

**Copper
Country
Mental Health
Services Board**

**ANNUAL
REPORT TO THE
COMMUNITY**

Fiscal Year
2006



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, once again, pleased to provide you with our “2006 Annual Report To The Community” and we thank you for your interest in the Agency.

CCMHS continues to strive to be a vital part of community efforts to provide for the overall health and well-being of members of our community. In these efforts, we have applied for and received grants to improve collaborative efforts with other agencies to provide a range of integrated services to people with Alzheimer’s Disease, and youth with Severe Emotional Disturbance and their families. The “Alzheimer’s Disease Demonstration” grant will allow us to continue to promote the health and functional status of individuals with dementia and their caregivers. Two federal block grants were awarded in 2006 which will provide resources for families and youth with Severe Emotional Disturbance. One will allow a broad range of professionals from CCMHS, local schools and other community agencies to be trained to implement Aggression Replacement Training (ART) under the supervision of experienced ART practitioners. The other will be used to facilitate a group of people representing CCMHS, the Department of Human Services, the Family Court System, Good Will Farm, local pediatricians and school personnel to begin to address the barriers and utilize the strengths of the current systems to help youth and families in crisis.

We continue to focus on ways to increase the involvement of consumers and community members in ongoing day-to-day activities; and extend our thanks to the many people who work with our staff everyday. Without you, we would not be able to accomplish our task of providing quality community-based services.

Again, we say a special “thank you” to The Rice Memorial Foundation and the County Commissioners from all four counties for their continued strong support of our programs. These contributions help us and our dedicated staff to accomplish our desire, mission, and mandate to serve the people of the four-county area.

Daune Smith
Board Chairperson

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.*

Adopted by CCMHS Board 8/29/01, Revised 10/27/04

CCMHS FISCAL PROFILE

Copper Country Mental Health Services provided services to 1,103 individuals this fiscal year, utilizing a budget of \$14,297,772.

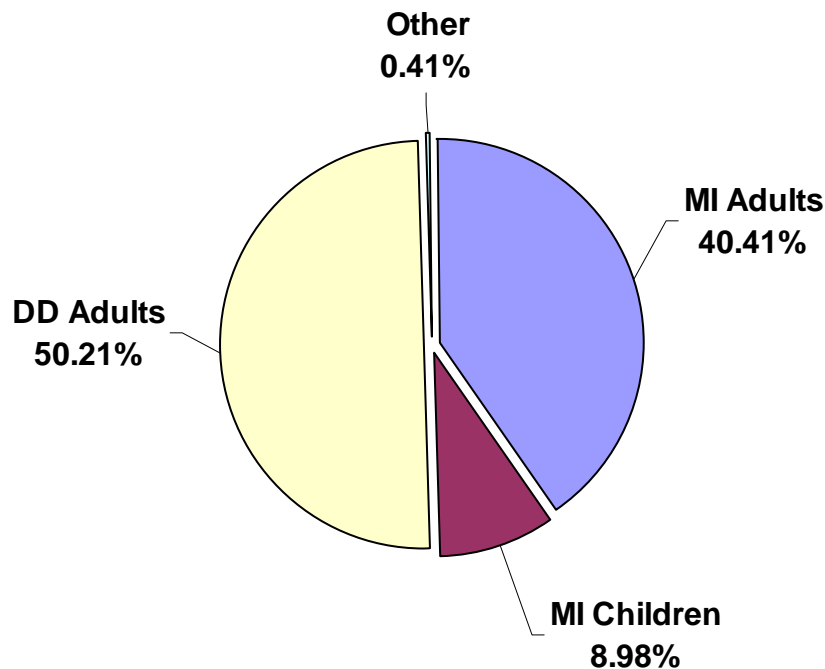
Revenue - October 1, 2005 - September 30, 2006

State General Fund	\$2,326,416
Medicaid - Developmentally Disabled.....	\$8,405,496
Medicaid - Mentally Ill	\$2,371,650
County Appropriation	\$255,604
Other	\$1,450,141
Total:	\$14,809,307

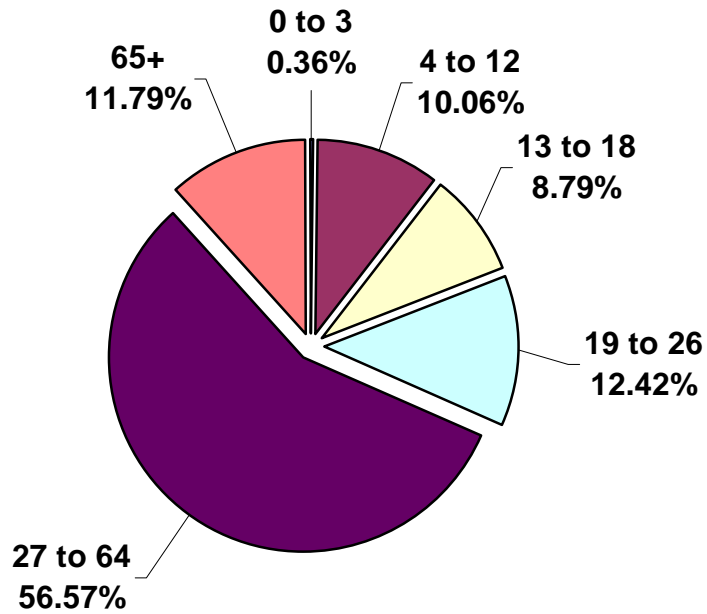
Expenditures - October 1, 2005 - September 30, 2006

Adults with Mental Illness	\$5,777,071
Children with Mental Illness	\$1,284,548
Adults with Developmental Disabilities	\$7,178,225
Other	\$57,928
Total:	\$14,297,772

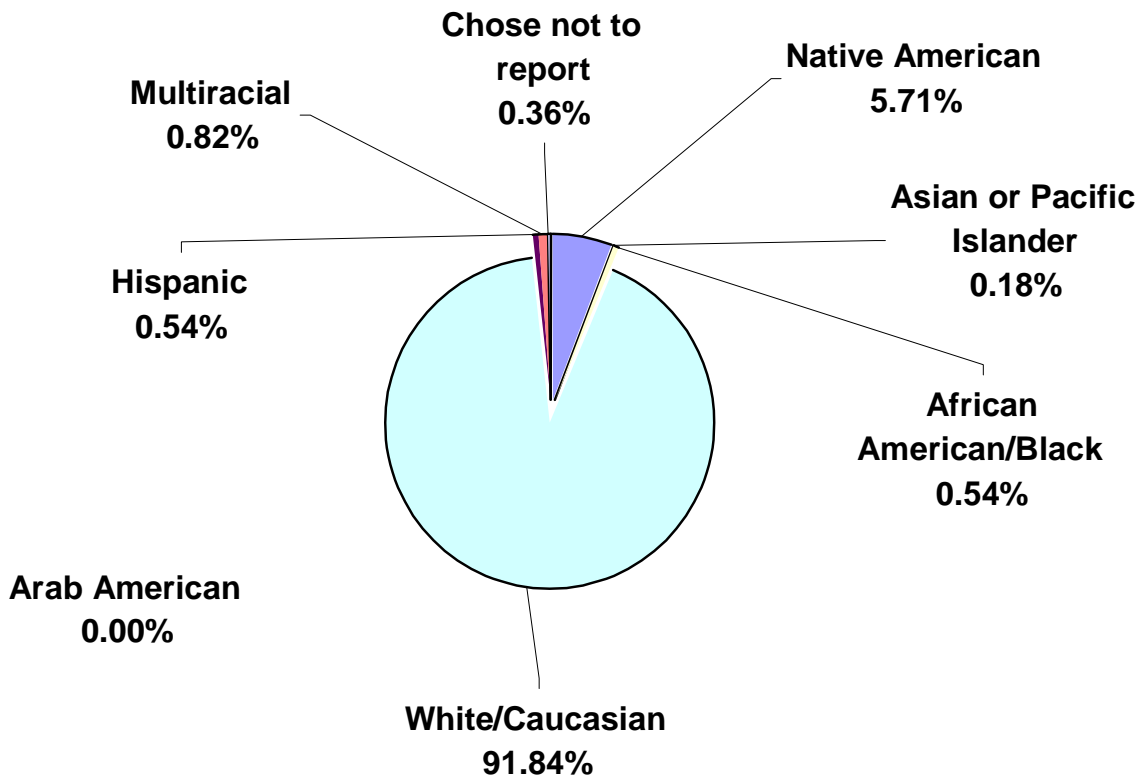
Expenditures By Population Served



Consumers Served by Age Group FY 06



Consumers Served Who Reported Race/Ethnicity FY 06



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 2006 of over 31% of the Consumer Satisfaction Surveys, which is an increase of 5% from last year. The surveys show an overall satisfaction level of 95.9%, which is an increase from 94.6% for last year.

Overall results on the specific items are as follows:

98.1% - Appointments are scheduled at times that work best for me.

96.5% - I am informed of my rights.

96.5% - I feel better because of the services received.

96.1% - I know what to do if I have a concern or complaint.

96.1% - Staff are sensitive to my cultural/ethnic background.

94.2% - I was able to get the type of services I needed.

96.5% - My wishes about who is and who is not given information about my treatment are respected.

96.2% - My wishes about who is and who is not involved in my treatment are respected.

89.1% - I am satisfied with the help I received when calling the crisis line after 5 pm Monday-Friday or on weekends.

94.4% - I would recommend these services to a friend or relative.

Some comments from our consumers were:

“CCMH has done a wonderful job of taking care of my brother – the caregivers are concerned for _____’s welfare.”

“I’m very satisfied with my care. It made a difference.”

“Dr. Morgan (the psychiatrist I see) is logical yet empathetic; wise about medications of all types.”

“Just keep up the good work. Everyone is so friendly. Would be great to have a support group who have the same problems as me. This way we could compare and support each other.”

“Thank you so much! You helped more than I would’ve imagined. You guys really know what you’re doing”.

EVIDENCE-BASED PRACTICES

During the Fiscal Year 2006, Copper Country Mental Health Services continued the implementation of evidence-based practices. Evidence-based practices are those that are shown to be successful through research in producing a consistently positive pattern of results.

Family Psychoeducation (FPE)

This approach helps individuals with severe and persistent mental illness, along with their family members and/or friends, by working towards recovery through learning about mental illness, developing problem-solving skills, developing social supports, and improving communication. This fiscal year, the Houghton FPE group has continued, and a second group was begun in Ontonagon County. Three staff attended a FPE conference in Marquette.

Co-Occurring Disorders - Integrated Dual Disorders Treatment

This treatment is for individuals who have co-occurring disorders – a combination of mental illness and substance use disorder. This approach helps people recover by offering mental health and substance abuse treatment together. During 2005/06, the co-occurring specialist and other staff trained in substance abuse interventions provided an introductory co-occurring training for clinical staff. In addition, 47 staff and supervisors attended training in Motivational Interviewing sponsored by NorthCare.

Parent Management Training - Oregon Model (PMTO)

This approach teaches parents strategies for managing the behavior of their child or children with serious emotional disturbance. One clinician has continued the process of being trained in the model. He has attended five training sessions in Lansing and has had on-going phone and in-person supervision/consultation contacts. He has worked with four local families with the model as a part of his training process.

Assertive Community Treatment (ACT)

Assertive Community Treatment, a recognized evidence-based practice, has been offered at CCMHS since 1992 to people with severe mental illnesses. The ACT team consists of five full-time staff plus part-time psychiatric time. The team provides comprehensive services including psychiatry, medication management, individual therapy, assistance with daily living activities and employment supports. Members of the team have received training in the national ACT model.

AGENCY HIGHLIGHTS

The Institute

This year we were awarded one of two pilot-project grants for the Alzheimer's Disease Demonstration to States Grant, "An Integrated Systems Model of Wraparound Services and Supports". Our goals for this project are to: (1) to incorporate Michigan's Wraparound best practice values and fundamental elements; (2) to assure access to a full range of educational, care, and support services for individuals with dementia and their caregivers, all delivered by people trained and knowledgeable in cognitive assessment and intervention; (3) to prevent unnecessary or premature hospitalizations, ER visits, and nursing home placements; keep individuals living at home as long as possible; and (4) to promote the health and functional status of individuals with dementia and their caregivers.

The Institute continues to provide 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.

The Copper Country Mental Health Institute was awarded a new Federal Block Grant in October 2006, which will develop an Executive Committee of the Wraparound Community Team. During the first year we will focus on: (1) developing a common vision, mission, protocols; (2) addressing barriers and strengths of the current system; and (3) working with up to ten SED youths and their families on a pilot basis. The youths and families will receive comprehensive, individualized services and supports that are intended to enable the youths to remain in their homes with their families. We will work with the local Department of Human Services (DHS) funded Wraparound initiative in our area towards integration of the two processes by utilizing one Community Team to refer to both of the Wraparound Initiatives. Collaboration will occur between CCMHS, Michigan DHS, the Family Court System, the Juvenile Justice project, Good Will Farm, local pediatricians, and local school personnel by pooling funding and other resources to best meet the needs of youth and families facing serious crisis through the use of wraparound processes.

Access Baraga County

The Michigan Developmental Disabilities Council funded a pilot project to develop and provide a voucher based transportation project. The project is based in Baraga County where there is no public transportation. It borrows concepts from projects developed by Dr. Tom Seekins at the University of Montana. Volunteer drivers are reimbursed per mile for a voucher given them by a rider. The vouchers are designed to be simple to use. The 2005/2006 fiscal year was the first full year of implementation for the project. During this period the program was an unqualified success. By year's end we had enrolled 200% of the targeted goal of riders for the first year. Over 26,000 miles were traveled and reimbursed by the program and it has resulted in valuable outcomes for participants. The program has been fully funded for the 2006/2007 fiscal year and new riders are currently being enrolled.

Psychiatric Services

Copper Country Mental Health Services continues to be able to provide high quality psychiatric services by employing three psychiatrists. The quality and stability of psychiatric services are of great advantage to both consumers and the community as a whole. Dr. Michelle Morgan, our Medical Director, has been with the Agency since 1992; Dr. Scott Shoup was hired in 1994; and Dr. Stephen Mandelbaum in 2002. They offer direct service to our consumers through individual medication management and therapy, and through active participation in treatment teams for adults with mental illnesses, developmental disabilities, co-occurring disorders and children with serious emotional disturbances. They are available for consultation with community primary care physicians.

Behavior Management Services

The Agency is fortunate to be able to provide high quality behavioral management to people with severe behavior problems. Dr. Kambiz Alavi has been employed by the Agency since 1985; the Behavioral Technician and Data Technician who work with him are also long-time employees. Because of their experience and expertise, many people with developmental disabilities and/or mental illness have been able to avoid institutionalization, or have been able to move from group home settings so that they can participate in more independent and productive lives in their communities. Dr. Alavi provides direct service to many people as well as consultation and training to treatment teams and paraprofessional staff.

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.

CCMHS BOARD OF DIRECTORS

Roland Antila White Pine
26 years on Board
Board Works Certificate

Dennis Barrette Dollar Bay
5 years on Board
Houghton County Commissioner

Dyann Edgerton Houghton
4 years on Board
Board Secretary

Carol Evers Lake Linden
2 years on Board

Gerald Johnson Watton
16 years on Board
Board Works Certificate

Don Keith Eagle Harbor
4 years on Board
Keweenaw County Commissioner

Hubert Lukkari Greenland
8 years on Board
Ontonagon County Commissioner

Ida Michaelson Chassell
15 years on Board
Board Works Certificate

Nancy Middleton Lake Linden
11 years on Board
Board Vice-Chairperson

Pat Rozich Hancock
16 years on Board
Board Treasurer
Board Works Certificate

Daune Smith Covington
4 years on Board
Board Chairperson
Baraga County Commissioner
Board Works Certificate

James Tervo Chassell
19 years on Board

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: theinst@portup.com

ON THE WEB AT:

www.cccmh.org