

**Copper Country
Mental Health
Services Board**

ANNUAL REPORT

Fiscal Year Ending 2002



Copper Country Mental Health Services



Lawrence J. Pollack, Ph.D.
Executive Director

C. Michelle Morgan, M.D.
Medical Director

Ann Tieder
Associate Director

John L. Blissett, CPA
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.

FROM THE BOARD CHAIRPERSON

Greetings:

The 2002 Annual Report reflects a year of transition, accomplishment and challenge for Copper Country Mental Health Services.

A primary focus has been the collaboration between the five Upper Peninsula Mental Health Boards to establish a regional affiliation in order to be eligible to apply for the Medicaid Managed Care Contract with the Michigan Department of Community Health in Fiscal Year 2003. Success in this endeavor will keep the public mental health system in the public rather than the private, for-profit sector. It will allow significant continued local decision-making by and for our four-county area citizens.

The Annual Report explains the current funding sources for our services and provides an overview of how those funds are used. The Copper Country Mental Health Services Board offers a broad array of services. The program descriptions are intended to provide increased awareness of the services offered in specific programs.

The Code of Ethics adopted by the Board in 2002 is included in this report. It governs all aspects of operations and represents a commitment to the community.

The accomplishments detailed in the report reflect the commitment of the staff and Board to the mission of the organization. The consumers of services have played an essential role in shaping the programs and direction of the agency. The CCMHSB acknowledges with appreciation the many contributions of stakeholders, consumers, family members, advisory committee members, and others in helping meet the mission of the agency.

Thank you for your interest in the operations and services of Copper Country Mental Health Services Board.

*Roland Antila
Board Chairperson*

CCMHS FISCAL PROFILE

Copper Country Mental Health Services provided services to 1,684 individuals this fiscal year, utilizing a budget of \$14,149,570.

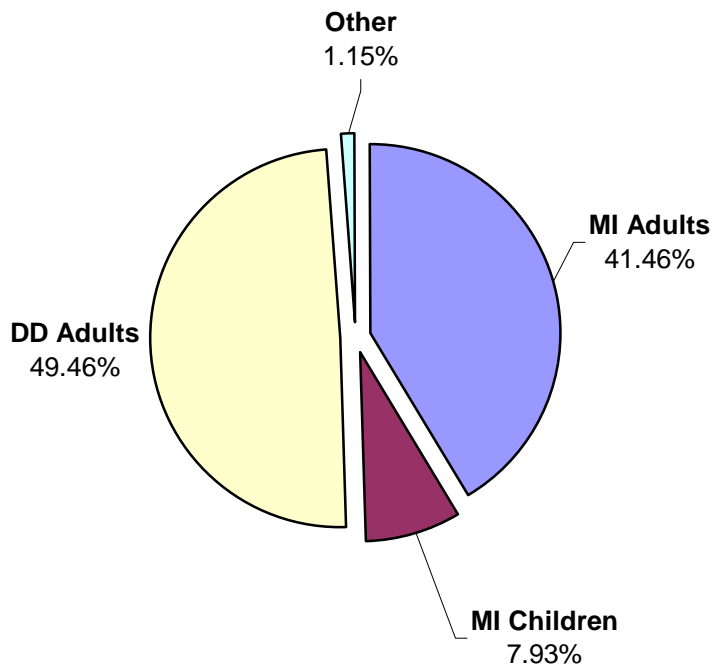
Revenue - October 1, 2001 - September 30, 2002

State General Fund	\$2,475,398
Medicaid - Developmentally Disabled	\$7,430,382
Medicaid - Mentally Ill	\$3,049,312
County Appropriation	\$255,604
Other	\$1,513,079
<i>Total:</i>	<i>\$14,723,774</i>

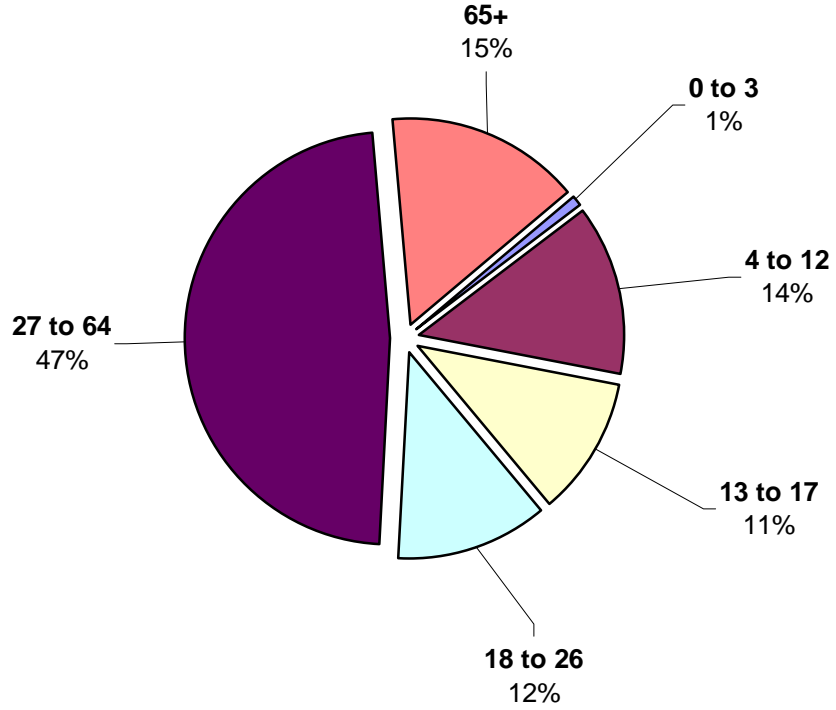
Expenditures - October 1, 2001 - September 30, 2002

Adults with Mental Illness	\$5,866,906
Children with Mental Illness	\$1,121,411
Adults with Developmental Disabilities	6,998,036
Other	\$163,216
<i>Total:</i>	<i>\$14,149,570</i>

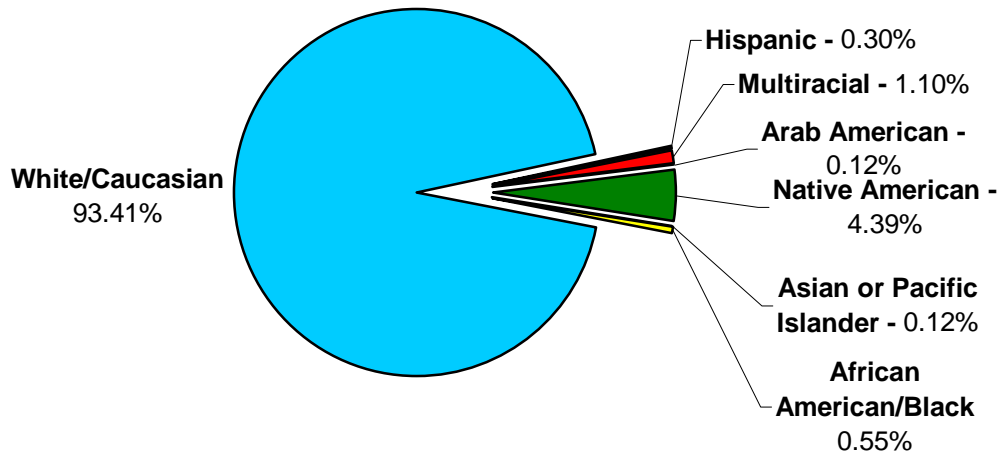
Expenditures By Population Served



Consumers Served by Age Group



Consumers Served Who Reported Race/Ethnicity



CCMHS PROGRAMS AND SERVICE ARRAY

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 crisis services including hospitalization.

Crisis Residential Services

Provides alternative to short-term inpatient services for individuals with serious mental illness experiencing an acute psychiatric crisis. Support, structure, therapy, medication management, behavioral intervention, illness education, and nursing services are offered as a part of treatment.

Crisis Stabilization Services

Crisis Stabilization offers alternatives to psychiatric hospitalization. Services may take place in any setting other than inpatient, jail, or the Crisis Residential Unit and will assist with maintaining community living while providing the support needed to remain out of the hospital.

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, getting to doctor's appointments, housekeeping and transportation.

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.

Residential Services

Group homes serve adults with developmental disabilities and/or mental illness who require help with daily activities and a structured living environment.

Nursing Home Services (OBRA)

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, getting to doctor's appointments, housekeeping, taking part in community events, transportation 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, attention deficit disorder education, asset building, behavior management training, caregiver education, child development, community education, depression education, elder abuse education, employee assistance program (EAP), infant mental health, mental health training, parent education, preschool expulsion prevention, stress management, substance abuse prevention, violence prevention, worksite training and youth social skill development.

CONSUMER SATISFACTION

Annually, the people CCMHSB serves are asked to help us evaluate and improve programs and services. The 2002 survey shows an overall satisfaction level of 90%.

I am satisfied with my experience at CCMHS. **92%**

Staff are courteous and respectful. **97%**

91% My calls are returned promptly.

I receive clear explanations of treatment/support choices and options. **90%**

The services/supports I receive are based on my needs and desires. **92%**

I am making progress toward my goals. **82%**

86% I feel free to complain when I am not satisfied.

My cultural/ethnic values are respected. **88%**

94% My rights as a consumer of mental health services are respected.

I would recommend CCMHS to a friend. **91%**

CCMHS CODE OF ETHICS

Adopted January, 2002

PREAMBLE: This code is intended to provide both the general principles and specific rules to cover most situations encountered by Copper Country Mental Health Services Board and Staff. It is to be applied to professional conduct and personal behavior, to clinical and business practices, and to all aspects of governance. At the core of this code are accountability to the public trust and the welfare and protection of the persons served. It is an individual responsibility to aspire to the highest standards of conduct, to respect and protect human and civil rights and not knowingly participate in or condone unfair discriminatory practices. This commitment encompasses encouraging ethical behavior by others as well as consulting with others concerning ethical issues.

Principle 1: Competence

We strive to maintain high standards of competence in our work. We recognize the boundaries of our particular competencies and the limitations of our expertise. We provide only those services and use only those techniques for which we are qualified by education, training or experience. We maintain knowledge of relevant scientific and professional information related to the services we render and we recognize the need for ongoing education. We make appropriate use of scientific, professional, technical, administrative and fiscal resources.

Principle 2: Integrity

We seek to promote integrity in that we are honest, fair and respectful of others. To the extent feasible, we attempt to clarify for relevant parties the roles we are performing and to function appropriately in accordance with these roles. We avoid improper and potentially harmful dual relationships, including conflict of interest.

Principle 3: Professional and Scientific Responsibility

We uphold professional and agency standards of conduct, clarify our roles and obligations, and

accept appropriate responsibility for our behavior. We adapt our methods to effectively meet the needs of different populations and cultures. We refer to and cooperate/ collaborate with other professionals and institutions to the extent needed to promote the best interest of the persons served.

Principle 4: Respect for People's Rights and Dignity

We accord respect to the fundamental rights, dignity and worth of all people. We promote the rights of individuals to privacy, confidentiality, self-determination and autonomy. We are respectful of cultural, individual, and role differences including those due to age, gender, race, ethnicity, national origin, religion, sexual orientation, disability, language, and socioeconomic status.

Principle 5: Concern for Others Welfare

We seek to contribute to the welfare of those with whom we interact professionally. We promote an environment that is emotionally and physically safe. In our actions, we weigh the welfare and rights of individuals served. When conflicts occur we attempt to resolve these conflicts and to perform our roles in a responsible fashion that promotes informed choice and growth and avoids or minimizes harm. We are sensitive to real and ascribed differences in power between others and ourselves and we do not exploit or mislead others during or after professional relationships.

Principle 6: Social Responsibility

We are aware of our professional responsibilities to the community and the society in which we work and live and try to avoid the misuse of our work. We comply with the law and encourage the development of law and social policy that serve the interests of persons served and the public. We actively work to reduce social stigma and promote the inclusion of persons served in our communities.

CCMHS AWARDED THREE-YEAR CARF ACCREDITATION

On July 24, 2002, Copper Country Mental Health Services was awarded a Three-year accreditation by The Rehabilitation Accreditation Commission (CARF). This is the third successive three-year CARF accreditation for CCMHS, demonstrating that direct care staff, management and board members are dedicated to quality and excellence and are consistently focused on the needs of the persons served. CCMHS received CARF accreditation for the following programs/services:

Mental Health Programs

- Assertive Community Treatment
- Case Management
- Community-Based Rehabilitation
- Community Housing
- Crisis Intervention
- Crisis Stabilization
- Outpatient Treatment
- Prevention

Children and Adolescents

- Case Management
- Crisis Intervention
- Outpatient Treatment
- Prevention

Employment Services

- Organizational Employment Services
- Community Employment Services

Community Services

- Community Services Coordination
- Personal and Social Services
- Community Living Services



CARF Commendations:

- The thoroughness and organization of the health and safety program are exemplary. Not only are the practices on target, but the documentation is equally impressive.
- The organization is commended for its transportation program with regard to the well-maintained vehicles in the fleet and the level of responsiveness to the needs of the persons served.
- The organization is complimented for efforts that support staff retention, which results in a positive continuous relationship among the persons served, staff members, and external agencies.
- Adapting living areas in the group homes offers a variety of creative, unobtrusive, and comfortable ways to accommodate specialized equipment and furniture. This helps to maintain consumer dignity and independence.
- CCMHSB makes creative use of existing resources to meet the changing needs of the community and persons served. This is evidenced in the flexible use of residential beds for crisis services.

CCMHS BOARD OF DIRECTORS

Roland Antila White Pine
22 years on Board
Board Chairperson
Board Works Certificate

Brian Cadwell Lake Linden
1 year on Board
Houghton County Commissioner

Gerald Johnson Watton
12 years on Board
Baraga County Commissioner
Board Secretary
Board Works Certificate

Hubert Lukkari Greenland
4 years on Board
Ontonagon County Commissioner

Ida Michaelson Chassell
11 years on Board
Board Works Certificate

Nancy Middleton Lake Linden
7 years on Board
Board Treasurer

Sharon Quinlan Chassell
7 years on Board
Board Works Certificate

Gordon Roberts Calumet
4 years on board
Keweenaw County Commissioner

Pat Rozich Hancock
12 years on Board
Board Works Certificate

Barbara Stebler Hubbell
20 years on Board
Board Works Certificate

James Tervo Chassell
15 years on Board
Board Vice-Chairperson

Rita Uotila L'Anse
14 years on Board
Board Works Certificate

ACCESSING CCMHS:

FOR EMERGENCY SERVICES:

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

After hours call:
(906) 482-4357 or 1-800-562-7622

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
HCO3 P.O. Box 957, 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: theinst@portup.com

ON THE WEB AT:
www.cccmh.org