



2024-2025

ANNUAL REPORT



WWW.HEGIRAHEALTH.ORG

**SERVING PERSONS OF
ALL AGES ACROSS THE
LIFESPAN SINCE 1971**



For more than five decades, Hegira Health has been a trusted leader in behavioral health across Southeastern Michigan.

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.

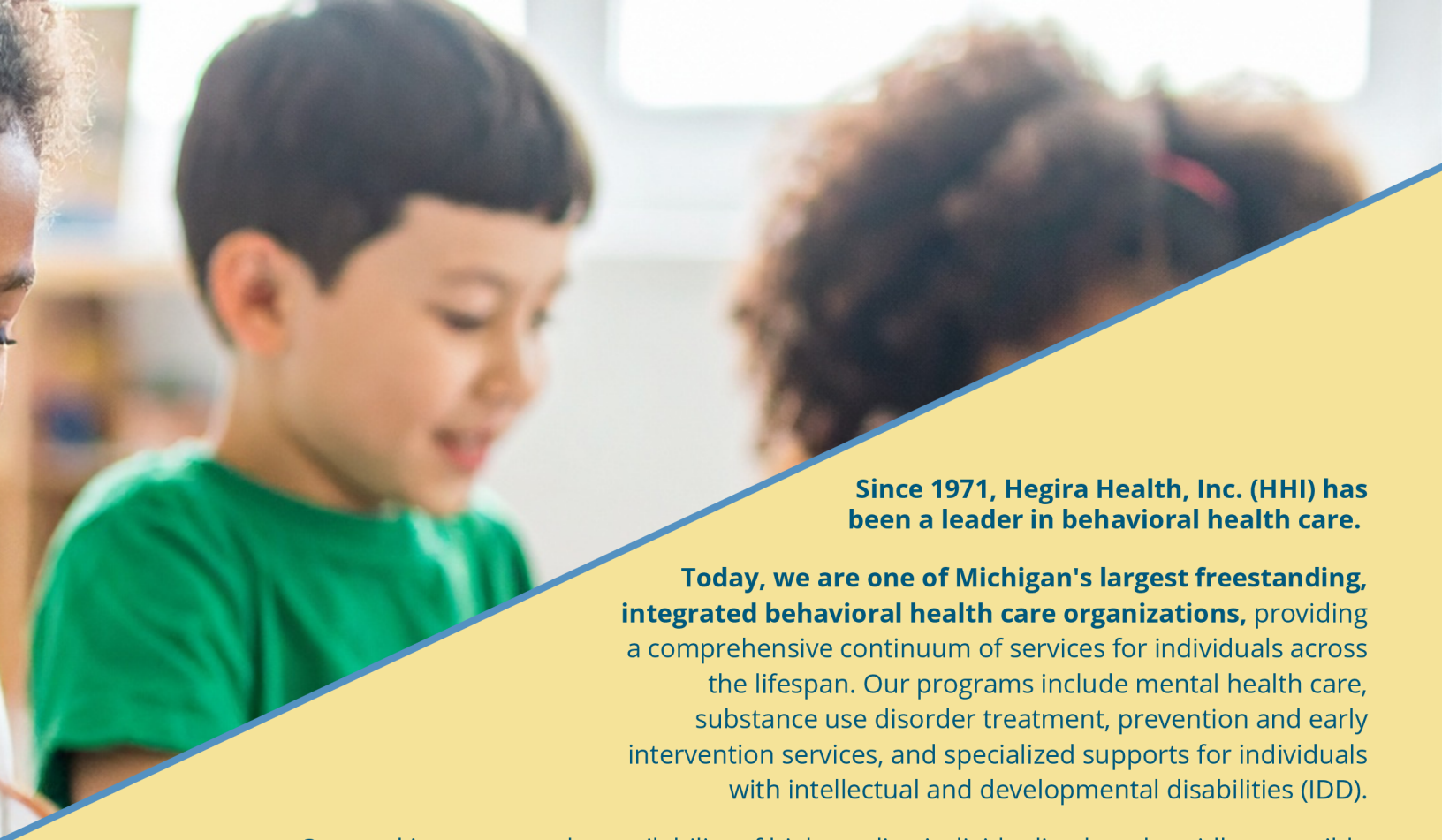


MICHIGAN LICENSED & JOINT COMMISSION ACCREDITED

734-458-4601

HEGIRAHEALTH.ORG





Since 1971, Hegira Health, Inc. (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 comprehensive continuum of services for individuals across the lifespan. Our programs include mental health care, substance use disorder treatment, prevention and early intervention services, and specialized supports for individuals with intellectual and developmental disabilities (IDD).

Our goal is to ensure the availability of high-quality, individualized, and rapidly accessible behavioral health, prevention, and support services for individuals and families of all income levels. These services are delivered by experienced professionals dedicated to improving the health and well-being of the communities we serve.

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.

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LETTER FROM THE PRESIDENT & CEO



CAROL ZUNIGA

President & CEO

Leading Hegira Health is both an honor and a privilege. Like most years, FY 2024–2025 brought new opportunities to create meaningful impact, along with new responsibilities and challenges. Through every achievement and every obstacle, our team's commitment to the people we serve—and to one another—never wavered. We remained steadfast in our promise to treat every individual, family, and team member with integrity, compassion, and respect.

Our most significant achievement this past year was earning designation as a Certified Community Behavioral Health Clinic (CCBHC) and joining Michigan's CCBHC Demonstration Project on October 1. This milestone transformed our organization by expanding access to care regardless of residency or insurance while driving innovation in service delivery, workforce development, technology, quality improvement, community partnerships, and long-term financial sustainability.

Together, these changes created a challenging yet rewarding year of growth and self-examination. We evaluated our services, relationships, and role within the communities we serve, emerging with a more comprehensive, integrated, population health-focused, and accessible model of care.

As I reflect on this remarkable year, I am deeply grateful for the dedication of our Board of Directors and our staff, the support of our partners, and the trust of the communities we serve. Together, we have laid the foundation for an even stronger future. I look forward to all that lies ahead.

Be well all.

Carol



INTRODUCING THE NEW HEGIRAHEALTH.ORG

Explore new features tailored to enhance your journey. Every update is designed with you in mind.

modern design

user-friendly



updated newsroom

team members, clients, & caregivers can connect effortlessly

2025 Outstanding Large Business of the Year





HEGIRA HEALTH AT-A-GLANCE



Hegira Health
Established

1971



Established
501(c)(3)

1975



Joint Commission
Accredited

1978



Team Members

508



Persons Served

19,915



FY24-25
Operating Budget

\$43M



Programs and Services
for Continuum of Care

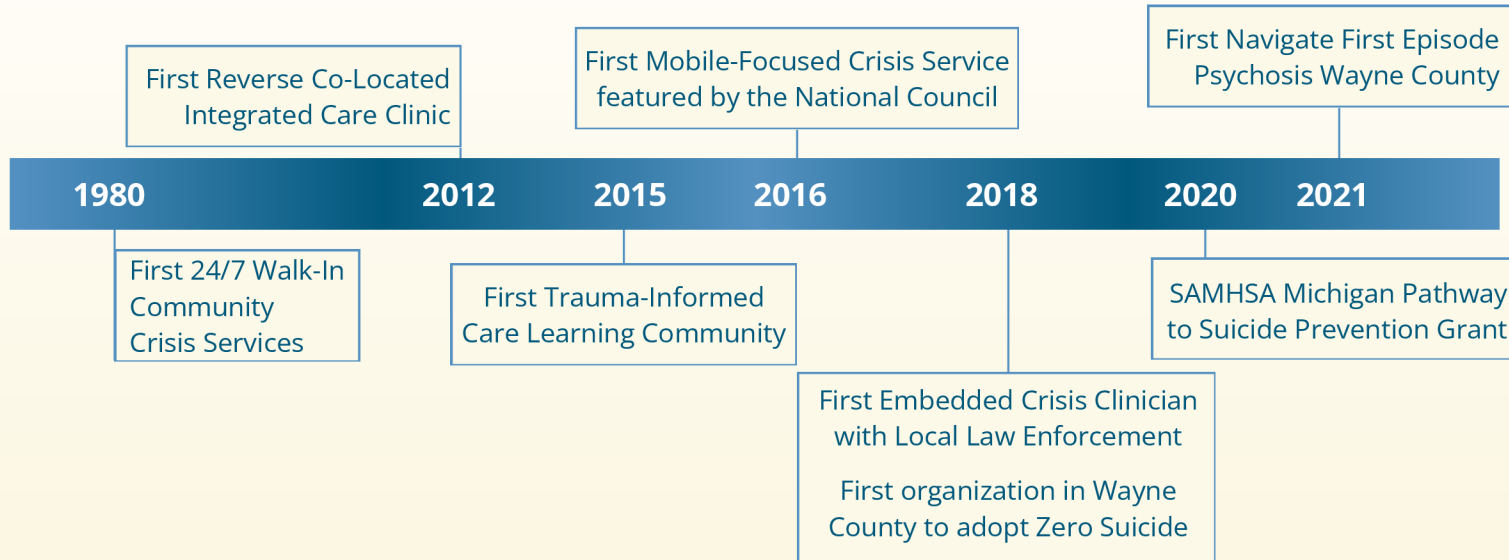
23



Certified Community
Behavioral Health Clinic

2024

HEGIRA HEALTH: A LEGACY OF INNOVATION



EVERY "FIRST" REFLECTS OUR COMMITMENT TO IMPROVING BEHAVIORAL HEALTHCARE

OUR LEADERS



Patrick O'Neil
Chair



Edward L. Forry
Vice Chair



Philip Cavanagh
Secretary



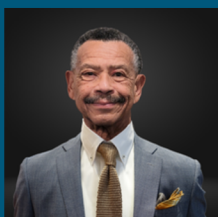
Kimberly Zazula
Treasurer



Daryl Beebe
Director



Karen Bonanno
Director



Charles Chase
Secretary/Treasurer



Mary Jane Fallot
Director



Linda Gale
Director



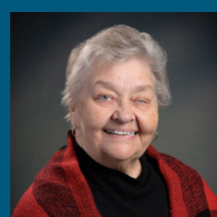
Ronald Hinrichs
Director



Masline Horton
Director



Lynn Khadra
Director

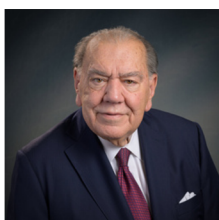


Joan M. Kovacs
Director

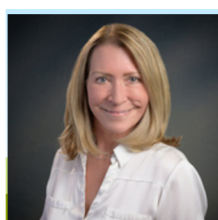
BOARD OF DIRECTORS



Carol Zuniga
Chief Executive Officer



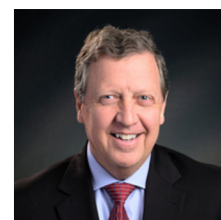
Edward L. Forry
President



Susan Kozak
Chief Operating Officer



Andrew Gilroy
Chief Financial Officer



Todd Harrison
Chief HR Officer



Jody Drewry
Sr. Dir of Crisis Services



Katherine Grisson
Sr. Director of MarCom



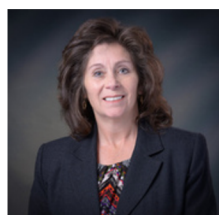
Salvatore Russo
Sr. Dir of SUD Services



Mike Wunder
Chief Information Officer



Marcy Johnson
Sr. Dir of MH Services



Denise Norman
Sr. Dir of Quality &
Corporate Compliance



Tim Chapman, MD, MBA
Medical Director



Phillip Gilly, MD, FASAM
Medical Director SUD



P.G. Vijayakumaran, MD
Senior Psychiatrist

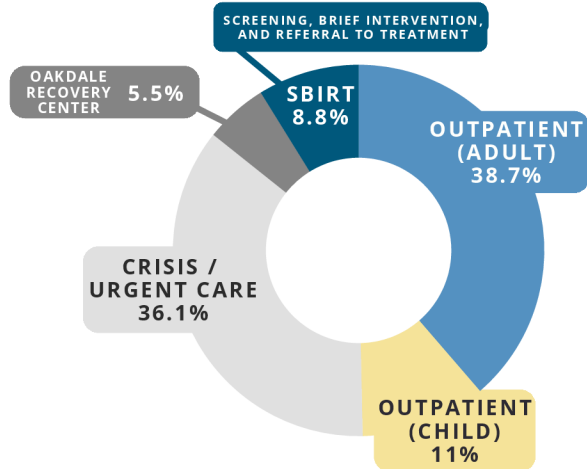
EXECUTIVE TEAM

WHO WE SERVED FY 2024-2025

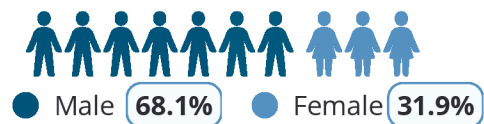
TOTAL PERSONS SERVED: 19,915



DEMOGRAPHICS



OAKDALE RECOVERY CENTER BY GENDER



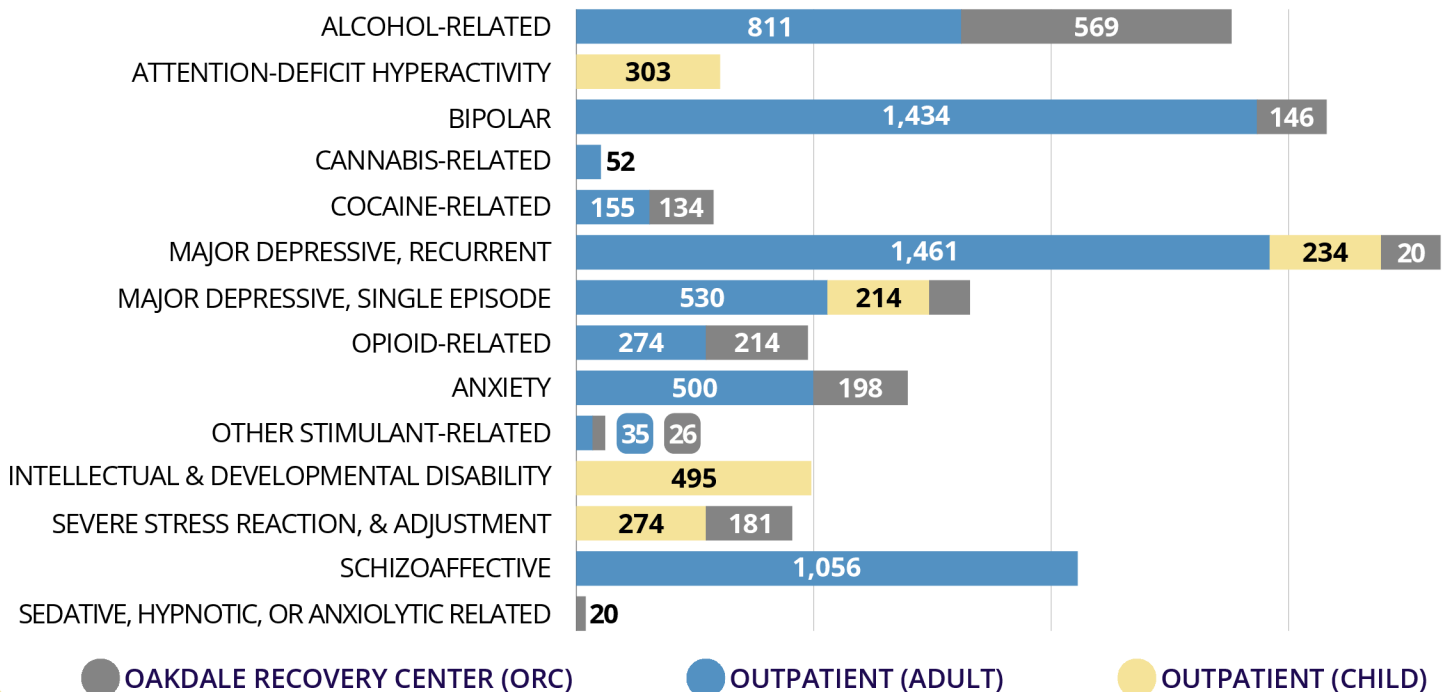
OUTPATIENT BY GENDER



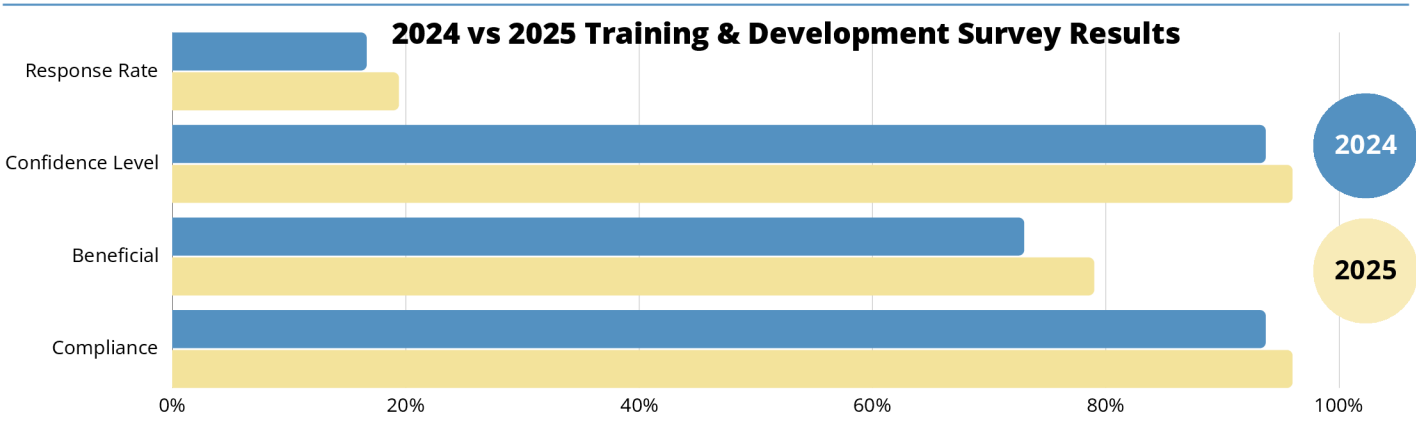
AGE DISTRIBUTION



DIAGNOSIS



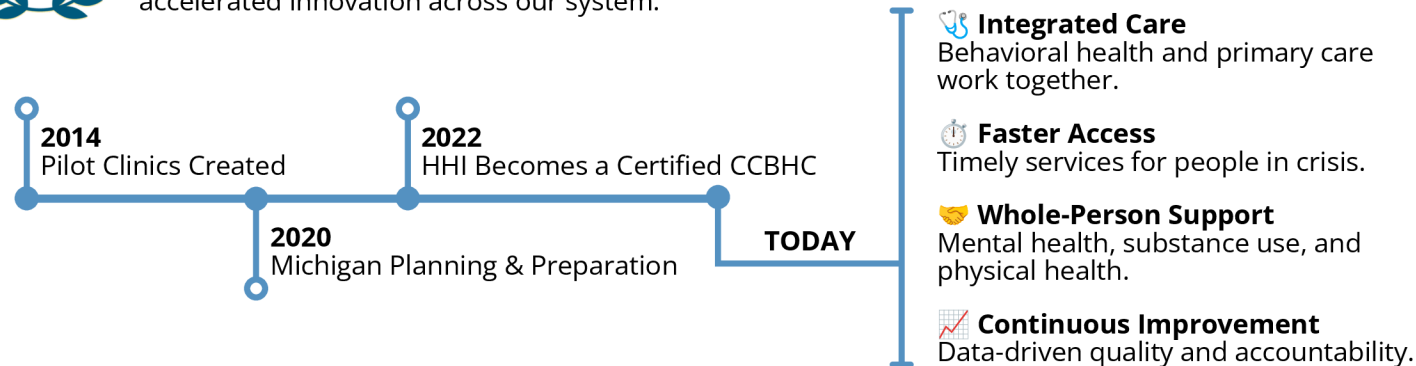
TRAINING & SUICIDE PREVENTION



CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC (CCBHC) TRANSFORMATION



Hegira Health's designation as a Certified Community Behavioral Health Clinic (CCBHC) and inclusion in Michigan's CCBHC Demonstration Project on October 1, 2024, marked one of the most significant milestones in our organization's history. This achievement expanded access to care and accelerated innovation across our system.



CORPORATE PERCEPTIONS OF CARE

CLIENT COMMENTS

Therapy has helped my child and I communicate better, and it helps him cope with situations better.
CHILDREN'S OUTPATIENT SERVICES RESPONDENT - TAYLOR

"I've been with this program probably 18 to 20 years. I don't know where I would be without this program."
ADULT OUTPATIENT SERVICES RESPONDENT - LINCOLN PARK

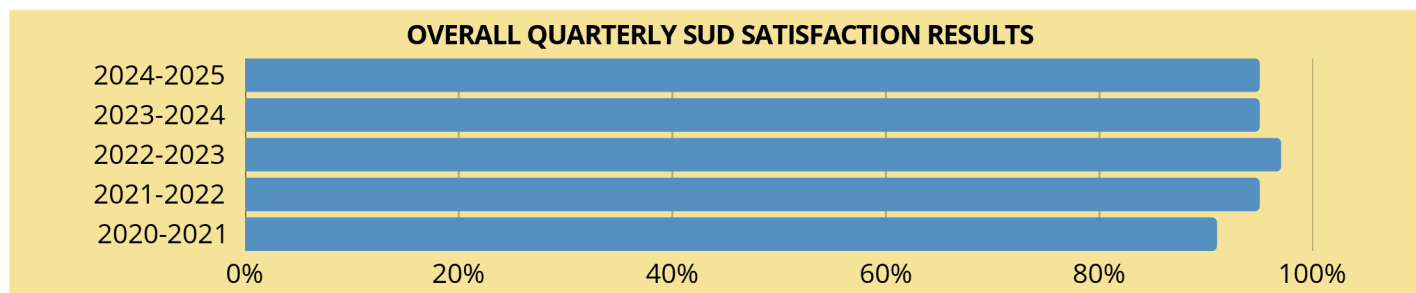
"I feel Hegira is a beautiful place to come to because of the people who work here that care about the people they see."
ADULT OUTPATIENT SERVICES RESPONDENT - WESTLAND

"Just wanted to express my gratitude for Hegira programs, all the staff members I encountered has been very helpful and motivated me to excel."
HEGIRA HOUSE RESPONDANT

"My overall health has improved dramatically my physical, mental, emotional, social, family relationship and financially..."
ADULT OUTPATIENT SERVICES RESPONDENT - LINCOLN PARK

SUBSTANCE USE DISORDER (SUD) SATISFACTION SURVEY

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



CLIENT COMMENTS

"I would never have made this far if it were not for the staff here at ORC. Thank you... All of you."

OAKDALE RECOVERY CENTER RESPONDENT COMMENT

"I am leaving with a completion, and I am very grateful to the staff for their commitment to my treatment. Thank you everyone."

OAKDALE RECOVERY CENTER RESPONDENT COMMENT

"Appreciate staff for the compassion and dedication shown to me."

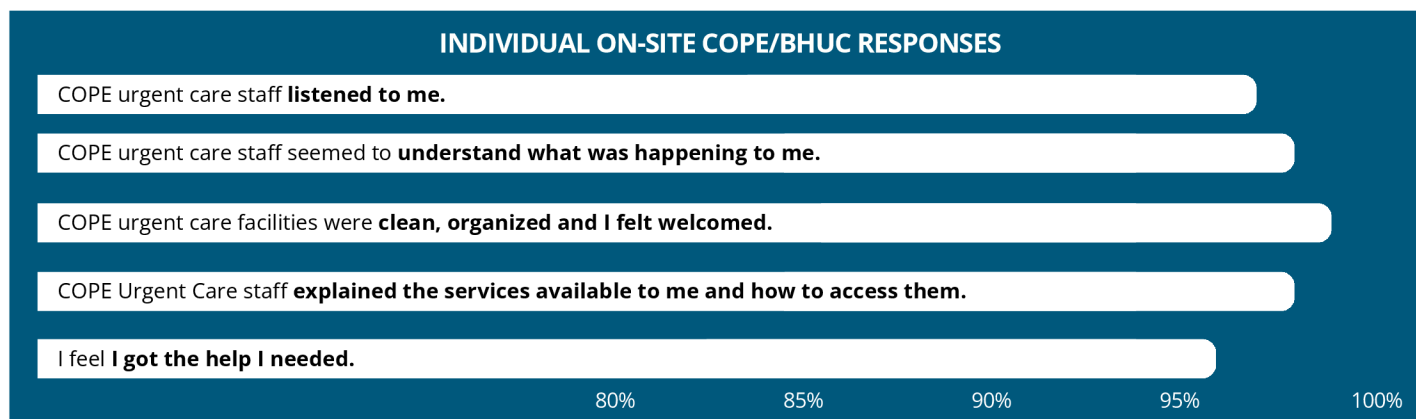
**OAKDALE RECOVERY CENTER
RESPONDENT COMMENT**

"Thank you, could never have done or made it without Taylor Outpatient Services. Thank you for goodness."

**ADULT OUTPATIENT SERVICES –
TAYLOR RESPONDENT COMMENT**

COMMUNITY OUTREACH FOR PSYCHIATRIC EMERGENCIES (COPE) / BEHAVIORAL HEALTH URGENT CARE (BHUC) PERCEPTIONS OF CARE

The overall positive perception of care rate provided by Hegira Health's COPE crisis programs and services was 98%, a continuation from the previous year.



COPE/BHUC CLIENT COMMENTS

"Very caring people, they listen and know just what to do. Very clean and comfortable, they are really just helpful."

"Very kind and friendly staff, they were knowledgeable of circumstances, clean and tidy environment. They told me about follow-up services. Thank you for saving my life and keeping me safe."

"Everything is alright and there is no need to improve it, very nice and respectful and clean and you feel secure and safe in their environment. I enjoyed my visit."

ANNUAL CLIENT SATISFACTION SURVEY REPORT (2025)

This data reflects the percentage of positive responses by domain for adult and youth clients who completed the Patient Experience of Care Survey or Youth / Family Experience of Care Survey in May – June 2025.

DOMAIN	# OF POSITIVE RESPONSES	OVERALL RESPONSES	% POSITIVE
ADULT			
Social Connectedness	457	568	80%
Functioning	566	722	78%
Access	852	953	89%
Quality and Appropriateness of Services	1,251	1,386	90%
Outcomes	886	1,123	79%
Participation in Treatment Planning	278	305	91%
General Satisfaction with Services	440	486	91%
YOUTH			
Social Connectedness	198	218	91%
Functioning	265	375	71%
Access	102	112	91%
General Satisfaction	294	332	89%
Outcomes	265	375	71%
Participation in Treatment Planning	148	165	90%
Cultural Sensitivity of Staff	206	225	92%

Data Source: Annual Patient Experience of Care and Youth / Family Experience of Care Survey Results (2025)

FINANCIAL HIGHLIGHTS

Revenue	Total	● Revenue ● Expenses	
Mental Health Services	\$ 32,263,531	\$43,783,101	\$45,269,486
Substance Use Disorder Services	\$ 5,624,258		
Intellectual and Developmental Disabilities Services	\$ 991,363	Expenses Salaries and Wages Fringe Benefits Subcontracts/Contractual Staff Patient Care <i>(Food Service, Meds, Transportation, Etc.)</i> Other Program Expenses Administrative	Total
Client Fees and Insurance	\$ 2,262,437		\$ 24,072,445
Other Contract Revenue	\$ 896,019		\$ 6,936,291
US Dept of Health and Human Services - SAMHSA Grants	\$ 934,141		\$ 2,140,351
Other	\$ 811,352		\$ 911,436
			\$ 3,757,104
			\$ 7,451,859

TEAM HEGIRA HEALTH SPOTLIGHT



2024 STAFF LONGEVITY AWARDS



Karen Burge Curtis Causey



Melanie Hooper
Barbara Quatro

Brandy Vallely
Tracy Wheatley



Susan Carpenter
Sarah Moellenberg

Stephene Rogers-Washington
Jennifer Salo



Matina Fabian
Jennifer Grzymala
Jackie McAlpine
Nancy Thompson



Saja Alkhafaji
Stella Amakeme
Pearline Ballard
Sonia Conway
Eugene Dennis
Gerald Edwards

Sara Engle
Barbara Godin
Yolanda Hamilton
Susan Hassen
Tanisha Kirkland
Theresa Laughhunn

Destiny Lewis
Jenneatta Mitchell
Therese Muir
Anthony Owens
Jody Prehn
Stephanie Preston

Carmen Ramos
Meghan Shapero
Ashlyn Talley
Deborah Thomas
Tayna Wade

Team Member of the Month Awardees:
Courtney Borodaty, Herry Carpenter, Stephene Rogers-Washington and Sherry Smith.

HEGIRA HEALTH INTERNSHIP PROGRAM

**Building the
Future of Care**



Committed to Building Our Community's Behavioral Health Workforce

1 Nurse
Practitioner Preceptorships

20+ University Partnerships

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

HEGIRA HEALTH MEDIA RECAP REPORT

FISCAL YEAR 2024 - 2025

**107
CLIPS**



4.1+ Million Total Audience Reach
\$784K Estimated Publicity Value
2.3M Online Readers

1M+ Radio Listeners
679K TV Viewers
107 Total Media Mentions

CRISIS / URGENT CARE SERVICES



Access to timely behavioral health care saves lives. In November 2024, we expanded crisis response with the opening of the first children's Behavioral Health Urgent Care (BHUC), followed by our Adult Unit in May of 2025, offering an alternative to emergency departments. We also strengthened regional partnerships through our third annual Breakfast for Champions, the inaugural Behavioral Health Champion Award, and continued our collaboration with Wayne County's Health, Human, and Veteran Services departments to expand access, improve crisis response, and enhance the behavioral health safety net.

Law Enforcement Co-Response Embedded Clinician Services



Total Number of Requests

2019	77
2020	221
2021	919
2022	1,577
2023	2,455
2024	1,639
2025	2,889

Source: Hegira Health Inc.



SUBSTANCE USE TREATMENT & PREVENTION

Recovery is strengthened through access, connection, and continued support. We expanded services across the Downriver community by growing our SBIRT program in partnership with Henry Ford Wyandotte Hospital. We also strengthened care coordination with a comprehensive service pathway that better connects teams and services. We received a \$153,000 grant from the Opioid Healing and Recovery Funds via Oakland Community Health Network. We also a \$80,000 Michigan Department of Health and Human Services (MDHHS) Targeted Substance Use Disorder Services 2025 grant to provide transportation to SUD treatment and recovery supports for individuals with a history of opioid use. Our Peer and Prevention teams remained active in community outreach and engagement.



Hegira Health received a Michigan Department of Health & Human Services transportation grant funded by the Michigan Opioid Healing and Recovery Fund

Learn more about how we're improving access to care in our community.



CHILDREN'S OUTPATIENT SERVICES (COS)



Recognizing the importance of early intervention and family engagement, our COS team introduced an orientation session between intake and treatment planning, empowering families to make informed decisions and begin services with greater confidence. We continued to foster resilience and well-being through community partnerships, summer camps, and wellness events, including a collaboration with the Downriver Council for the Arts for the Second Annual Self-Esteem Youth Art Exhibition.



The Self-Esteem Art Exhibition

downriver council
for the Arts



ADULT OUTPATIENT SERVICES (AOS)



Timely access to behavioral health services can significantly improve engagement, treatment outcomes, and long-term recovery. This year, Adult Outpatient Services expanded access to care while reducing wait times, ensuring more individuals received support when they needed it most. Beyond clinical services, AOS strengthened community connections through veteran and senior-focused outreach, promoting wellness, education, and access to behavioral health resources.



TURNING POINT CLUBHOUSE



**CONGRATULATIONS TO TURNING POINT CLUBHOUSE FOR
UPGRADING THEIR ACCREDITATION TO NOVEMBER 30, 2026!**



14th Annual Recovery Awards
Consumer of the Year - Josephine Y.

HEGIRA HEALTH IN THE COMMUNITY



CONNECT WITH US



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info@hegiraghealth.org



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HEGIRA HEALTH, INC.

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



**HEGIRA
HEALTH, INC.**
Wellness First

Help us keep wellness first for everyone
we serve. Make a donation.

SCAN THE QR CODE OR VISIT
WWW.HEGIRAHEALTH.ORG/GIVING

