



FY 2023-2024 ANNUAL REPORT

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MENTAL HEALTH & SUBSTANCE USE TREATMENT

*PROVIDING COMPASSIONATE BEHAVIORAL HEALTH CARE
FOR YOU, YOUR FAMILY, AND OUR COMMUNITY*

CRISIS

RECOVERY

TREATMENT

COMMUNITY

PREVENTION

SERVICES FOR ALL AGES



IN CLINIC



IN HOME



TELEHEALTH



IN COMMUNITY



CLINIC LOCATIONS

CANTON LINCOLN PARK LIVONIA
TAYLOR WESTLAND

HEGIRAHEALTH.ORG

ADMIN OFFICE
734-458-4601



 MICHIGAN LICENSED & ACCREDITED



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.

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. HHI service locations are licensed by the State of Michigan and staffed by experienced professionals.

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.

COLLABORATION

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

INTEGRITY

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

www.hegirahealth.org

Our Leaders

Board of Directors



Patrick O'Neil
Chair



Edward L. Forry
Vice Chair



Charles Chase
Secretary/Treasurer



Daryl Beebe
Director



Philip Cavanaugh
Director



Linda Gale
Director



Ronald Hinrichs
Director



Masline Horton
Director



Lynn Khadra
Director



Joan M. Kovacs
Director



Kimberly Zazula
Director

Executive Team



Carol Zuniga
Chief Executive Officer



Edward L. Forry
President



Susan Kozak
Chief Operating Officer



Andrew Gilroy
Chief Financial Officer



Todd Harrison
Chief HR Officer



Mike Wunder
Chief Information Officer



Jody Drewry
Sr. Director of Crisis Services



Salvatore Russo
Sr. Director of SUD Services



Denise Norman, MSA, RHIA
Sr. Dir., Quality & Corporate Compliance



Tim Chapman, MD, MBA
Medical Director



Phillip Gilly, MD, FASAM
Medical Director SUD



P.G. Vijayakumaran, MD
Senior Psychiatrist



Carol Zuniga
CEO, Hegira Health, Inc.

Letter from the CEO

I am honored to present another year of achievement at Hegira Health. The dedication and talent of our team have been remarkable in upholding our commitment to serve with integrity and resolve. FY24 brought both challenges and opportunities, with **a significant milestone achieved with a full certification as a Certified Community Behavioral Health Clinic (CCBHC)**. Being given the opportunity to join the 32 other certified organizations in Michigan's CCBHC Demonstration Project is a testament to our leadership's planning and preparation and our entire organization's commitment to quality, accessible care for all.

Asking 'how can we be better together?' is our continual focus, with community awareness and partnerships being paramount. In addition to the many local events our organization and team members supported, presenting our second "One Voice to Action" event and our first full-day conference to the community on substance use and opiate overdose prevention was deeply rewarding. We continued to strengthen our commitment to local law enforcement agencies with our second Breakfast for Champions and **ongoing development of our coordinated behavioral health and law enforcement relationships**. After a year of brainstorming, and at a time when youth mental health needs are greater than ever, we were thrilled this past spring to work with our new partners at the Downriver Council for the Arts (DCA), to bring a 30-day art exhibit honoring local middle and high school students' artistic impressions of self-esteem.

We are in exciting times as mental health issues are coming out of the dark and becoming kitchen table conversation. Behavioral health, after all, IS health. We believe that prioritizing wellness is essential for individuals to reach their full potential. It is a source of pride and a significant responsibility for us to play an essential role in our community's healthcare landscape. Our challenge and obligation is maintaining a workforce that meets our community's behavioral health service needs. Supported by a concerted multi-departmental approach that has addressed wage and salary adjustments, use of technology, workforce engagement, mission-driven activity, and increasing team member opportunities for recognition, training, coaching, leadership development, workforce growth, and retention have been positive. My goal is that all of our team members find personal satisfaction and value in their work with Hegira Health as much as I have over the past three decades.

As we look forward to working through the transformative opportunities of our new CCBHC status in FY24-25, we are excited about opportunities for creative improvements to our care model from which our team members will find rewarding, and our community will experience increased awareness and access to behavioral health care and overall wellness.

Be well all.

Carol



WHO WE SERVED FY 2024

TOTAL PATIENTS SERVED: 19,315

9,142

OUTPATIENT

6,920

CRISIS

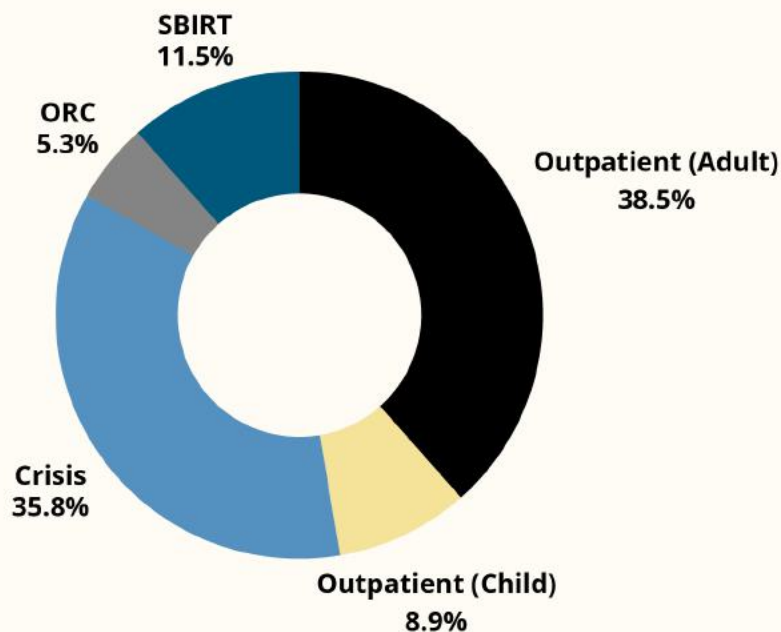
2,227

SBIRT

1,026

OAKDALE RECOVERY
CENTER (ORC)

DEMOGRAPHICS



AGE DISTRIBUTION



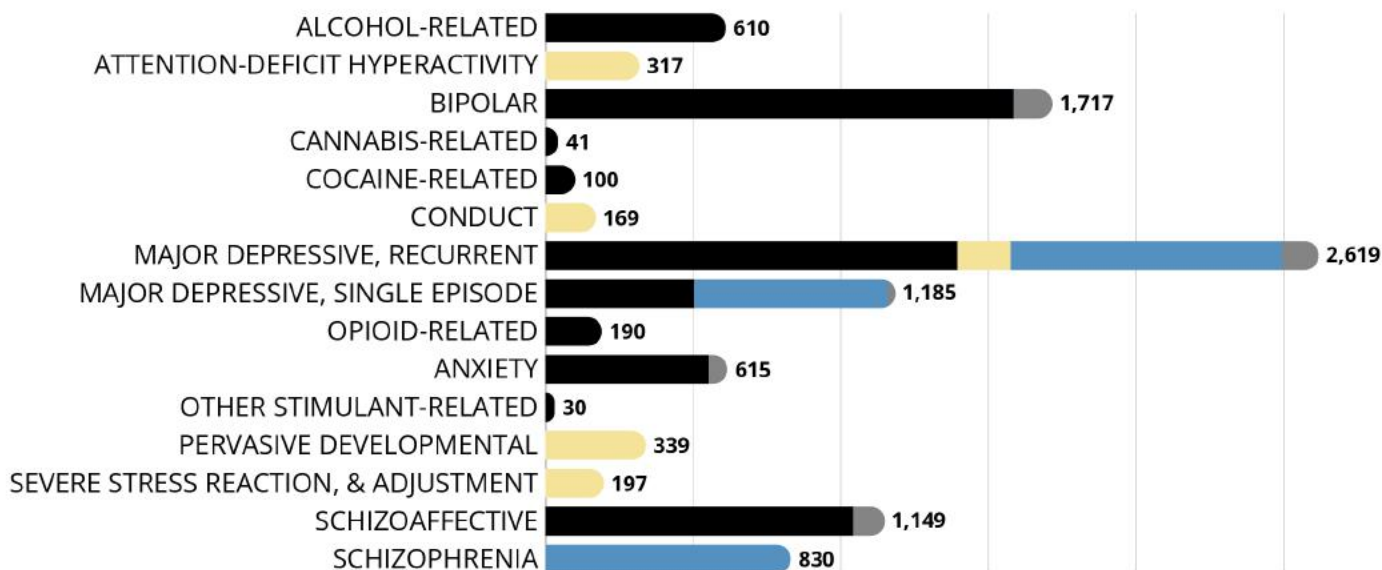
GENDER BREAKDOWN - ORC



GENDER BREAKDOWN - SBIRT



DISORDER



OAKDALE RECOVERY CENTER (ORC)

OUTPATIENT (ADULT)

OUTPATIENT (CHILD)

SBIRT (SCREENING, BRIEF INTERVENTION, & REFERRAL TO TREATMENT)

CRISIS

Celebrating Team Hegira Health

HEGIRA HEALTH 2023 MOST VALUABLE TEAM MEMBERS



SHELLEY OSBORN
MOST VALUABLE EMPLOYEE
1ST QUARTER



TORI PORE
MOST VALUABLE EMPLOYEE
2ND QUARTER



KATINA HAYNES
MOST VALUABLE EMPLOYEE
3RD QUARTER



JENNIFER DESROSIER
MOST VALUABLE EMPLOYEE
4TH QUARTER

**Most Valuable
Employee of
the Year
Katina Haynes**

2023 STAFF LONGEVITY AWARDS



Edward Forry



Alfred Spitzer



Karen Stroud



*Sr. Director of Crisis Services
Jody Drewry, LMSW,
appointed to Livonia Westland
Chamber of Commerce
Regional Board of Directors*



*Andrea Rodgers, LLP, IMH-E®
Hegira Health Director of
Development Named to
Canton Chamber Regional
Board of Directors*



Carol Zuniga



CONGRATULATIONS!

We thank Bob for his three decades of service to Hegira Health and wish him the best in his retirement!

Bob Davidge

CHIEF FINANCIAL OFFICER



**Dawn Michelle Hamilton
Heather Sheppard**



**Jeanna Burton
Kristin Cobb
Christina Franco
Dawn Ghostone
Shelley Osburn
Rebecca Rodgers
Diahann Sumbry**



**Bryan Alexander
Karimah Almadhoun
Jessica Beane
Ingrid Blair-Noyola
Renee Conley
Steven Czak
Angela Fay
Darlene Franklin
Erica Gorny**

**Todd Harrison
Kolandra Holloway
Teena Hutson
Micole Jameson
Danny Kitts
Michael Maloney
Danielle McBride
Douglas Merenda
Jennifer Neamtu**

**Je'Mille Newby
Kimberly Paul
Dewayne Powell
Mary Przeklasa
Stephanie Stromberger
Jillian Wheatley
Thea Willis
Hannah Wingo
Richard Zalupski, II**

Human Resources Update

Talent attraction & retention, leadership development, team member engagement and process improvements best sum up the areas of focus for the Human Resources team in 2024. What a great year it was!

Calendar year 2024 saw another very active year of recruitment – **hiring over 180 new team members** into the HHI family. Equally significant, Hegira Health realized **a tremendous 7% improvement in our year over year turnover** -- greatly supporting our ability to deliver services to our communities.



Todd Harrison, CHRO



HHI LEADERSHIP TEAM MEMBERS AT AN APRIL LEADERSHIP ACADEMY WORKSHOP

Leadership strength drives our team member engagement and to this end, several of HHI's Leadership Academies provided multiple workshops to all leadership team members throughout 2024: **Coaching for Performance, Power of Influence & Persuasion**, and **Conflict Resolution** (pictured left) all provided 24 hours of focused leadership development.

Additionally, non-supervisory team members interested in learning more about leadership roles and responsibilities attended our second (and very popular!) **"Emerging Leaders" workshop** held in August, 2024. Aspiring leaders learned from seasoned leadership team members and received training from **Leadership Academy facilitator, Dr. Keith Levick**.

With an eye on team member engagement, Hegira Health's team member recognition program was revamped to recognize team members more regularly (monthly), interns/volunteers (quarterly), and leadership (annually). All those selected will be honored at HHI's Annual Recognition Luncheon.

Another major focus of the HR team throughout 2024 was the automation of HR processes. We can now claim that **100% of our employment records have now been scanned into our online HR platform** (Paylocity) for ease of use and access! Additionally, we automated our performance evaluation system in May, created a workforce data tracking dashboard, enhanced our learning management system capabilities (Relias) and streamlined our team member background check process. Though early in its roll out, we have also implemented time and labor scheduling automation within our 24/7 programs, *Oakdale Recovery Center* and *Community Outreach for Psychiatric Emergencies (COPE)*.

The Human Resources team takes great pride in supporting Hegira Health's tremendous work force in the achievement of our mission to serve those most vulnerable in our communities – we are looking forward to this privilege in 2025!



NEW TEAM ORIENTATION, DECEMBER 2024



EMERGING LEADERSHIP ACADEMY WORKSHOP

13th Annual Recovery Awards

CONSUMER OF THE YEAR - BETHANY BOIK



Bethany Boik, our 2024 Consumer of the Year, is an author, public speaker, stepmom, artist, motivator and NAMI Board member. Bethany has overcome numerous physical and mental health challenges in her life and has chosen to share those experiences through her writings.

Bethany's first book, *Diary of a Schizophrenic*, has been a huge success. Her book has been received so well, she has been requested to present at multiple speaking engagements, including a child and adolescent virtual conference for Stanford University, a statewide Wraparound Conference and has been invited as a keynote speaker for a Community Mental Health Association of Michigan.

This past winter she was invited to sit in on the American Association of Child and Adolescent Psychiatry work group. Bethany has started writing her second book about growing up with a household filled with addiction.

She is held in high esteem by many for her determination, persistence in overcoming the barriers that come along with living with psychosis and being a phenomenal advocate for herself and others.

GUEST SPEAKER - HERRY CARPENTER

Herry Carpenter, the recipient of our **2024 Outstanding Advocate Award**, delivered an inspiring address as the guest speaker at the program.

Herry's journey from overcoming childhood obstacles to his present accomplishments reflects his unwavering resilience and positive outlook in every situation he encounters. Additionally, he actively contributes to his church community. An engaging and dedicated member, Herry plays a pivotal role in Clubhouse International and showcased his expertise as a presenter at this year's Clubhouse Conference of Michigan in Bellaire, MI.

Further, Herry serves on the Turning Point Advisory Board and contributes to the Hegira Health Community Advisory Panel, actively shaping and influencing crucial decisions.



Known for his unwavering commitment to advocate for the rights of himself and others receiving services, Herry fearlessly speaks up and represents Hegira Health in the most positive light, ensuring that the organization's values and mission are effectively communicated. *See page 18.*

Hegira Health Internship Program

Committed to Building Our Community's Behavioral Health Workforce

From Intern to Employee



Vanita Seed

"As a Hegira Health intern, I had the opportunity to apply the interventions I was learning in school directly in individual therapy sessions with clients. Additionally, I co-facilitated group therapy, assisted with the DBT program, and gained extensive practice in completing biopsychosocial assessments and treatment plans. My internship at Hegira Health has undoubtedly equipped me for a career as a full-time therapist at a CMH, working with a severe mental illness patient caseload."



Mikku Deswal

4 MSU Nurse Practitioner Preceptorships

Driven by Results in FY24



11 Psychiatric Residents from Trinity Health & Authority Health

24 Degree Seeking Social Work, Psychology, & Counseling Student Placements

25% Student to Employee Transition

"I'm excited to continue growing as a therapist in a setting I'm already familiar with and passionate about. The opportunity to deepen my work with clients, take on more responsibility, and contribute to the clinic's mission is incredibly fulfilling."

Corporate Perceptions of Care

Quality Management

HHI's Quality Management Department is the cornerstone in addressing Continuous Quality Improvement (CQI) and improving customer satisfaction throughout the organization. A core principle of CQI is to **prioritize customer needs** and feedback when identifying areas for improvement, ensuring that changes directly contribute to a better customer experience.

HHI prides itself on delivering high quality services to our enrollees. One way to ensure that we are achieving the mark on this is through our customer satisfaction surveys. In 2024, our overall **corporate satisfaction experience with our enrollees is 95% with children scoring 97% and adults an overall 92% in customer satisfaction**. The overall positive perception rate for the past 5 years combined was 94%, with 100% of the years meeting the required 90% threshold.

17 DIMENSIONS OF PERFORMANCE	CORPORATE	ADULT CORPORATE	CHILD & ADOLESCENT CORPORATE
Staff showed cultural sensitivity towards my background	95%	93%	96%
Stressful life experiences were acknowledged	95%	93%	97%
I would recommend this program/ care to others	96%	93%	98%
My wishes about sharing info were heard	95%	92%	97%
I participated in determining my treatment needs/goals	95%	92%	98%
My treatment needs /goals are being met	95%	93%	97%
Everyone at this program/clinic was kind/helpful	95%	92%	97%
Staff gave prompt assistance when I asked for help	95%	92%	97%
Using digital services were easier than coming into the office	94%	90%	97%
Phone or computer services were as good as in-person	93%	90%	95%
We discussed my physical health needs	94%	92%	96%
Staff gave me info to help with my needs (food, housing etc.)	94%	91%	96%
I feel better about myself after coming here	95%	92%	97%
I could choose how to get services (phone, computer, clinic)	95%	92%	97%
I felt safe with the care, treatment, or services received	94%	92%	96%

Respondent Comments:

Everyone is awesome. I like coming here and have recommended a few people to the clinic. Thank you so much for being here to help us.

**ADULT OUTPATIENT SERVICES
RESPONDENT - WESTLAND**

This was my first-time meeting with my case manager. She was fantastic with meeting every single issue I have.

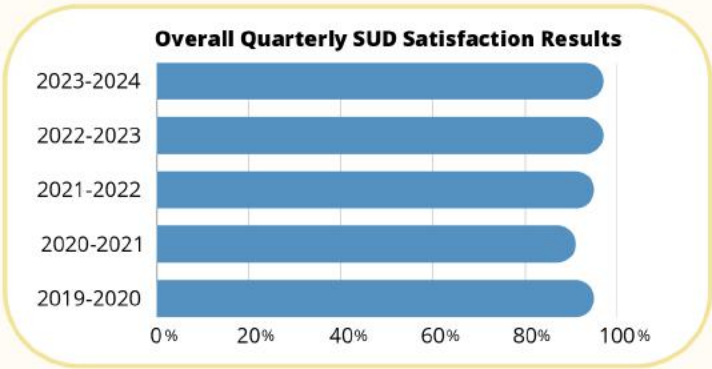
**ADULT OUTPATIENT SERVICES
RESPONDENT - WESTLAND**

I have come a long way since I started here; I am doing so much better and moving forward.

**ADULT OUTPATIENT SERVICES
RESPONDENT - LINCOLN PARK**

Substance Use Disorder Satisfaction Survey:

During the 2024 fiscal year, the overall combined positivity rating was 97%, a continuation from the previous year. The overall satisfaction rate for the past five years was 95%.

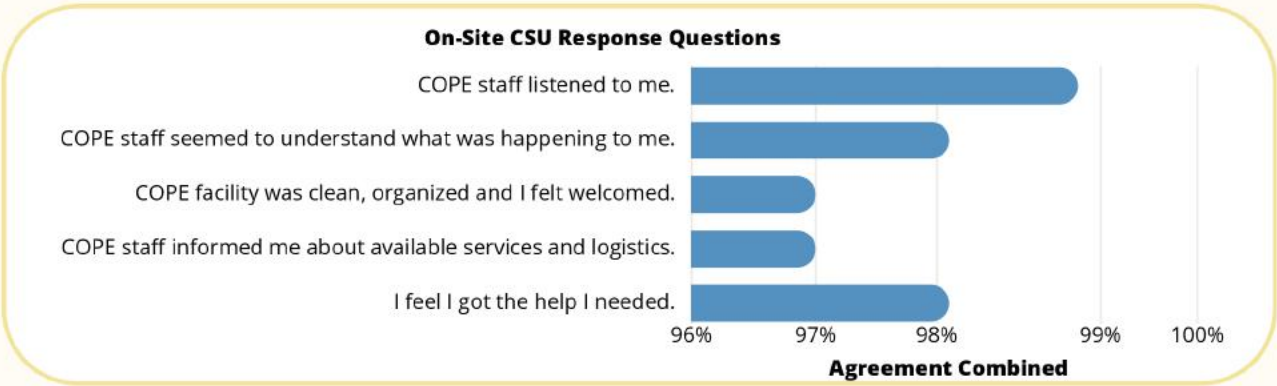


Respondent Comment:

I just love everyone here; they have gone out of their way to help me in every situation. Thank you. **OAKDALE RECOVERY CENTER RESPONDENT**

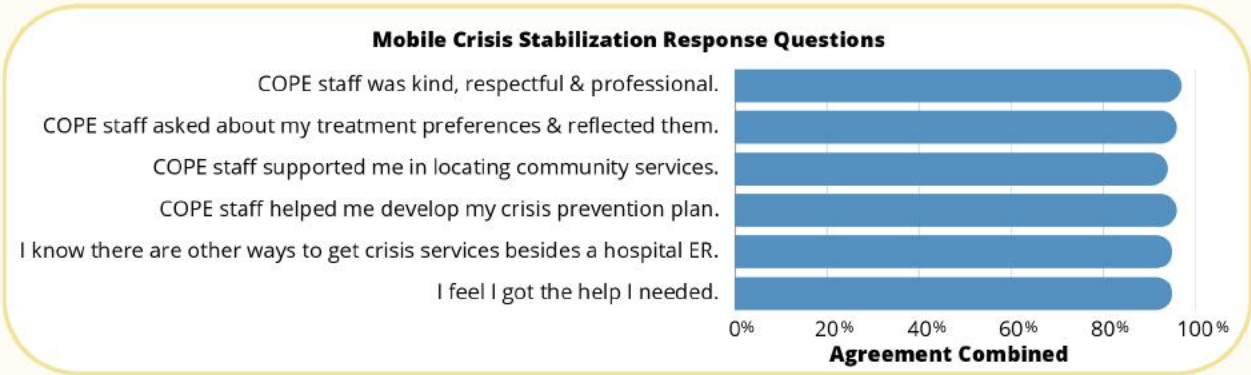
Community Outreach for Psychiatric Emergencies (COPE) Perceptions of Care:

The overall positive perception of care rate provided by Hegira Health’s COPE crisis programs and services was 98%, which is 3% increase when compared to the previous year.



Respondent Comments:

Very glad I came! I got the help I needed plus additional information. *Everything is peaceful, clean and respectful staff. Everyone listens at once, not all together.* *I really appreciate all the staff and thank them very much for welcoming me and helping me.* *Thank you so much to all the COPE employees you all have saved my life, and I am forever grateful.*



Respondent Comments:

Very friendly and accommodating. Keep up the good work. *My case worker was very helpful and professional at their job. She is a great asset to your company! Thank you!!*

Health Equity Team

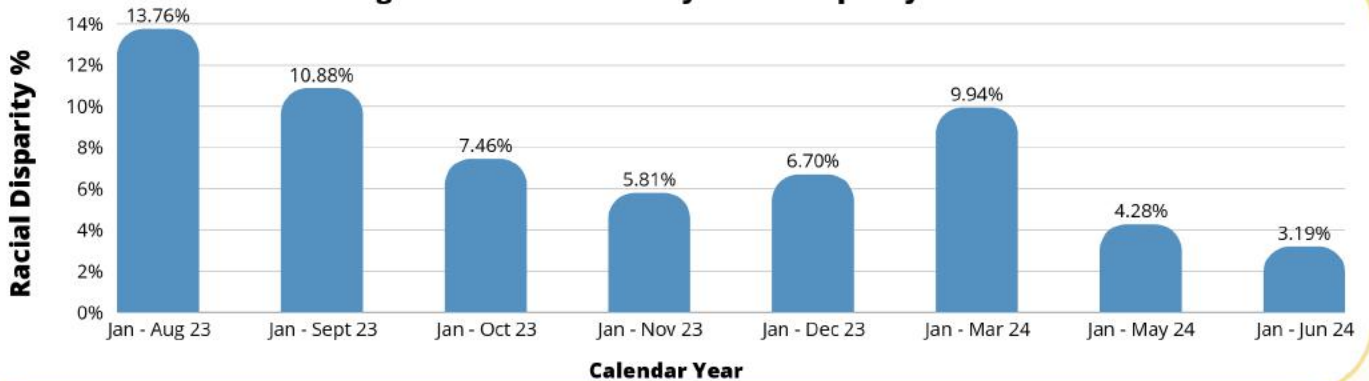


In 2023 Hegira Health partnered with the Detroit Wayne Integrated Health Network (DWHN) to **focus on a Performance Improvement Plan (PIP) for the racial disparity between Blacks/African Americans and Whites** in relation to Performance Indicator #4a (Hospital Discharges Follow-up). This indicator is the percentage of member discharges from a psychiatric inpatient unit during the quarter that were seen for follow-up care within 7 days.

Identified Interventions

The ability for Hegira Health to provide Telehealth services has helped to alleviate the transportation issue. Hegira Health provided bus passes for members who have appointments at their Westland clinic. Hegira Health also has a driver as needed for members to make their appointments.

Hegira Health Preliminary Racial Disparity Data



In conclusion, the collaboration efforts of DWHN staff and the HHI team have significantly decreased the racial disparity gap over the last year.

In June, 2024 the **DWHN Quality Improvement Steering Committee recognized Hegira Health, Inc. as the leader in Wayne County for decreasing the disparity gap in the last year.**

HHI staff will continue working diligently with the hopes of eliminating this gap in the coming year.

Suicide Prevention

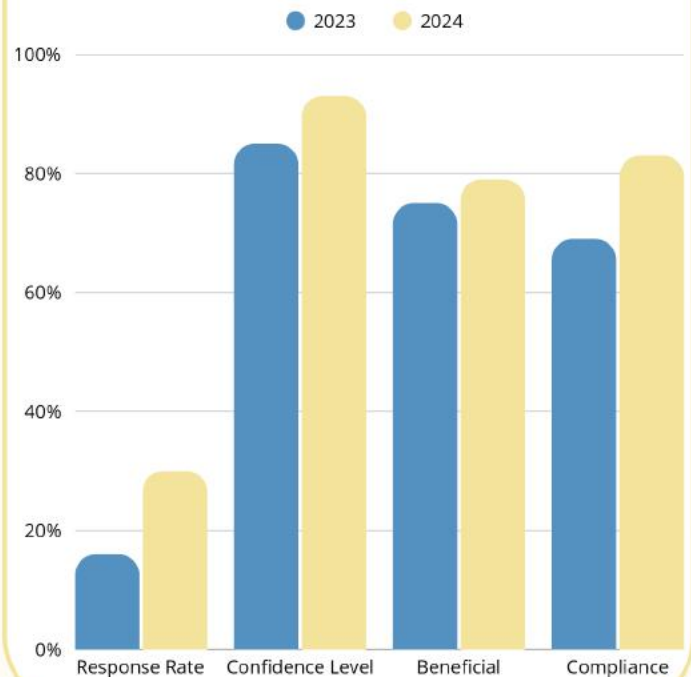
This year Hegira Health staff have taken many steps forward in our training journey towards building confidence and adding to our toolbox of inspiring skills to support our clients, community, and one another.

Training compliance has increased by an impressive 18.2% over last year. These trainings also contributing to **an increase in employee confidence level to perform their jobs successfully to 79%** according to the Annual Staff Development Report. Updated training plans were developed for all positions and the famous relaunch of Relias for all staff and interns.

Suicide Prevention awareness continued with over 500 people trained in QPR. Hegira Health attended many events to spread awareness and provided valuable training at community events such as the **NAMI Walk, AFSP Survivor Day, Westland library, Michigan Suicide Summit, NAMI State Conference.**

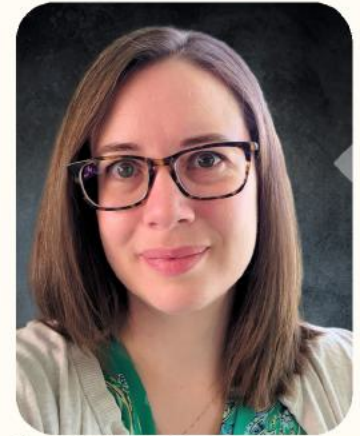


2023 vs 2024 Suicide Prevention Programs



Children's Outpatient Services

"LISTEN TO YOUR ART" SUMMER CAMP



Stephanie Stromberger
Director of COS

Children's Outpatient Services had another year of expansion! Our Lincoln Park location moved upstairs to a new suite and we added **Infant Mental Health and Wraparound services** to improve access to these levels of care for our downriver families.

Increased Prevention staffing allowed us to serve three additional schools and give more support to our community's families by expanding the hours of our Prevention Summer Camp,

With the Downriver Council for the Arts, Hegira Health partnered to produce a Self-Esteem Art Exhibition and Listen to Your Art Summer Camps.

Our **COS TEAM** works hard and knows how to have a little fun themselves!



THE SELF-ESTEEM ART EXHIBITION

downriver council
for the Arts



Substance Use Treatment & Prevention

Hegira Health Pride Shines From Our Leaders

Hegira Health welcomed **Sal Russo, LPC, CAADC, CCS**, as Senior Director of SUD Services and the first SUD specialist to join our executive team. According to **Greg Seedott, CCBHC Director**, SUD Health Home expansion increased staff and most importantly capacity to help clients' navigate transitions in care between services, a time when clients are most vulnerable to falling between the cracks of the system. The SUD Services Department hosted and participated in multiple events including a **Recovery Celebration at Oakdale Recovery Center (ORC)**, **SUD Mini Conference**, **Peer Recovery Coach Celebration**, and hosted "**Painless**" a play about the impacts of opiate use for a local high school. **Carmen Ramos, Prevention Coordinator**, was particularly proud of our ability to respond to increased need and desire for Prevention services by adding additional schools.



Salvatore Russo

Crystal Dussia, Program Manager, ORC, lists several accomplishments at ORC, including the distribution of NARCAN Boxes, ORC's highest average census in their 40-year history, improved care completion rates and staff retention.



PEER RECOVERY COACH CELEBRATION



ORC RECOVERY MONTH CELEBRATION

Steve Helsel, Clinical Services Supervisor, emphasized that strengthening collaboration across all levels of care is important for client access to the entry point into services that best matches their place or space in recovery. Facilitating smooth transitions between Hegira Health's multiple levels of care, which included **Peer Services, OP, IOP, MAT Residential Treatment, and Withdrawal Management**, means that clients can enter treatment whenever and wherever they are ready.



BREAKING THE CYCLE OF ADDICTION IN FAMILIES:
A TOWN HALL DISCUSSION

Looking ahead, the team reflected on continued challenges to tackle. **Angela Fay, Peer Recovery Coach**, noted that through focus on our SUD services, we will be able to better collaborate and solve barriers for our clients. Angela noted, in particular, that the dedication of each team member serves to break down barriers and enhance the recovery journey for our clients. Through our newly formed **SUD Community Advisory Group** we can apply what we learn from our clients to our help our community's leaders identify how they can impact the broader SUD treatment and prevention landscape.



Hegira Health's second annual opioid awareness "One Voice to Action" event, Taking Action to Save Lives: Pathways for Addiction Recovery, brought together more than 100 attendees to the Soho Banquet & Event Center in Westland. The event featured dynamic keynote speakers: Judge Linda Davis and Dr. Tehmina Shakir, and breakout session presenters: Allison Herrst, Susan Thomas, Dr. Brendan Sullivan, and Hegira Health's Chris O'Droski for the musical entertainment, Edwin Kurlfink for the mindfulness activity and Angela Dlubacz for the art therapy session, as well as panelists Chief Ryan Strong, Angela Spino-Bogota, Lina Berezowsky, Anthony Dondero, and Kim Baffo.



ONE VOICE TO ACTION²⁰²⁴

Overdose Awareness



Crisis Services

Fiscal Year 2023-2024 has been an exciting and forward-looking year for crisis services – with objectives to enhance and expand services.

We moved forward with **renovating space at our Community Outreach for Psychiatric Emergencies (COPE) building to develop and provide behavioral health urgent care services to children and families in Fiscal Year 24-25**. We have additional plans for expanding these services to include a 24/7 crisis stabilization unit for children. The children's urgent care and CSU will be the first of its kind in Western Wayne County and fill a gap in services for those persons who have had to seek urgent psychiatric services at emergency departments.

Renovations also got underway for a **6-bed Psychiatric Residential Treatment Facility (PRTF) for children ages 9-12**. This program will also open in Fiscal Year 24-25 and serve Medicaid eligible youth who are discharge ready from the state psychiatric hospital system but are still in need of intensive treatment to transition to community-based care. The PRTF will additionally serve youth from the community that can be diverted from hospitalization.



Jody Drewry
Sr. Director of Crisis Services



HHI CO-RESPONSE CLINICIAN SONIA MCCAIN
AND REDFORD POLICE CAPTAIN JOHN BURRIS

We partnered with law enforcement in Redford Township to **add a full-time embedded co-response clinician to their department and community**. Redford Township becomes the **ninth police department** in Western Wayne County to partner with Hegira Health as we continue to work towards meeting the needs of people experiencing a mental health crisis in new and creatively bold ways.



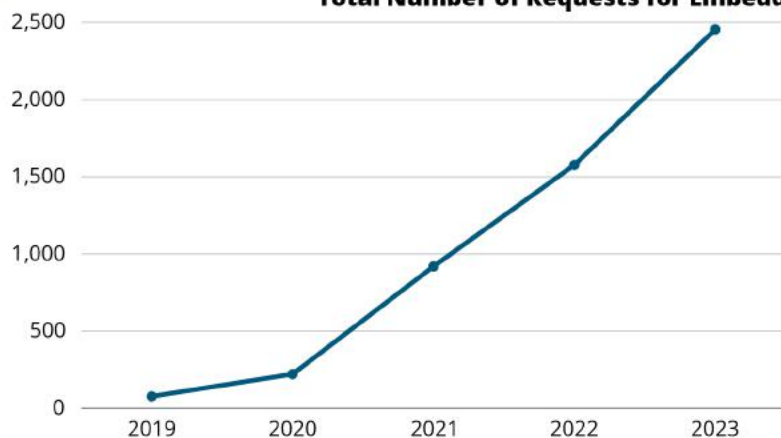
HHI BEHAVIORAL CLINICIAN JENNIFER GRZYMALA
HONORED WITH THE WESTLAND POLICE
DEPARTMENT CHIEF'S CHALLENGE COIN AWARD



COPE hit a never before achieved milestone in reduction of mechanical restraints. Staff focused on the **enhancement of customer service, engagement of clients, and verbal de-escalation to successfully provide crisis services for over 4 months without the use of mechanical restraints.**

We look forward to a bright year ahead as we open up two new programs and continue to lead the way in reshaping behavioral health crisis services throughout our community!

Total Number of Requests for Embedded Clinician Services



2019	77
2020	221
2021	919
2022	1,577
2023	2,455

JAN 1 - SEP 30, 2024* 1,639

**Projected to exceed referrals in 2023.*

Source: Hegira Health Inc.



Hegira Health hosted **the 2nd annual Breakfast for Champions: Making An Impact** event at the Henry Hotel in Dearborn. This event commemorated our **partnerships with 11 police departments in Western Wayne County**, aimed at delivering Crisis Mobile Co-Response services to individuals navigating behavioral health crises.



Adult Outpatient Services

Adult Outpatient Services (AOS) strives to provide the best quality services to our community through the use of evidence-based practices (EBPs) in our various levels of care. Some of these include Assertive Community Treatment (ACT), Dialectical Behavioral Therapy (DBT), Motivational Interviewing (MI), and the LOCUS Assessment. This year, AOS received valuable feedback from both DWIHN and the State of Michigan on our programs. We are very proud that not only do we work to provide proven treatment methods, but that all of our EBPs received positive fidelity reviews, meaning that we are doing what we say we are!



Matina Fabian
Director of AOS



It's rewarding to be part of a team that welcomes reviews to learn more about what we are doing well and where we can strengthen our approaches to providing treatment. And of course it is ultimately all about having our community's trust in our care. Through our new CCBHC Certification, we are looking forward to growing and enhancing these services even beyond what we are providing now. The future is bright for EBPs in AOS!

Turning Point Clubhouse

Turning Point Clubhouse has enjoyed another successful and fulfilling year. **Clubhouse membership increased by nearly 16% during the year.** Led by **Katina Haynes, Clubhouse Coordinator**, clubhouse members enjoy opportunities to engage, advocate and grow both at the clubhouse and across the community. This year, members Shirlon C. and Herry C. were honored to present Work-Ordered Day and Clubhouse in the Community at the Michigan Clubhouse Conference in Bel Air, MI.

Member Herry C. began a transitional employment position with Hegira Health. For his incredible work, he was awarded HHI Employee of the Month. *See page 9.*



**TURNING POINT
CLUBHOUSE**

EST 1990



Katina Haynes
Clubhouse Coordinator



**CLUBHOUSE LABOR DAY PICNIC SEPTEMBER
2024 WEARING BLUE! GO LIONS!**



**KATINA, SHIRLON AND HERRY AT THE
MICHIGAN CLUBHOUSE CONFERENCE**

Domestic Violence: It's Time To Make Some Noise

Domestic Violence is everybody's business. It knows no income, zip code, level of education, race, ethnicity, religion, marital status, sexual orientation, gender or gender identity.

The death of Kelly Ann Mays in January of 2024, shook many to their core. Training Manager at Hegira Health, Kelly was known across the community for her ardent domestic violence and suicide prevention advocacy. An artist under the name Native Child Brown, Kelly shared her poignant, emotion laden poetry across the country. Kelly's estranged husband was charged with her murder.

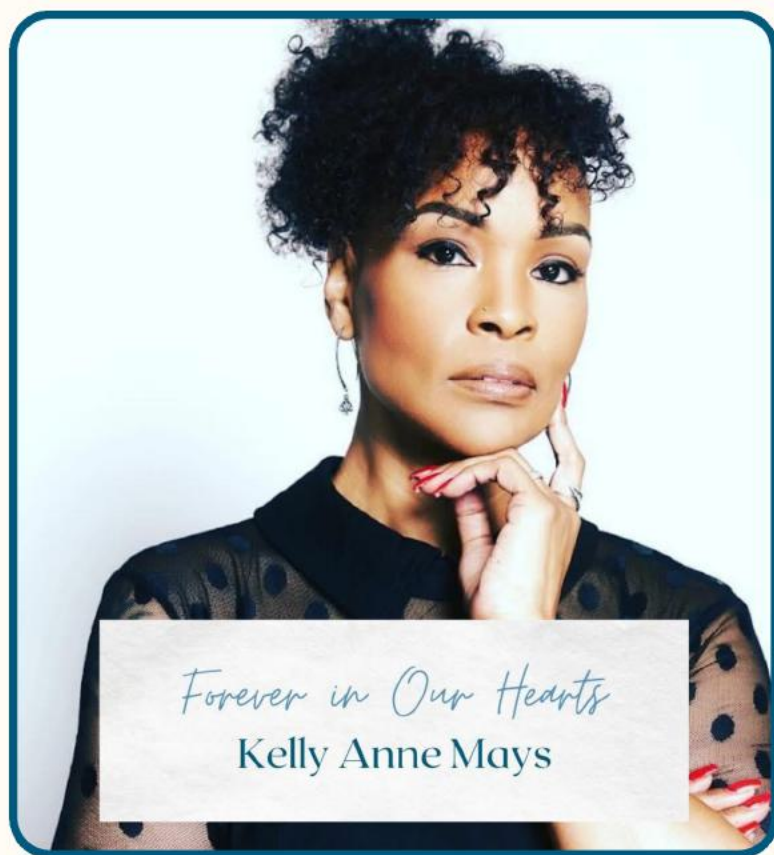
Kelly wore her domestic violence survivor title with pride, a title she took on after exiting a violent relationship in 2010. Kelly shared her story, inspired others to advocate, and no doubt saved the lives of many. **In her own words, "surviving is hard, it's ugly, it's beautiful, and necessary, and every day of survival is an act of both defiance and necessity."**

There were nearly **70,000 reports of domestic violence in Michigan** in 2022.

100+ women are killed each year in Michigan by an intimate partner.

Between 3 and 10 million children each year in the U.S. are **exposed to violence between their parents or caregivers.**

If you or someone you care about is struggling with mental health or substance use issues contact Hegira Health call 734-458-4601 or visit www.hegirahealth.org.



Children exposed to domestic violence grow up:

- 50% more likely to abuse substances
- 74% more likely to commit a violent crime
- 6x more likely to die by suicide

Hegira Health in the Community



Thank You Joan Bongard



From your fellow board members, the entire Hegira Health team, and all of the clients whose lives have been impacted by your dedication to our organization.

BUSINESS FORUM

Focus on Mental Health in our Community

Hegira Health CEO Carol Zuniga, Detroit Wayne Integrated Health Network Director of Children's Initiatives Cassandra Phipps and The Guidance Center CEO Kari Walker.

HEGIRA HEALTH INC.
Wellness First

Southern Wayne County Regional Chamber
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HEGIRA HEALTH INC.
Wellness First

2024-2026 STRATEGIC PLAN KICKOFF

Carol Zuniga, HHI CEO

Patrick O'Neill, HHI Board Chair

TURNING POINT CLUBHOUSE MEMBERS
ZUKIN'S RIB SHACK JOB APPLICATIONS

HEGIRA HEALTH INC.
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Kevin's Song 8th Annual Conference on Suicide: Continuing the Conversation

Domestic Violence
It is Time to Make Noise

Hegira Health In the News

HEGIRA HEALTH MEDIA RECAP REPORT

FISCAL YEAR 2023 - 2024

93

CLIPS



973,377
TOTAL TELEVISION AUDIENCE

USD \$838,691
TOTAL TELEVISION PUBLICITY

56,262
TOTAL RADIO AUDIENCE

USD \$684
TOTAL RADIO PUBLICITY VALUE

1,665,200
TOTAL ONLINE + PRINT AUDIENCE

USD \$146,686
TOTAL ONLINE + PRINT PUBLICITY

Listen to The Naman Impact

CAROL ZUNIGA UNVEILS THE FUTURE OF BEHAVIORAL HEALTH IN DETROIT

What's your take on the rise of mental health need and the evolution of it?

"I take a different perspective. I don't think there has been a rise in need. I think there's been a rise in awareness ... COVID allowed people to go beyond the stigma of mental illness."

-Carol Zuniga

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JODY DREWRY

Sr. Director, Crisis Services, HHI

OPINION COLUMN

The intersection of mental health and law enforcement

HEGIRA HEALTH INC.
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News-Herald

Information Technology Update

In 2024, the Information Technology (IT) Department continued to move forward with **focus on data integration, security and large application rollouts**. The goal of these items is to continue to improve the corporate security posture, provide data to decision makers, and standardize and simplify the corporate technological infrastructure for both staff and clients.

A couple of changes in 2024 include: Hegira Health **improved its telehealth platform to a worldwide standard** and not only integrated it into Hegira Health's Electronic Health Record (EHR) platform, but also developed client training and FAQ's which were made available to the clients on the corporate website.

Hegira Health also implemented an **Artificial Intelligence (AI) note taker for Hegira Health's Therapists**. The goal of this application is to allow the therapist to focus more on their clients during a session, take highly accurate notes, and overall provide better outcomes for our clients.



Mike Wunder
Chief Information Officer



Robert Filby

Sr. Director of Facilities, AMG

Welcome Our New AMG Senior Facilities Director

We were grateful to welcome Robert Filby as the Senior Director of Facilities to Hegira Health's subsidiary Affiliated Management Group (AMG) in October 2023. Robert brought to his new role at AMG 25 years of experience in healthcare facilities, 15 of those in facility management. In addition to his years of broad facility management, Robert is a U.S. Army Veteran, having served 8 years, holds an A&P license, and is a Journeyman Electrician. Robert has been training in Martial Arts for 43 years. Committed to helping those who are less advantaged, Robert runs no-cost martial arts clinics for those who can't afford lessons.

Comprehensive Health Clinics

Hegira Health celebrates CCBHC designation!

This last year has been one of the most exciting times for Hegira Health and our endeavors to deliver comprehensive access to care to our community. In September 2024, Hegira Health, Inc. was awarded entry into the State of Michigan's demonstration project for Certified Community Behavioral Health Clinics (CCBHC). Although, HHI has been operating in many ways as a CCBHC prior to this, entry into this demonstration project is longer term and more comprehensive in scope. Hegira Health is making some significant changes to the way that we do things including creating new electronic tools for enhanced care coordination, connecting with other community organization in ways never seen before, and adding a host of new staffing positions to deliver high quality services and meet state standards of operating as a CCBHC. Thank you to all of HHI for supporting this mission to serve our community more effectively!



Financial Highlights

As I look back on my first year at Hegira Health, one word stands out: gratitude. I am deeply grateful to work with such a talented and dedicated group of colleagues, grateful for the opportunity to join an organization making such a significant impact, and most importantly, grateful to work alongside those we serve to help create better lives for them and their families. This sense of purpose is what fuels our passion and energy each day—because when we succeed, our entire community thrives.

It has been a whirlwind of a year, both personally and organizationally. Transitioning from a nonprofit focused on poverty alleviation to the behavioral health field was a significant shift for me, but one I've embraced wholeheartedly. As an organization, we've undergone months of transformation to **align with the Certified Community Behavioral Health.**

Clinic (CCBHC) model. This process has been challenging, requiring a comprehensive overhaul of our administrative and operational structures, all while ensuring continuity in delivering the vital services that our clients depend on.

Despite the turbulence, our staff has risen to the occasion time and time again. Their resilience and commitment have been nothing short of inspiring.

From a financial perspective, this year has brought profound change. The transition to a **single payment rate model—where we receive the same rate regardless of the service type—has completely reshaped how we operate and generate revenue.** Adapting to this new business model has required significant effort and ingenuity to ensure we have the resources necessary to provide the full range of behavioral health services our community needs.

I want to take this moment to personally thank the members of our Finance and Billing Departments. Your dedication and hard work throughout these transitions have been instrumental in positioning us for future success as a CCBHC.

As I reflect on this first year, I am filled with pride, hope, and a renewed commitment to the mission we share. Together, we are making a difference—and I am so grateful to be part of this journey.



Andrew Gilroy
Chief Financial Officer

FY24 Financial Summary

● Revenue ● Expenses

Revenue	Total
DWIHN Mental Health Services	\$ 27,354,886
DWIHN Substance Use Disorder Services	\$ 4,738,183
DWIHN Intellectual & Developmental Disabilities Services	\$ 859,478
Client Fees & Insurance	\$ 2,511,757
Other Contract Revenue	\$ 1,254,580
US Dept of Health & Human Services - SAMHSA Grants	\$ 1,812,563
Other	\$ 1,194,160

Expenses	Total
Salaries and Wages	\$ 20,611,072
Fringe Benefits	\$ 5,857,005
Subcontracts/Contractual Staff	\$ 2,872,371
Patient Care (Food Service, Medication, Transportation, Etc.)	\$ 867,826
Other Program Expenses	\$ 4,080,953
Administrative	\$ 8,227,256

Hegira Health Inc. is a registered 501(c)(3) organization..



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