



**COPPER  
COUNTRY  
MENTAL HEALTH  
SERVICES  
ANNUAL REPORT  
TO THE  
COMMUNITY  
FISCAL YEAR  
2010**



# **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 Bulleit***

*Human Resource 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, & Ontonagon counties.**

**CCMHS 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 is pleased to provide you with this Annual Report and invite you to learn more about the services provided by our staff. In spite of the State of Michigan budget cuts to Community Mental Health Centers over the past two years, Copper Country Mental Health has continued to strive for quality in its delivery of services. This Annual Report contains data from the 2010 Consumer Satisfaction Survey reflecting a high consumer approval for Agency programming. We express a heartfelt “thank-you” to the many people and organizations who work with and for us to provide high quality behavioral health services in the Copper Country.

Over the course of the past twelve months, the Agency has reaffirmed its commitment to staff training by investing in a year-long training program for “Trauma Focused Cognitive Behavioral Therapy.” This initiative is targeted at addressing the long-term detrimental effects of trauma on children and families and will augment the tools available to provide strong clinical services. New initiatives in 2010 also included a joint project by Copper Country Mental Health and the Baraga County Regional Interagency Consumer Committee to increase independent facilitation in the person-centered planning process. This project will provide training to independent facilitators, consumers, families and staff to increase knowledge about this advocate-based approach.

The Rice Memorial Clinic Foundation provided generous support to continue the Recovery Lecture Series. This year’s recovery lecture was conducted by Pat Gallinaugh, who provided a heartfelt and astute presentation in the area of depression and suicide. This Annual Report also highlights the Copper Country Mental Health Institute’s continuing efforts to provide prevention and education services to parents, teachers and students in school districts in each of our four counties.

The State of Michigan is continuing to struggle to maintain its level of support to state-funded programs. The next two years will be very challenging, but the Board and staff at Copper Country Mental Health have a strong commitment to maintain the quality and breadth of services that will be available to residents of our four county area. This goal will certainly be aided by the strong relationship with our community partners including the Rice Memorial Clinic Foundation, County Commissioners, and the allied health agencies in the Copper Country.

Dennis Barrette  
Board Chairperson

## CCMHS FISCAL PROFILE

Copper Country Mental Health Services provided services to 1,045 individuals this fiscal year, utilizing a budget of \$16,673,417.

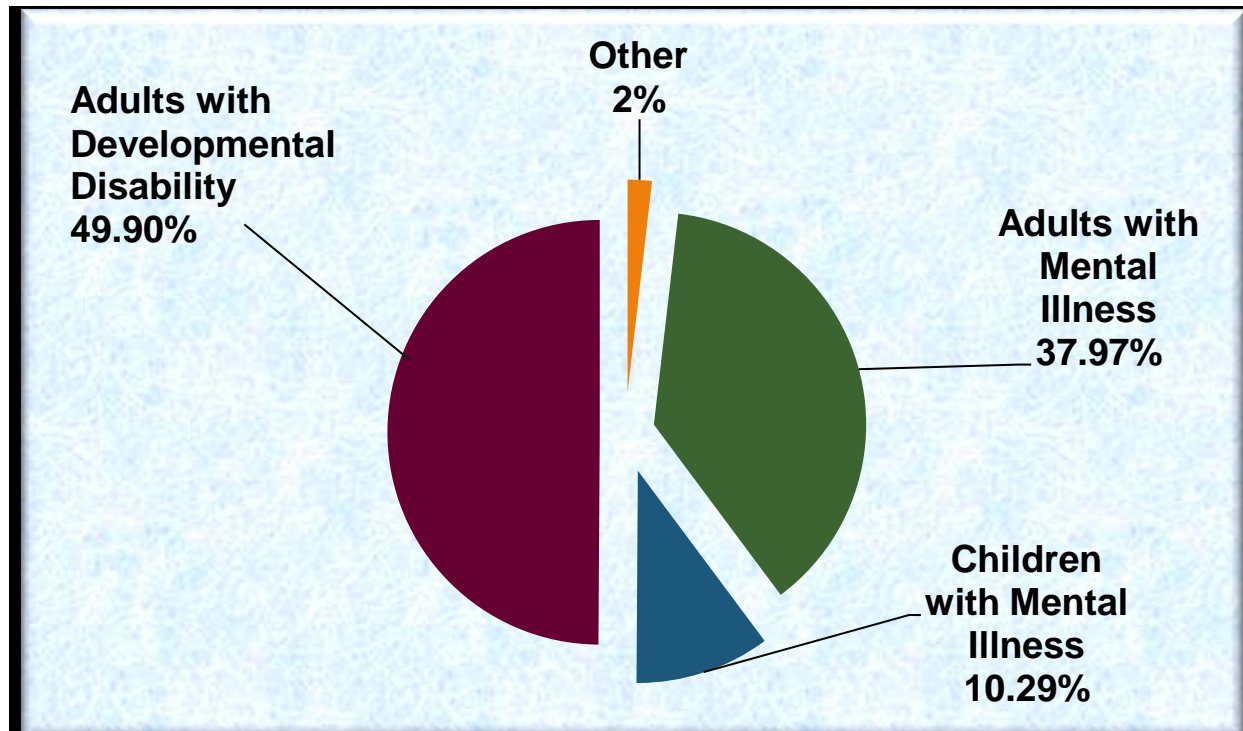
*Revenue: October 1, 2009 – September 30, 2010*

State General Fund.....	\$1,994,480
Medicaid.....	\$12,713,766
County Appropriation.....	\$255,604
Other.....	\$1,709,567
<b>Total:.....</b>	<b>\$16,673,417</b>

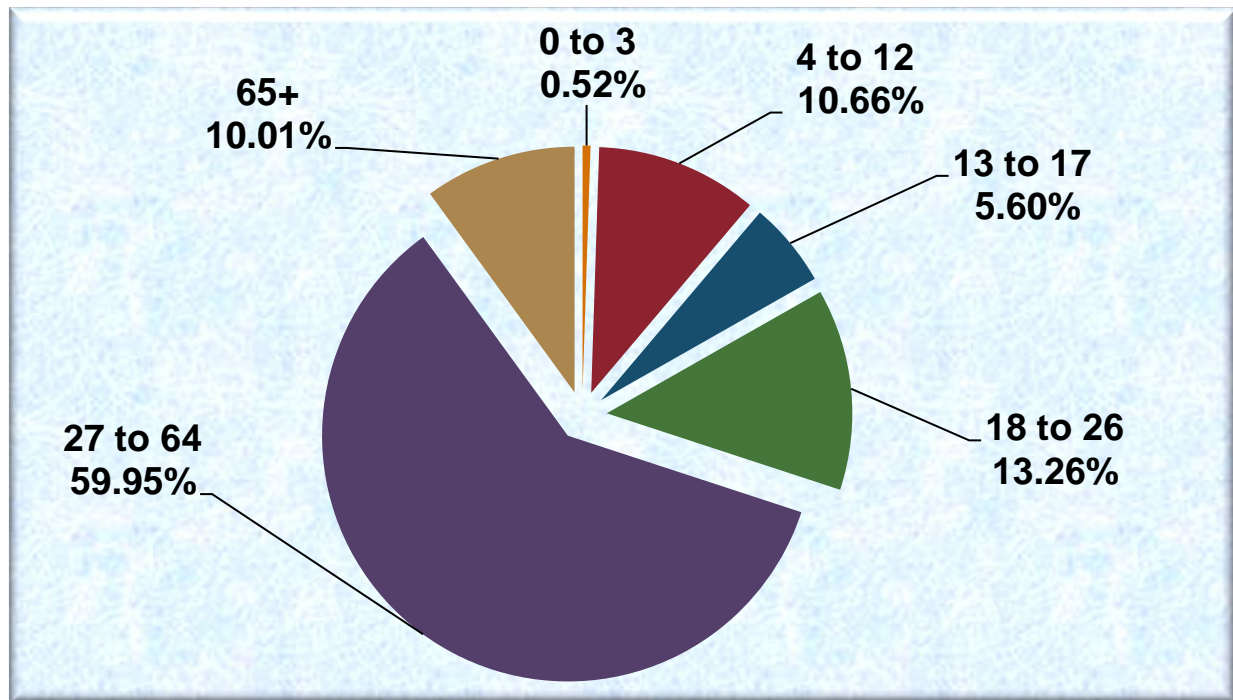
*Expenditures: October 1, 2009 – September 30, 2010*

Adults with Mental Illness.....	\$6,330,079
Children with Mental Illness.....	\$1,715,729
Adults with Developmental Disabilities.....	\$8,320,224
Other.....	\$307,385
<b>Total:.....</b>	<b>\$16,673,417</b>

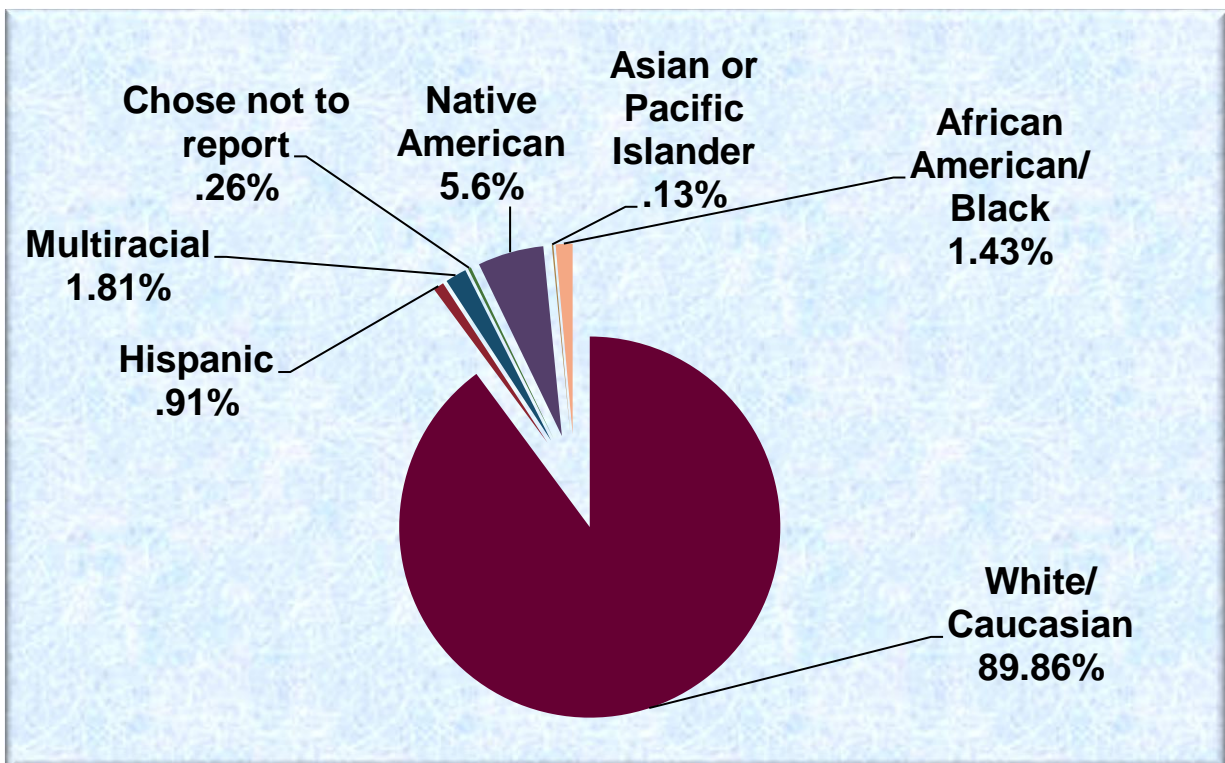
### EXPENDITURES BY CONSUMER SERVED



### CONSUMERS SERVED BY AGE GROUP – FY 10



### CONSUMERS SERVED REPORTING RACE/ETHNICITY–FY 10



## CONSUMER SATISFACTION SURVEY DATA – FY 10

Our most important goal 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 sent out 841 questionnaires and 266 were returned for a response rate of 31.63%. Last year's response rate was 31.87%. Overall satisfaction rate was 95.48% as compared to last year's rate of 96.34%.

### Results from specific items are as follows:

- 98.46%** - 1. Appointments are scheduled at times that work best for me.
- 95.38%** - 2. I am informed of my rights.
- 94.94%** - 3. I feel better because of the services received.
- 93.41%** - 4. I know what to do if I have a concern or complaint.
- 96.48%** - 5. Staff is sensitive to my cultural/ethnic background.
- 94.19%** - 6. I was able to get the type of services I needed.
- 95.26%** - 7. My wishes about who is and who is not given information about my treatment are respected.
- 97.64%** - 8. My wishes about who is and who is not involved in my treatment are respected.
- 85.29%** - 9. I am satisfied with the help I received when calling the crisis line after 5pm Monday-Friday or on weekends.
- 96.34%** - 10. I would recommend these services to a friend or relative.

### Some comments from our consumers:

**"I didn't know that I needed someone to talk to, sure does me good!"**

**"As a guardian of \_\_\_\_\_, I appreciate the ongoing communication I have with CCMH."**

**"The staff and nurse at Stanton House were very observant when they recently noticed that my brother must have not been feeling well. I am so grateful that they got him to the hospital right away."**

**"The staff are always polite and respectful and take an interest in all they are helping."**

**"Just keep up the good work you are doing!"**



# AGENCY HIGHLIGHTS

## ***Challenge Inspires Creativity***

This year's Halloween Decorating Contest was better than ever with more group homes competing to win. Aurora House in L'Anse swept first place honor with an ingenious Wizard of Oz theme that included Dorothy, Scarecrow, Tin Man, and the Cowardly Lion skipping along the yellow brick road while Glinda, The Good Witch kept watch and her nemesis, the Wicked Witch of the West stirred a

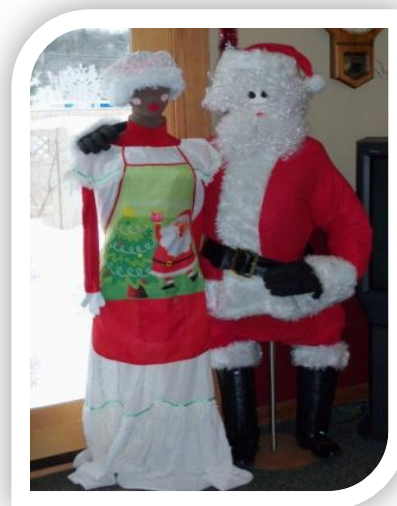
steaming  
cauldron.

Second place honors went to Atlantic House and a tie for third was awarded to Lakeside of Hubbell and Stepping Stone in Houghton for their bright and colorful light show.



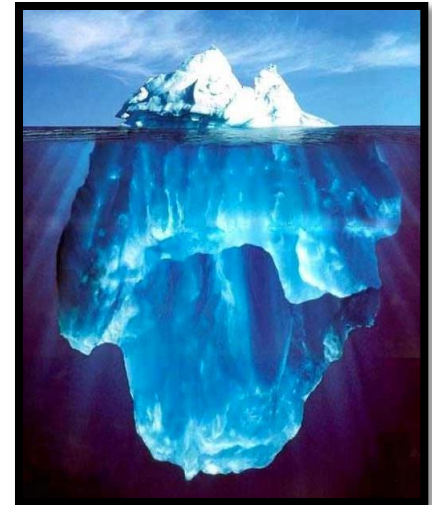
Festive  
decorators  
competed for the  
Christmas  
Decorating

Contest. Atlantic House of Hancock won first place honors with a Santa's workshop theme that included Santa and Mrs. Claus, elves, wooden soldiers, and a homemade train filled with gifts. Aurora House and Woodhaven of L'Anse took second and third place, respectively.



## ***A New Therapeutic Initiative***

Copper Country Mental Health staff are engaged in a year-long training program to learn Trauma Focused Cognitive Behavioral Therapy (TF-CBT), an initiative sponsored by the Michigan Department of Community Health (MDCH) and designed to support Community Mental Health Programs in developing a trauma informed system for children and families.



The effects of trauma on children and families can prove detrimental if never addressed and treated. Like the tip of an iceberg, a child's problematic behaviors are what gets the attention of parents and teachers and what often brings them into treatment. However, the bulk of the iceberg is below the surface just as trauma (often unrecognized) is the underlying reason for the behaviors. Addressing the trauma is essential for treating the child's behavior problems.

It has been estimated that up to 90% of public mental health consumers have been exposed to trauma. One community mental health administrator is quoted as saying that 80% of children served by their agency have had trauma. Often the children have had more than one traumatic experience.

Trauma has two-parts. First there is an overwhelming event or events that cause a child to feel helpless, powerless, or that creates a threat of harm or loss. Next, the child internalizes the experience in such a way that the trauma continues to affect how they view themselves, others, the way they develop, and how they interact with the world. Children who have experienced trauma may have difficulties with intense emotions, school and learning problems, eating and sleeping difficulties and other problems with behavior.

TF-CBT, an evidence-based treatment, provides a structured approach for both the child and parent for learning skills to cope with the emotional effects of trauma, to address the memory of trauma, and to develop skills for facing fears and increasing future safety.

The MDCH initiative also provides an educational component offered to foster parents, staff from other agencies, teachers, and members of the community to increase their understanding of the effects of trauma on children.





## Independent Facilitation

Independent Facilitation is a method of person-centered planning that allows a consumer of mental health services to plan their life on their own terms. An independent facilitator responds directly to a consumer's dreams, desires, and goals. The facilitator coordinates the planning process and assures that the plan is clear to all planning participants and ready for implementation.

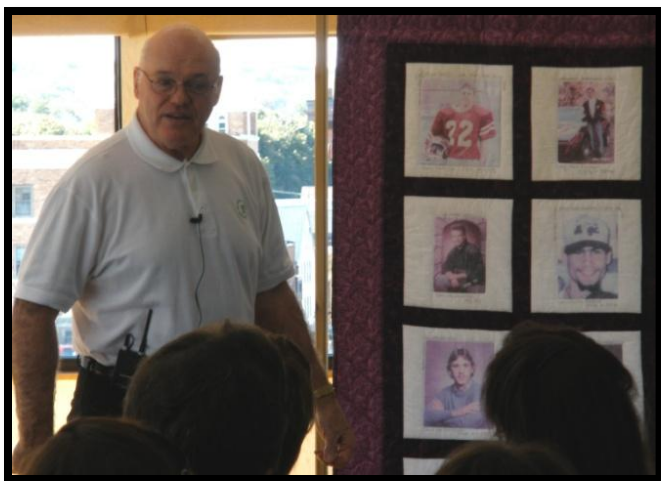
In October of 2010, Copper Country Mental Health together with the Baraga County RICC (Regional Interagency Consumer Committee) received funding for *Facilitating Choice*, a project designed to promote the use of independent facilitators in the person-centered planning process. The project will also provide training to independent facilitators, consumers and staff on the advantages of utilizing an independent facilitator.

Mick Sheridan, Program Manager of the Baraga CMH Center, who is coordinating this project with RICC, is also its strongest supporter. Sheridan explains, "Our hope is that the use of independent facilitation will result in better person-centered plans, more



effective use of self-determination and enhanced inclusion for people receiving mental health services." He continues, "An independent facilitator would typically be from the local community and know what activities, events, or organizations a consumer might like to be involved with. For example, they might know if there is a bowling league the consumer might like to join or a civic club, things like that. The independent facilitator has the potential to be the best advocate and supporter a consumer needs."

Staff from Michigan's University Center for Excellence in Developmental Disabilities Education, Research and Service Center located at Wayne State University will conduct trainings on Independent Facilitation for consumers, families and supports coordinators residing in Baraga and Ontonagon Counties. In the final phase of the project, independent facilitators will receive financial compensation and staff support as they perfect their skills as advocates for consumers.



**Suicide Prevention Presenter, Pat Gallinaugh**

## ***The Annual Recovery Lecture Series***

Suicide prevention was the latest topic of the annual recovery lecture series which began in 2007 and is sponsored by Copper Country Mental Health and the Rice Memorial Clinic Foundation. Two lectures were scheduled at the Best Western Franklin Square Inn

in Houghton and at the CCMHS Institute. As the best attended lecture in the series so far, the attendance exceeded 200 people.

In a passionate and heartfelt presentation, Pat Gallinaugh shared his deeply personal struggle with depression and resulting suicide attempt. His painful experience and eventual recovery have inspired Pat to share his story and teach others about suicide prevention. As a former high school teacher and football coach, Gallinaugh has spoken to audiences of all ages on the issues surrounding suicide and its relationship to mental illness.

Of the people who die by suicide, 90% have a diagnosable psychiatric disorder (primarily major depression) at the time of their death. Stigma surrounding both suicide and mental illness often prevents people from getting the professional help they so desperately need. Treatment for mental illness and the prevention of suicide begins when people speak up and reach out for help. Early diagnosis and aggressive treatment are essential to preventing suicide.

Gallinaugh concluded his lecture on suicide prevention with a display of several memorial quilts featuring photos of men and women of all ages who have died by suicide. Gallinaugh's own sister and several of his former students are among the photo memorials.



**A member of the audience examines a memorial quilt.**



## **NORTHERN LIGHTS CLUBHOUSE**

### ***The Clubhouse Model – A “Work Ordered” Day***

Established in 1994, the Northern Lights Clubhouse is a program for people with a history of mental illness. The Northern Lights Clubhouse is based on a national model referred to as the "Clubhouse Model." Membership is voluntary and involves a cooperative effort on the part of both clubhouse members and the staff who support them.

Visitors to the Northern Lights Clubhouse are likely to receive a tour from the Clubhouse's favorite guide, Pam, who is eager to explain the various work areas that illustrate the program's philosophy of a "work ordered" day where Clubhouse staff and members work side-by-side in units that are vital to the ongoing operation of the Clubhouse.

As Pam explains, "Members sign up for the work unit that they will help in each day. Staff encourage us to try different work areas so we can find out what we are good at and what we enjoy doing."

The Kitchen Unit provides work opportunities to members interested in developing or sharpening their culinary skills, meal planning, budgeting and inventory. A noon meal is prepared by members on a daily basis and served at the unbeatable price of \$2.00 per person. The meal is shared among members, staff and sometimes visitors encouraging interaction among workers, fostering friendships and lifting workplace morale.



**Pam is always eager to provide tours of the Northern Lights Clubhouse.**



**Cheryl at work in the Snack Bar Unit.**

The Maintenance Unit helps keep the clubhouse clean, safe and inviting. From cleaning floors, windows and bathrooms to taking out the trash, watering plants and shoveling snow, this crew ensures the Clubhouse remains in good repair.

For members interested in cashiering skills, marketing or dealing with customers, the Snack Bar Unit is the place to work. The snack bar provides those extra special treats like candy bars and popcorn to be enjoyed with soda, coffee or tea while socializing with fellow clubhouse members. This unit is Cheryl's favorite, where three days a week she works behind the counter making coffee, stocking sale items, and cashiering. "I love working the snack bar.", says Cheryl.

And finally, the Business Unit is the glue that keeps the entire operation running smoothly. This unit's work tasks are essential to running the Clubhouse and include billing, attendance tracking, outreach, filing, copying, bookkeeping, accounting, ordering, mailing, banking and correspondence. This unit also publishes the popular Clubhouse newsletter, the Shooting Star.

### ***The Shooting Star – A Clubhouse Success***

The Shooting Star is a newsletter published by the Northern Lights Clubhouse. Clubhouse members and staff work together writing and editing articles that cover a wide range of topics including recovery, health, stigma, personal achievements, and community employment. The Shooting Star keeps people informed on Clubhouse activities and upcoming events. All members are encouraged to contribute whether by writing an article, typing, proofreading, editing, layout, or folding and distributing the final product. Through participation in the publication of the newsletter, members can experience a sense of accomplishment while learning new skills that can benefit them in other areas of life.







The Shooting Star was first published in 1994, the same year Clubhouse was established. Initially, a one-page weekly newsletter, it evolved into a lengthier more appealing quarterly publication filled with photos and graphics.

The Shooting Star is sent to both active and inactive clubhouse members, CCMHS staff and 40 other clubhouses in the state of Michigan. Exchanging newsletters with other clubhouses creates an opportunity for Northern Lights members to share work related ideas as well as suggestions on social or recreational activities. The exchange has also helped Northern Lights to forge ongoing relationships with other clubhouse members throughout Michigan.

### ***Clubhouse in my life – a member's words***

Submitted by Mike Y.



I was introduced to the Northern Lights Clubhouse when it opened in 1994. In 1995, I went to Seattle, Washington for a two week Clubhouse training. There were members and staff there from all over the world. I was able to come back to the Northern Lights Clubhouse with lots of information that helped develop the Clubhouse into what we have today.

Since its beginning, the Clubhouse has been a regular part of my daily routine. Working at the Clubhouse gives me a reason to get out of my apartment and a chance to start my day out in a positive way. I get to be productive and be around other people. I work in the snack bar unit three hours every morning, Monday through Saturday. I also take care of many other things for Clubhouse, and I enjoy helping my fellow club members. I am told by many that members and staff depend on me. Recently, I was chosen as the Clubhouse Member of the Month.

Through my work at the Club, attending Club conferences, social outings and holiday events, I have learned a lot about myself and others. I have also developed many strong relationships throughout the years.

If the Clubhouse had never opened, I am not sure how I would be spending my days. With Club though, I have become independent with a strong sense of purpose in my life.





## 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, the Institute provided numerous presentations on a variety of topics, including depression, suicide prevention, Alzheimer's disease, underage drinking prevention, school health, violence prevention, child abuse and neglect, stress management, parent education, and adult abuse and neglect.

### Health Education

Through a contract with Copper Country Intermediate School District, the Institute provided training and support for school districts within a five county area (Baraga, Houghton, Keweenaw, Ontonagon, Gogebic) to implement the Michigan Model for Health and to coordinate their Safe and Drug-Free School efforts. This project provided local school children with health education, including social emotional health which can lead to academic success, success in relationships, and a reduction of childhood obesity. This year the Institute provided training to 50 teachers in ten school districts.

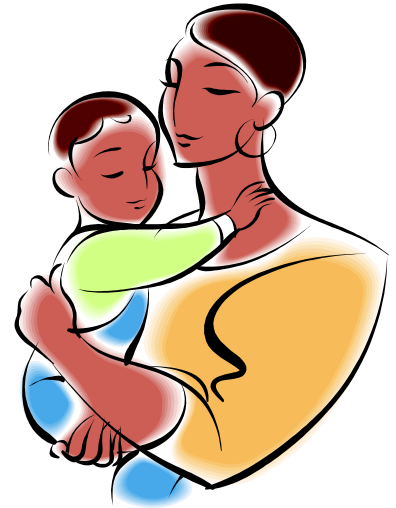
### Substance Abuse Prevention

The Institute's work with school children continued through a contract with the Western Upper Peninsula Substance Abuse Coordinating Agency. The Institute provided *Botvin's Life Skills Training*, an evidence-based, substance abuse prevention program to middle school students in three local school districts. Institute staff also offered the *Parenting Wisely* program to parents of local elementary, middle and high school students.

The *Gatekeeper Training*, a substance abuse prevention program with a focus on the older adult is another program provided by the Institute this year. Also, a program titled Discarding Unused Medication Promptly or DUMP was offered at senior health screenings in the four county area (Baraga, Houghton, Keweenaw, Ontonagon).

### **Infant Care**

Infant Mental Health Services were provided to 17 children zero to five years of age and their families in the three county area (Baraga, Houghton, Keweenaw). Eighteen trainings to support relative and center-based childcare providers were offered throughout the Upper Peninsula to increase childcare providers' knowledge of social emotional development in infants and toddlers age zero to three years.



### **Savvy Caregivers**

The Institute continued to successfully implement the Alzheimer's Disease Demonstration to States Grant, an Integrated Systems Model of Wraparound Services and Supports. Institute staff provided Wraparound Facilitation services to 16 families this year and in keeping with this model of service and support to family caregivers, the Institute also provided four *Savvy Caregiver Trainings* reaching 33 family caregivers.

The *Savvy Caregiver Training* teaches family caregivers about memory loss and provides caregivers with the strategies and skills needed to create a better quality of life for themselves as well as their loved one.

Participants in the *Savvy Caregiver Training* expressed that it is a very worthwhile training. A family caregiver and participant, Bruce stated, "This training is indispensable for the caregiver of someone with memory loss, dementia, or Alzheimer's disease. I would recommend the class to any family dealing with a dementia diagnosis."

This year the Institute partnered with the Upper Peninsula Commission for Area Progress Services, Inc. (UPCAP) to provide funding for respite care for families while attending the *Savvy Caregiver Training*. Five families took advantage of the respite care offered in order to attend the class.

### **Suicide Prevention**

In March of 2010, the Institute was awarded one of eight statewide grants for Youth Suicide Prevention. This year the program created an advisory committee, began development of a social marketing campaign, and met with schools in Baraga County to plan a Teen Screen event for late fall. Finally, the Institute provided an Assessing and Managing Suicide Risk Training to 43 mental health professionals.

### **Collaboration**

A successful effort that will continue is the CCMH System of Care Committee, a collaborative group including representatives from Houghton County Family Court, Copper Country Intermediate School District, Good Will Farm, Inc., Houghton County Department of Human Services, and Copper Country Mental Health Services. This committee's mission is to encourage families and agencies to work together in an atmosphere of mutual respect.



**Savvy Caregivers picnic at the Chassell Park Pavilion.**

# 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.

## **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.





### **Psychosocial Rehabilitation**

Northern Lights Clubhouse provides services to members using the Clubhouse Model. Members who are adults with a mental illness are involved in a work-ordered day to operate the Clubhouse. Focusing on members' strengths, talents, and abilities provides opportunities to increase independence in the community.

### **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.

### **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.

### **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.

### **Outpatient Therapy**

Provides assessment and treatment services for persons with a severe mental illness or serious emotional disturbance. 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.





## **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.

## **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.

## **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.



# 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.

## *Code of Ethics continued..*

### **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.

CCMHSB Adopted 8/29/01, Revised 6/1/07

## CCMHS BOARD OF DIRECTORS

**Dennis Barrette** Dollar Bay  
9 years on Board  
Chairperson  
Houghton County  
Commissioner

**Dyann Edgerton** Houghton  
8 years on Board  
Board Secretary

**Carol Evers** Lake Linden  
6 years on Board  
Board Treasurer

**James Fyfe** Ontonagon  
3 years on Board  
Board Vice-Chairperson

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

**Don Keith** Eagle Harbor  
8 years on Board  
Keweenaw County  
Commissioner

**Hubert Lukkari** Greenland  
12 years on board  
Ontonagon County  
Commissioner

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

**Nancy Middleton** Lake Linden  
15 years on Board

**Pat Rozich** Hancock  
20 years on board  
Board Works Certificate

**James Tervo** Chassell  
23 years on board

**Paul Tesanovich** L'Anse  
3 years on Board  
Baraga County Commissioner

## **ACCESSING CCMHS SERVICES**

### **FOR EMERGENCY SERVICES**

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

### **NEW REQUESTS FOR SERVICES:**

Call NorthCare Network Access and Eligibility  
Toll free at: 1-888-906-9060

## **AREA CLINICS**

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

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

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

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

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

## **VISIT US ON THE WEB**

[www.cccmh.org](http://www.cccmh.org)