUDY ROBITAILLE, Data Associate, CCBHC
- SHAWN'TAY JOHNSON, Case Manager, Oakdale House
- RENEE GLASS, Mobile Crisis Co-Responder, Police Partnership Program

### CLICK ON THE VIDEO ICON

Check out our **2021 Honoree** Nicola Williams' Incredible Professional story of survival. If you have a professional story to share, please send the video or video file to [hr@hegirahealth.org](mailto:hr@hegirahealth.org) to be considered for a future **2022 Honoree** video.

OCTOBER 2021

## JOURNEY

Hegira Health's Monthly Employee Newsletter



### NOTABLE RISING STARS IN HEALTH CARE

## 2021 Honoree

Drug addiction in Hegira Health's Recovery Center at Oakdale House, Detroit, June 2019. For more, see our 2021 Notable Rising Stars in Healthcare.



### OAKDALE HOUSE CONSUMER REVIEW

Our Chief Human Resources Officer **Todd Harrison** recently sent a shout out to **Oakdale House** employees **Joseph Woods**

**Nichola Williams**, and **Janet Masley** for being commended for the compassionate care they provided to consumer Laura F. Laura went out of her way to point out what a difference each of them made in the care she received. When a consumer takes the time to write (positively or not), you know you have made a difference. In this case, what a positive difference you have made with Laura F. Great job, team!

One of our Community Health Navigators, **Larry Martin**, recently represented Hegira Health at the Mental Health Task Force Health Fair organized by Detroit Council Member Roy McAllister. Speakers included Andre Johnson (founder of Project Recovery), Detroit City Council President Doreen Jones, and State of Michigan Congress Member Brenda Lawrence. Great work, Larry!



### WELCOME OUR NEW STAFF

Please welcome the following new employees (Sept. 2021) to our Hegira Health team:

- ZENIQUE JOHNSON, Therapist, AOS
- ANNAMARIE MANICCIA, Recovery Tech, ORC
- CHRISTAL KRAUSE, Therapist, LCC
- COPE Recovery Techs, AYANNA ADAMS, ANGEL HUNTER, and TAJANN KAHN
- IRAN HOSAIN, Office Coordinator, AHS
- KATRINA SUAREZ, Peer Recovery Coach, ORC Peer Support Recovery Services
- SMILY TYBURSKI, Therapist, COS
- DANIEL JOHNSON, Call Center Lead, COPE
- CYNTHIA GLOVER, RN/Charge Nurse, COPE
- AYATY TOLBA, Engagement Specialist, COS
- ZAHITU GRANT, Staff Nurse, LPH, COPE
- RACHEL HUARD, Therapist, COS
- JENNIFER DESROSIER, Engagement Specialist, AOS
- JENNIFER HURD, Therapist, COS
- APRIL LUBECK, Engagement Specialist, AOS

NOVEMBER 2021

## JOURNEY

Hegira Health's Monthly Employee Newsletter



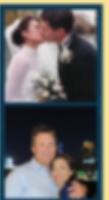
### BABY NEWS!

ACS welcomed a tiny new team member! **Bill Hartley** (ACS) and his family welcomed their very first grandbaby! **Cassia Elnah Hartley** was born Oct. 26 and weighed eight pounds.



## 25 YEARS

Congratulations **Melissa Tolstyka** and her husband **Bill** celebrated their 25th wedding anniversary on October 19th!



Congrats to COS Prevention Specialist, **Sarah Krakowiak** who got engaged to her boyfriend Chris, on top of a mountain in Colorado on November 4th!



Thank you to Officer Brown and Officer Domzalski from the Northville Township Police Department for providing ALICE training to some of our staff from COPE. ALICE stands for Alert, Lockdown, Inform, Counter, Evacuate and is a nationally recognized model used to train civilians on how to respond to a violent intruder.

### WELCOME OUR NEW STAFF

Please welcome the following new employees (Oct. 2021) to our Hegira Health team:

- AOS Medical Assistant - **Romasha Diamond**, Case Manager - **Renita Jackson** and Program Coordinator - **Mary Brenner**
- COPE Recovery Techs - **Rayna Davis** and **Kala Thomas**, Crisis Screener - **Audrey Palk**, and Mobile Crisis Specialist - **Tiffany Harris**
- COS Wagonwheel Facilitator - **Cayla Franklin** and Support Coordinator - **Cheryna Wallace**
- CCBHC - Community Health Navigator - **Nicole Danish** and Engagement Specialist - **Taylor Rose**
- ORC Staff Nurses - **Marlee Jackson**, RN, and **Taranea Ingram**, RN, Recovery Techs - **Shed Edmondston**, **Royal Holt**, and **Deborah Jackson**, Medication Tech - **Shantel Watson**
- LCC - Therapist - **Kathryn Piontsak** and SUD Therapist **Alexa Lukowski**

DECEMBER 2021

## JOURNEY

Hegira Health's Monthly Employee Newsletter



### BABY NEWS!

**Leniya Leonard's** (COS) little baby nephew was born on November 30th. Congrats **Aurtie Leniya!**

### ENGAGED!



**Amy Lubeck** (engagement specialist) got engaged last Monday morning before work! What a way to start the week! Congratulations, Amy!

### A NOTE FROM AL SPITZER

A proud grandfather, Al tells us that his grandson is doing so well in school and excels in swimming. Al said, "My granddaughter turned 16 and is driving with much more confidence and always does great in school. She also has won many awards for swimming."

### HEGIRA HEALTH STAFF VIRTUAL HOLIDAY CELEBRATION

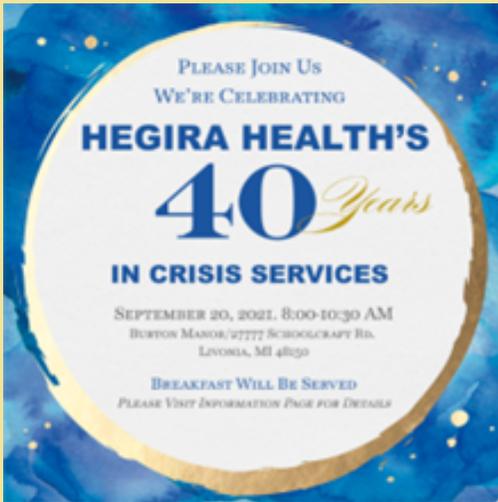


Congratulations to all of HH's December 17th Virtual Holiday Party games and drawing winners! The grand prize \$5" flat-screen TV went to **Tiffany Seabrooks**, AOS CM. Enjoy your holiday movies and games, Tiffany!

### WELCOME OUR NEW STAFF

Please welcome the following new employees (Nov. 2021) to our Hegira Health team:

- Administration - **Robert Gray**, IT Help Desk Tech, AOS - **Tiffany Seabrooks**, Case Manager, ORC - **Devonita Pralle**, Therapist, COS - **Renita Eiler Robinson**, Nurse Practitioner, **Marlee Rendle**, Wagonwheel Facilitator, **Daksha King**, Therapist (Detroit Mental Health), **A'Yanna Williams**, Engagement Specialist, and **Charlotte Ferguson**, Therapist, COPE - **Katherine Kelley**, Psychiatrist, **Lyn'Nae Carter**, Recovery Tech, and **Dominique Cummings**, Recovery Tech, LCC - **Alexa Lukowski**, Therapist, Hegira House - **Thomasa Curry**, Lead Advocate, Oakdale House - **Rebecca Grandy**, Therapist, ORC - **Kandrya Stinson**, Med Tech, **Porcha Hunt**, Med Tech, **Denise Smith**, Recovery Tech, **Chanel Green**, Recovery Tech, **Bryan Beach**, Peer Recovery Coach, and **Eva Augusto**, RN, Staff Nurse.



**Hegira Health has been a leader in Crisis Services for 40 years and we were overdue for a celebration!** On September 20, 2021, Hegira hosted a room full of community leaders and elected officials at Burton Manor in Livonia for a report to the community on our history, progress and vision for the future of crisis services. Attendees included area judges, city leaders, mental health advocates, and regional healthcare and law enforcement leadership. Carol Zuniga, CEO and Jaime White, Director of Clinical Development & Crisis Services presented on the foundation of Hegira’s work in crisis services, and highlighted our current daily work at COPE, Boulevard and Oakdale House. A photo montage of Hegira staff at work in Hegira facilities, community hospitals, police departments and residences around Wayne County communicate the scope and depth of crisis services Hegira provides to community.



Chief William T. Riley, City of Inkster Chief of Police presented the Outstanding Community Partner Award to the Northville Township Police Department for being regional pioneers in mental health – law enforcement partnership.



Dr. William Beecroft, MD, DLFAPA, Medical Director BCBSM Behavioral Health, Strategy, and Planning presented the Service Longevity Award to our very own Dr. P.G. Vijayakumaran, MD, Senior Psychiatrist, for his 43 years career with Hegira Health.



Kevin Fischer, Executive Director of NAMI Michigan presented the Crisis Services Advocate Award to Dr. Jennifer Peltzer-Jones, Assistant Medical Director of Emergency Behavioral Health Services, Henry Ford Health System for her tireless work in advocating for our communities’ most vulnerable individuals.

**Chief William T. Riley, City of Inkster Chief of Police presented the Outstanding Community Partner Award to the Northville Township Police Department for being regional pioneers in mental health – law enforcement partnership.**



Livonia Mayor Maureen Brosnan kicked off the event as key note speaker presenting the accomplishments of Hegira Health’s law enforcement partnership with the City of Livonia’s Police Department.



Outstanding Community Partner Award Recipient Northville Township Police Department with Officer Andrew Domzalski, Public Safety Officer Jacqueline Witthoff, and Lieutenant Christopher Rowley presented by Inkster Police Chief William T. Riley III.

# INNOVATIVE LAW ENFORCEMENT PARTNERHIPS MEETING THE NEEDS OF OUR COMMUNITY

It's estimated that at least 20% of police calls for services involve a mental health or substance use crisis, and for many departments it's much higher. Hegira Health is proud to have been pioneers in forging law enforcement partnerships in our neighboring communities. What started as a small pilot project in January, 2019 with the Northville Township Police Department, by the end of FY 21 grew to include Inkster, Plymouth, Northville, Northville Township, Romulus, Canton, Livonia, Westland, Wayne, and Dearborn – communities serving over 473,000 residents. Officers from these departments made more than 1,000 requests for services for either mobile crisis co-response or next-day follow-up for persons in need.

We are proud to report that 58% of the persons engaged through law enforcement partnership services engaged in continuing behavioral health help.



**Caitlyn Witt, LMSW (center), Hegira Health clinician working within the Livonia Police Department.**

To help support program capacity and sustainability, both Wayne and Northville Police Departments entered into contracts with Hegira Health to fund mobile crisis co-response and follow-up services for their residents not covered through community mental health or private insurance benefits. Livonia and Canton Police Departments garnered their local government's support to fund three full time behavioral health clinician positions stationed within their police departments. Hegira Health worked with police leadership to select highly qualified staff to fill these innovative roles and they hit the ground running during the 4th quarter of FY 20-21. There have been multiple success stories with these programs already and our staff are doing a great job building relationships and bridging the gap between systems. We are excited to see what the next year will bring as several municipalities are already discussing plans to replicate the embedded clinician model!

## **BCBSM Announces Hegira Health as a Community Partner to Expand Access to Behavioral Health Crisis Services**

Hegira Health was invited to present at Blue Care Network's Behavioral Health Leadership Advisory Council in May 2021 and receives recognition from BCBSM for their participation in a Blue Care Network crisis services pilot that has led to increased access for BCBS members to receive behavioral health crisis services in the community. Benefit changes from this pilot include BCBS member access to crisis stabilization, crisis residential, and mobile crisis services.

## **Improving Access to Crisis Residential Services**

Challenged by our limited impact on improving access to crisis residential services, Hegira Health, Inc. contracted with TBD Solutions of Grand Rapids, MI, a national leader in crisis services consultation to analyze how operations at Boulevard and Oakdale House Crisis Residential Units impact service access to consumers. By investing in direction from industry experts, we hoped to offer more persons an alternative to inpatient.



TBD Solutions engaged a multi-pronged analysis of system data, program review, and national research. Recommendations were based on the "Roadmap to the Ideal Crisis System" by the Group for the Advancement of Psychiatry and published by the National Council for Behavioral Health, the "National Guidelines for Behavioral Health Crisis Care" published by the Substance Abuse and Mental Health Services Administration (SAMHSA), and the standards and practices of crisis residential programs nationwide. During the first quarter of implementation of TBD's recommendations, average daily census increased 2.3 and rate of admission denial decreased 19%

# SHARING OUR EXPERTISE IN OUR COMMUNITY AND ACROSS THE COUNTRY

**August 19—20, 2021**  
**CIT International Conference**  
**JW Marriott Desert Ridge Resort and Spa**  
**Phoenix, Arizona**

First Responder Wellness Initiative: Multi-Faceted Support in 2020: Meeting the Needs of Diverse Communities with Mobile Crisis Co-Response Partnerships

Presented by: Jaime White, Director of Clinical Development & Crisis Services, Hegira Health

Before an international audience of CIT professionals, Jaime White and Officer Domzalski (below left with Sam Cochran, founder CIT right) introduced the program Hegira Health developed to address the unmet



behavioral needs of first responders. The presentation highlighted how trained clinicians worked with first responders, encouraging them to integrate wellness trainings into department roll calls while providing mental health screenings and referral resources to more than 400 first responders in metro Detroit. Their

second presentation at the conference focused on the various police partnership programs that Hegira Health has developed and featured the original 2019 pilot project with Northville Township Police Department as a blueprint for program replication across the nation.



Based on their success with these presentations, Jaime and Officer Domzalski were invited to travel to Virginia Beach and present again at the Virginia CIT Conference September 28-29, 2021 (above).



Kelly Mays, Suicide Prevention Training and Outreach Specialist for our Pathways for Suicide Prevention (pictured 2nd to right above, was featured as a keynote speaker for the "You Are Not Alone" suicide prevention event at Mason, Michigan's Bestsellers Books & Coffee Co. A spoken word poet, Kelly performed three different pieces. "The Poet," her first piece, encapsulated two hurting souls artfully finding and losing each other, her following two poems described each of her two beloved daughters, their innate struggles, and their characteristic strengths. Find the Fox 47 news story about the suicide prevention event here <https://t.ly/NQII>.

Melissa Tolstyka presented at Northville's Parent Camp event in February. Her presentation was focused on how to identify risks and warning signs of suicide and how to talk to children about it. This was Melissa's second year as a speaker at this annual community event.

Staff Presenters: Chris O'Droski, MA, CPRM, CPRC ENGAGE! & PRC Coordinator and Edward Kurlfink, MA, CAADC, CYT CRP

Community Mental Health Association of Michigan's 22nd Annual Substance Use and Co-Occurring Disorder Virtual Conference,

# FISCAL DEPARTMENT YEAR IN REVIEW



## FROM THE CHIEF FINANCIAL OFFICER Bob Davidge, CFO

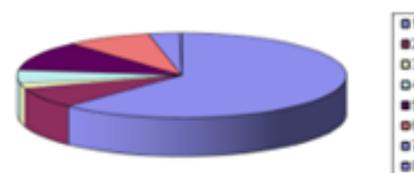
The challenges of operating during the pandemic continued into fiscal year 2020-21, although things certainly were more stable than in 19-20, with better established practices relative to remote service provision and work, along with the benefits of COVID vaccines in early 2021. As always, we continued our on-

going efforts to improve the services we provide to our customers, both those internal and external to HHI. There were a number of highlights for the department during the year as summarized below:

1. The decision to move forward with the merger with Community Care Services (CCS) was finalized which resulted in a significant amount of review and planning work in anticipation of the merger.
2. Paul Horning, Operations Analyst, took on the additional role of Interim Accounts Receivable Supervisor in April 2021. Paul integrated functions of the two positions to improve processes relative to billing and data utilization resulting in both higher efficiency and positive financial results.
3. Janice Jedele, Accounting Clerk joined our team in July 2021 with her primary role being related to payroll. Janice's experience and skills have been a valuable asset to the department and have furthered our goal of providing excellent customer service to our staff surrounding payroll.
4. HHI received notice of forgiveness of our Paycheck Protection Program (PPP) Loan in June 2021. The PPP loan was received in April 2020 and provided significant financial stability in the early days of the pandemic allowing us to maintain staffing while working through the challenges of the pandemic. By spending these funds on qualified expenses, HHI was able to apply for and secure forgiveness of the entire loan amount.
5. The ongoing growth of HHI, including the pending merger with CCS, confirmed the decision in August 2021 to add a Controller to the department to assist with managing financial operations. The search for the right candidate continued beyond the end of FY 20-21.

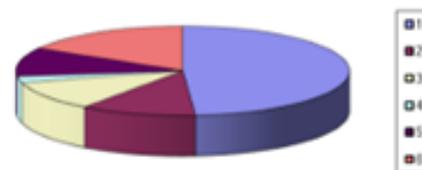
Overall, fiscal year 2020-21 was a positive one financially for the organization thanks to the tireless efforts of our staff to ensure that our consumers received the services they needed despite the barriers posed by the pandemic. We will continue with our strategic goals of growing the organization, expanding opportunities for both our consumers and staff, and maintaining a strong financial base to ensure that we are able to provide high quality services which are so vital to the overall health of our communities.

## Revenue



DWIHN Substance Use Disorder Services	2,520,454
DWIHN Intellectual and Developmental Disabilities Services	650,098
Client Fees and Insurance	1,591,284
Paycheck Protection Plan Loan Forgiveness	3,631,000
US Dept of Health and Human Services - SAMHSA Grants	2,665,599
Other Contract Revenue	965,827
Other	84,455
<b>Total Revenue</b>	<b>\$31,915,286</b>
DWIHN = Detroit Wayne Integrated Health Network	
<b>* Unaudited Results</b>	

## Expense



Salaries and Wages	\$13,933,433
Fringe Benefits	3,198,897
Subcontracts/Contractual Staff Patient Care (Food Service, Medication, Transportation, Etc.)	3,042,416
Other Program Expenses	672,974
Administrative	2,966,447
<b>Total Expenses</b>	<b>\$28,564,369</b>



A M E R I C A N  
ASSOCIATION OF SUICIDOLOGY

ACCREDITED  
CRISIS CENTER



**HEGIRA HEALTH, INC.**  
*Wellness First*

