

**Copper  
Country  
Mental Health  
Services Board**

**ANNUAL  
REPORT TO THE  
COMMUNITY**

Fiscal Year  
2007



# **Copper Country Mental Health Services**



**Lawrence J. Pollack, Ph.D.**  
*Executive Director*

**C. Michelle Morgan, M.D.**  
*Medical Director*

**Vicki Mikkola, MSW**  
*Associate Director*

**Susan Serafini**  
*Finance Director*

**Lora A. Bulleit**  
*Human Resources Director*

## **CCMHS MISSION**

It is the mission of the Copper Country Mental Health Services Board to ensure that appropriate, cost-efficient, and quality behavioral health services are accessible to persons in Baraga, Houghton, Keweenaw, and Ontonagon counties.

Copper Country Mental Health Services provides an array of services intended to increase independence, improve quality of life, and support community integration and inclusion of the persons served. Service is tailored to the needs and strengths of consumers.

## **A MESSAGE FROM THE BOARD**

To the Citizens of Baraga, Houghton, Keweenaw and Ontonagon Counties:

The Board of Directors of Copper Country Mental Health Services (CCMHS) is pleased to provide you with our “2007 Annual Performance Report”.

Like other health care and human services agencies, we have faced many challenges in the past year. In spite of the economic environment and ever-increasing regulatory requirements in Michigan, you will see from the Consumer Satisfaction Survey information included in the report that our dedicated staff continue to succeed in providing quality services to our consumers.

CCMHS served over 1,000 people in the last fiscal year (October 1, 2006 through September 30, 2007). These are children and adults who need the most comprehensive help due to severe mental illnesses or developmental disabilities. The Agency employs over 200 full-time staff as well as a number of part-time employees and contract agencies.

We, the members of the Board of Directors, pledge to you that we will do our part to ensure that CCMHS continues to be a vital part of the community network that provides for the overall health and well-being of people in Baraga, Houghton, Keweenaw and Ontonagon counties. We are fortunate to live in communities across the four-county area where people help their neighbors, and do whatever it takes to “get the job done”, particularly in times of difficulty.

CCMHS needs your help in knowing when we are doing our job well; but more importantly, we need to know what we can do to improve services to you, your family, your friends and your neighbors.

We say “thank you” and look forward to continuing relationships with The Rice Memorial Foundation, the County Commissioners, our community partners and others who support us in fulfilling our mission. Your contributions often seem to go unnoticed but are critical to the success of not only our Agency but to the overall vitality of our community.

Don Keith  
Board Chairperson

# CCMHS FISCAL PROFILE

Copper Country Mental Health Services provided services to 1,034 individuals this fiscal year, utilizing a budget of \$15,206,285.

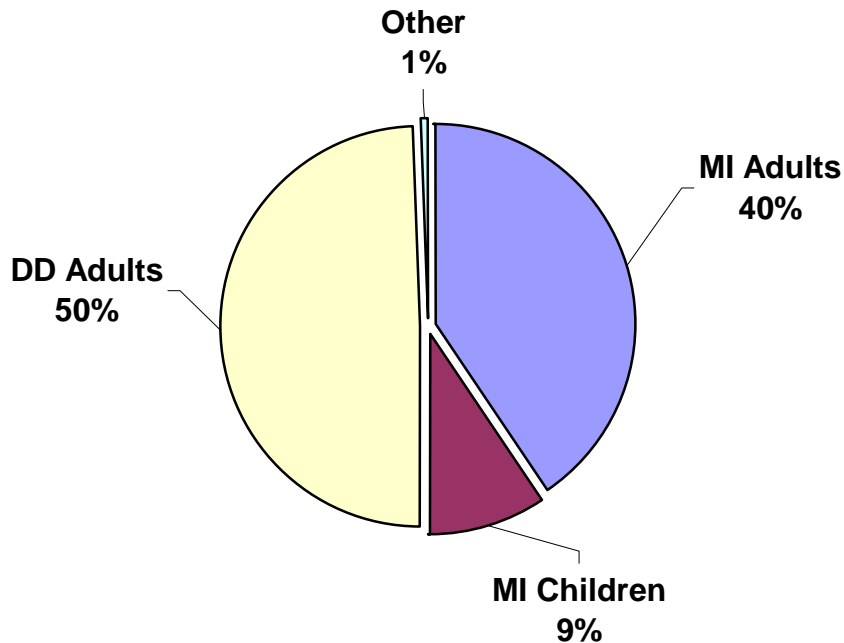
*Revenue - October 1, 2006 - September 30, 2007*

State General Fund .....	\$2,240,260
Medicaid - Developmentally Disabled.....	\$8,657,505
Medicaid - Mentally Ill .....	\$2,412,485
County Appropriation .....	\$255,604
Other .....	\$1,640,431
<b>Total: .....</b>	<b>\$15,206,285</b>

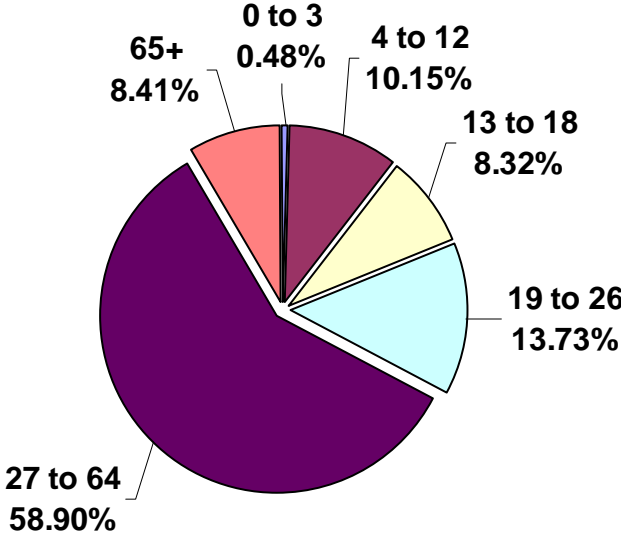
*Expenditures - October 1, 2006 - September 30, 2007*

Adults with Mental Illness .....	\$6,154,541
Children with Mental Illness .....	\$1,428,170
Adults with Developmental Disabilities .....	\$7,529,668
Other .....	\$93,906
<b>Total: .....</b>	<b>\$15,206,285</b>

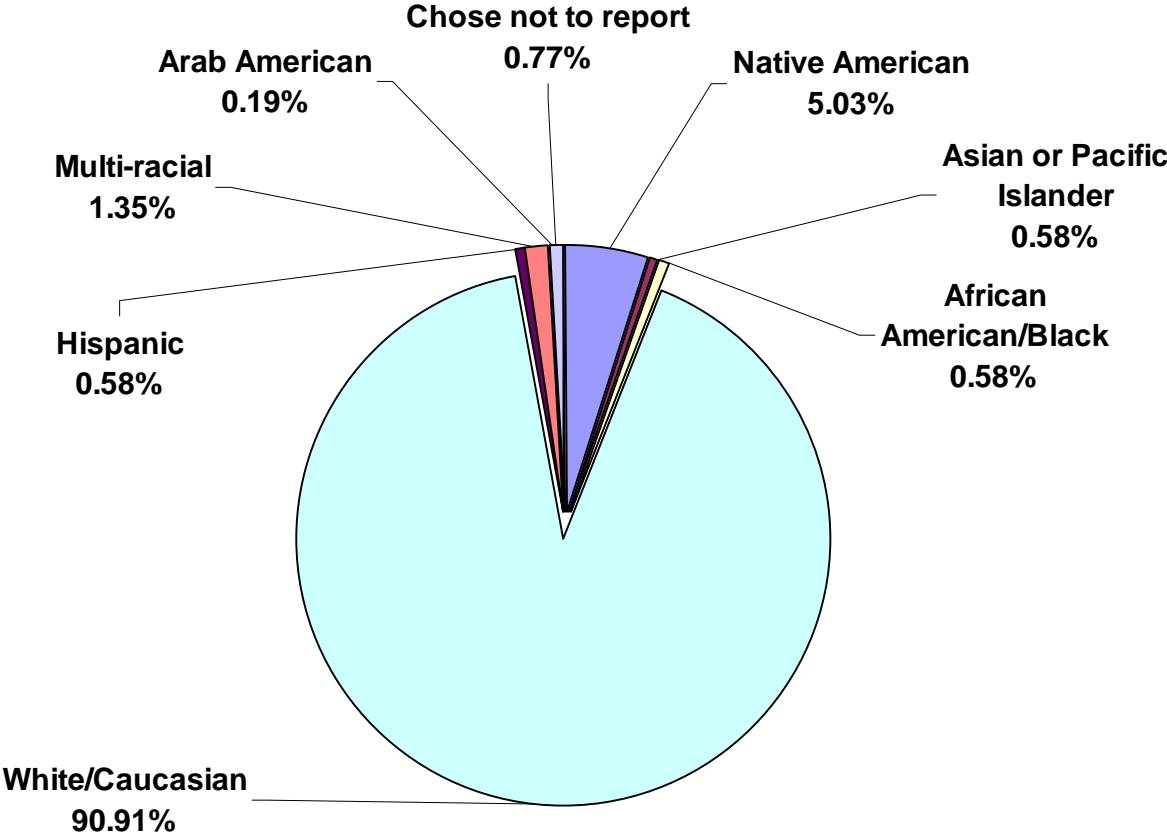
## Expenditures By Population Served



### Consumers Served by Age Group FY 07



### Consumers Served Who Reported Race / Ethnicity FY 07



# CONSUMER SATISFACTION

Our most important goal, of course, is to continue to serve the people of Baraga, Houghton, Keweenaw and Ontonagon counties by providing excellent mental health services to assist them in their recovery and to improve the quality of life of all citizens. One way to measure this effort is through the Annual Consumer Satisfaction Survey.

We had a “return rate” in 2007 of almost 32%, which is a slight increase from last year. The surveys show an overall satisfaction level of 95.6%, which is approximately the same as last year.

## Overall results on the specific items are as follows:

- 97.9%** - Appointments are scheduled at times that work best for me.
- 97%** - I am informed of my rights.
- 93.7%** - I feel better because of the services received.
- 93.7%** - I know what to do if I have a concern or complaint.
- 96.6%** - Staff are sensitive to my cultural/ethnic background.
- 94%** - I was able to get the type of services I needed.
- 96.6%** - My wishes about who is and who is not given information about my treatment are respected.
- 97.9%** - My wishes about who is and who is not involved in my treatment are respected.
- 86.6%** - I am satisfied with the help I received when calling the crisis line after 5 pm Monday through Friday or on weekends.
- 95.8%** - I would recommend these services to a friend or relative.

## Some comments from our consumers were:

*“I am very pleased with my brother’s care at Quincy.”*

*“I think they do a great job with \_\_\_\_\_. They have lots of patience”*

*“I’m very pleased with services I have received.”*

*“The services of CCMH (Ontonagon) greatly impact (positively) the quality of life for both this client and guardian. Thank you.*

*“I’m very satisfied with the care and courtesy of the caregivers.”*

*“\_\_\_\_\_ has limited communication skills and staff really understand his needs. Thank you.”*

## **AGENCY HIGHLIGHTS**

### **RE-BORN BOOKS**

Thanks to creative thinking and energy on the part of several staff, some “valuable books bound for the recycling bin are getting a new lease on life”, says Nancy Besonen in a recent edition of the L’Anse Sentinel.

CCMHSB recently received a grant from Michigan Rehabilitation Services to establish an on-line (internet) book sales business at the L’Anse Center and at the Northern Lights Clubhouse in Hancock. For many years, consumers and staff at the L’Anse Center have picked up discarded books from St. Vincent DePaul stores in L’Anse, Marquette and Hancock, Goodwill Industries, local libraries and a number of intermittent donors. These books were recycled at the L’Anse Center, which allowed all of the participants of the center’s day program to receive a paycheck.

Then, out of curiosity, one of our staff who has personal experience buying and selling on E-Bay, researched the value of some of the books she spotted in the “recycling” bin. She discovered that several were worth \$40 to \$50 each! From there was born the idea to sell those books on-line.

The grant from Michigan Rehabilitation Services will cover start-up equipment purchases. Staff at both locations will work with consumers to learn to identify valuable books, take pictures of them with digital cameras, post them and sell them on the internet for a commission. This project will not raise any money for the Agency; some of the proceeds from each sale will go toward expenses and overhead, and the seller will receive a commission on the book’s sale price. Ideally, this will teach some consumers how to run their own home businesses.

### **PEER SUPPORT SPECIALIST**

The CCMHSB is very pleased to have employed an outstanding Peer Support Specialist in June of 2007, to work with the Assertive Community Treatment Team. Peer Support Specialist Services provide individuals with opportunities to support, mentor and assist others in navigating human services systems and in achieving their personal goals. They bring with them unique backgrounds and skills from their own experience in using services; and they have a special ability to gain the trust and respect of other consumers because of shared experiences and perspectives.

## **PEER SUPPORT SPECIALIST Con't -**

This is certainly true of the person we were fortunate enough to hire who has a background as an employment counselor and owned her own employment agency for eight years. In an article for the Agency newsletter she stated that she “understands what people go through and feels her own experience and sharing her own story can help others”.

She has received certification from the Michigan Department of Community Health as a Peer Support Specialist. Among other things, she assists people with doing pre-planning for their person-centered planning meetings, discussing Advance Directives with them, teaching people to cook and budget, and helping them with participating in social activities.

The Agency hopes to hire two additional Peer Support Specialists during the next year.

## **HOME BASED SERVICES PROGRAM – INFANT MENTAL HEALTH**

In 1999, CCMHSB began the Home Based Program, which provides mental health treatment to seriously emotionally disturbed children and their families who have multiple and/or intense service needs. In 2005, the program was expanded to include infant and early childhood mental health services with the addition of Leslie Griffith, MSW. Leslie has an Infant Mental Health Specialist Level III endorsement from the Michigan Association of Infant Mental Health. Infant mental health emphasizes the importance of a baby’s social and emotional development and focuses on prevention and early intervention. The infant’s relationship with caregivers is one of the most important factors in his/her healthy development. As a result, the main focus of interventions is on the quality of the child and parent’s attachment and bonding to one another.

In her work with families, Leslie not only addresses specific mental health and developmental issues of the individual child, but also any mental health or parenting issues of the caregivers. For example, successful treatment of mothers with post-partum depression can prevent future mental health problems for their infants. As noted in a recent report to Congress, half of all diagnosable mental illnesses begin by age 14, so the Home Based Program for children and families provides a vital service component that may help prevent those illnesses from worsening or even occurring in the first place.



## INSTITUTE HIGHLIGHTS

The Institute provides Prevention Services (Mental Health and Substance Abuse) using a proactive approach to reduce risk factors, increase resiliency and promote wellness. During the past year, we provided over 50 presentations on a variety of topics, including depression, Alzheimer's disease, preventing underage drinking, violence prevention, parent education and adult abuse and neglect.

In this time of fiscal crisis, collaboration with local agencies and organizations allow us to provide a more comprehensive, cost-effective service to residents of Baraga, Houghton, Keweenaw and Houghton Counties.

Infant Mental Health Services were provided to 19 families in the four county area. This year we were able to expand services back into Ontonagon County with the help of the Great Parents Great Start Project through Gogebic-Ontonagon Intermediate School District

The Alzheimer's Disease Demonstration to States Grant, "An Integrated Systems Model of Wraparound Services and Supports", has been very successful. We have provided Wraparound Facilitation to 66 families which enables the individual with Alzheimer's to stay in their homes longer while provided support and resources to their family caregivers.

The Copper Country Children's Service System of Care project completed a mind map, logic model and action plan. We will be working through the Action Plan during the last two years of the project. Our mission is for families and agencies to work together in an atmosphere of mutual respect.

# CCMHS PROGRAMS AND SERVICE ARRAY

## Co-Occurring Disorders Treatment

All services include treatment for people with a combination of mental illness and/or developmental disabilities and substance use disorder. This approach helps people recover by offering mental health and substance abuse treatment together.

## Emergency Services

Services are available 24-hours a day, 365 days a year to persons having a mental health emergency requiring immediate assistance. These services include crisis intervention, assessment, and pre-screening for hospitalization.

## Assertive Community Treatment

The ACT Team provides services to individuals with severe and persistent mental illness. It offers a wide array of clinical, medical, or rehabilitative services during face-to-face interactions that are designed to assist individuals to live in the community, or help while transitioning to a more independent living arrangement.

## Community Support

A program for individuals with persistent mental illness, Community Support provides practical assistance at home and in

the community with such things as medication management, grocery shopping, managing money, and housekeeping.

## Psychosocial Rehabilitation

Northern Lights Clubhouse provides services to members using the Clubhouse Model. Members who are adults with persistent mental illness are involved in program operation, transitional employment and social/recreational activities.

## Day Programs

Day programs provide structured services to persons with persistent mental illness and persons with developmental disabilities. Services are available at the Centers in L'Anse and Ontonagon. The day program is a place where people can come for support, training, companionship, recreation and some paid work.

## Case Management / Supports Coordination

Provides assessment, service planning, linking/coordinating, follow-up, and monitoring services to adults and children with mental illness and/or developmental disabilities.

## **CCMHS PROGRAMS AND SERVICE ARRAY Con't.**

### **Residential Services**

Group homes serve adults with developmental disabilities and/or mental illness who require help with daily activities and a structured living environment. People receive help 24-hours a day from trained staff.

### **Nursing Home Services (OBRA/PASARR)**

The OBRA Team works with area hospitals and nursing homes to identify and address the mental health needs of persons residing in long-term facilities.

### **BRAVO**

The program offers support to people with developmental disabilities so that they can live, work and play where they choose. These supports may include help with things like taking care of personal business, grocery shopping, cooking, managing money, assistance at doctor's appointments, housekeeping, taking part in community events, and respite.

### **Outpatient Therapy**

Provides assessment and treatment services for persons who are severely mentally ill or seriously emotionally disturbed. The type of help offered varies and may address family relationship problems, parent/child conflicts, interpersonal-social

conflicts and symptoms related to depression, anxiety, and other acute psychiatric problems. Services are provided at offices in Houghton, Calumet, L'Anse, and Ontonagon.

### **School Social Work Program**

Provides school-based early detection and intervention for elementary school children experiencing serious emotional disturbances that interfere with learning. The program targets children from kindergarten through the sixth grade and views involvement of the child's family as a crucial element in the treatment process.

### **Children's Intensive Services**

Provides services and support for families of mentally ill children (up to age 17) who require a greater level of service intensity than can be provided through Outpatient Therapy or the School Social Work Program.

### **The Institute**

Provides a variety of education, prevention, and training programs including: Alzheimer education, adolescent development, asset building, caregiver education, child development, community education, depression education, elder abuse education, infant mental health, mental health training, parent education, preschool expulsion prevention, stress management, substance abuse prevention, violence prevention, and youth social skill development.

# CODE OF ETHICS

## PREAMBLE

*This code is intended to provide both general and specific principles to cover most situations encountered by Copper Country Mental Health Services Board Staff. At the core of this code is our belief in accountability and is based on core values of:*

- ◆ *Accountability to the public*
- ◆ *Choice*
- ◆ *Efficiency*
- ◆ *Empowerment*
- ◆ *Prudent use of resources*
- ◆ *Respect for the life, value and dignity of individuals*
- ◆ *Avoiding conflict of interest*
- ◆ *Effectiveness*
- ◆ *Empathy*
- ◆ *Inclusion*
- ◆ *Security*
- ◆ *Being fair and impartial*

## GENERAL PRINCIPLES

### **Competence**

- ◆ *We strive to maintain high standards of conduct in our work.*
- ◆ *We recognize the boundaries of our expertise.*
- ◆ *We recognize the need for ongoing education.*

### **Concern For Others Welfare**

- ◆ *We promote a safe and comfortable environment.*
- ◆ *We promote informed choice.*
- ◆ *We do not exploit professional relationships.*

### **Respect**

- ◆ *We respect the dignity and worth of all people.*
- ◆ *We promote the right to privacy and autonomy.*
- ◆ *We respect cultural differences and diversity.*

### **Social Responsibility**

- ◆ *We work to reduce social stigma.*
- ◆ *We encourage policy that promotes the interests of the people we serve and the public.*
- ◆ *We comply with the law.*

### **Integrity**

- ◆ *We strive to be honest, fair and respectful of others.*
- ◆ *We attempt to clarify our roles and responsibilities.*
- ◆ *We avoid conflict of interest.*

### **Professional Conduct**

- ◆ *We uphold the values, ethics and mission of the Agency.*
- ◆ *We adapt to meet the needs of people from different backgrounds.*
- ◆ *We collaborate with others to promote consumer interests.*

## SPECIFIC PRINCIPLES

### **Business**

- ◆ *We bill appropriately for services delivered.*
- ◆ *We conduct business in accordance with Agency values and general ethics principles.*
- ◆ *We protect against the misuse of funds.*
- ◆ *We award contracts via approved selection processes.*

### **Human Resources**

- ◆ *We follow all laws prohibiting discrimination.*
- ◆ *We are committed to providing an environment free of harassment.*
- ◆ *We show appreciation to employees.*
- ◆ *We apply fair and equitable treatment to all employees.*
- ◆ *We respect the employee's right to privacy.*

### **Marketing**

- ◆ *We compete for business on merit alone and do not engage in attempts to discredit competitors.*
- ◆ *We share testimonials that are truthful.*
- ◆ *We provide information able to be read and understood by current and potential consumers.*

### **Service Delivery**

- ◆ *We provide services that are consumer directed.*
- ◆ *We strive to provide quality services.*

### **Professional Responsibilities**

- ◆ *We follow a Code of Ethics for our respective professional disciplines.*
- ◆ *We follow the Michigan Mental Health Code.*
- ◆ *We comply with all statutes, regulations and guidelines applicable to Federal Health Care Programs.*

## CCMHS BOARD OF DIRECTORS

**Dennis Barrette** Dollar Bay  
6 years on Board  
Board Vice-Chairperson  
Houghton County Commissioner

**Dyann Edgerton** Houghton  
5 years on Board

**Carol Evers** Lake Linden  
3 years on Board  
Board Secretary

**James Fyfe** Ontonagon  
New Board Member - 6/07

**Gerald Johnson** Watton  
17 years on Board  
Board Works Certificate

**Don Keith** Eagle Harbor  
5 years on Board  
Board Chairperson  
Keweenaw County Commissioner

**Hubert Lukkari** Greenland  
9 years on Board  
Ontonagon County Commissioner

**Ida Michaelson** Chassell  
16 years on Board  
Board Works Certificate

**Nancy Middleton** Lake Linden  
12 years on Board  
Board Treasurer

**Pat Rozich** Hancock  
17 years on Board  
Board Works Certificate

**James Tervo** Chassell  
20 years on Board

**Paul Tesanovich** L'Anse  
New Board Member - 9/07  
Baraga County Commissioner

## ACCESSING CCMHS:

### FOR EMERGENCY SERVICES:

During business hours call:  
**(906)482-9404 or 1-800-526-5059**

After hours call: **1-800-526-5059**

### FOR ALL OTHER SERVICES:

Houghton County: **(906) 482-9404**  
or Toll Free: **1-800-526-5059**

Rice Memorial Center  
901 West Memorial Drive  
Houghton, MI 49931  
**(906) 482-9400**  
TDD/TTY: **(906) 482-8037**

Rice Memorial Ctr. - CLK Branch  
56938 Calumet Avenue  
Calumet, MI 49913  
**(906) 337-5810**

Baraga County Center  
15644 Skanee Rd.  
L'Anse, MI 49946  
**(906) 524-5885**

Ontonagon County Center  
515 Quartz Street  
Ontonagon, MI 49953  
**(906) 884-4804**

The Institute  
900 West Sharon Avenue  
Houghton, MI 49931  
**(906) 482-4880**  
e-mail: [Institute@theInst.org](mailto:Institute@theInst.org)

**ON THE WEB AT:**  
**[www.cccmh.org](http://www.cccmh.org)**