

**COPPER  
COUNTRY  
MENTAL  
HEALTH  
SERVICES  
ANNUAL REPORT  
FY 2013**

The 2013  
Annual Report  
is dedicated to the memory of  
**Hubert John Henry Lukkari**  
**July 24, 1934 - November 3, 2013**  
Who served on the  
CCMHS Board of Directors  
for the past 15 years and will always  
be remembered for his  
dedication and kindness.

# **COPPER COUNTRY MENTAL HEALTH SERVICES**



***Vicki Mikkola, M.S.W.***

*Executive Director*

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

*Medical Director*

***Cari Raboin, M.S., L.L.P.***

*Associate Director*

***Susan Serafini***

*Finance Director*

***Alice Reynolds***

*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, & 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. As Copper Country Mental Health continues to contend with the reality of diminishing financial resources to community mental health programs, its staff strive to maintain the delivery of quality services. We hope this annual report provides you with a glimpse of the services we provide and the commitment we bring to serving our four-county area.

This Annual Report highlights a few noteworthy events from the programs and services of Copper Country Mental Health Services (CCMHS). Portage Health Systems has reached out to persons receiving services from CCMHS with a Diabetes Education Program providing awareness and support for individuals diagnosed with Diabetes or at high risk for developing Diabetes. The Trauma Informed Recovery Team (TIRT) provides us an update on their efforts to improve the recovery environment at CCMHS, while also hosting an inspiring recovery art exhibit at the Rice Memorial Center in Houghton. Lastly, we are proud to announce the appointment of Arnie Bolo, an active member of the Ontonagon RICC, to the Recreation Commission for the Village of Ontonagon.

This year's annual Recovery Lecture Series, sponsored by The Rice Memorial Clinic Foundation and featuring Eric Hipple a former National Football League quarterback, brought in the largest audience in the lecture series history. Since the suicide death of his son, Jeff, Hipple has devoted his life to breaking down the stigma surrounding depressive illnesses and has received numerous awards for his work, not the least of which was the prestigious 2008 Lifetime Achievement award given by the American Foundation for Suicide Prevention.

This year we are pleased to announce that the Consumer Satisfaction Survey reflected an overall satisfaction increase over last year, reflecting the approval of persons served by Copper Country Mental Health Services. The rate of return on this survey continues to be significant, providing valuable feedback to our staff and administrators.

As always, we offer a heartfelt "thank-you" to the many people and organizations who work with and for us in providing high quality behavioral health services to persons throughout the Copper Country.

James Tervo  
Board Chairperson

## CCMHS FISCAL PROFILE

Copper Country Mental Health Services provided services to 1,111 individuals this fiscal year, utilizing a budget of \$ 15,949,912.

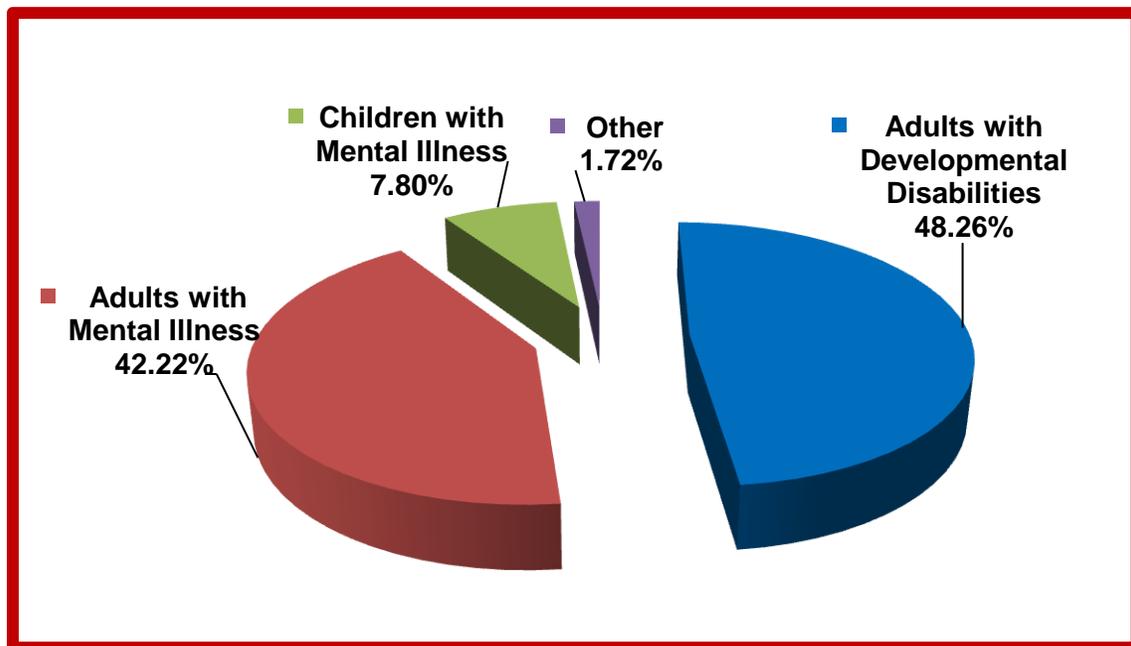
*Revenue: October 1, 2012 – September 30, 2013*

State General Fund.....	\$1,978,829
Medicaid.....	\$11,907,475
Adult Benefit Waiver.....	\$163,640
County Appropriation.....	\$255,604
Other.....	\$1,644,364
<b>Total:.....</b>	<b>\$15,949,912</b>

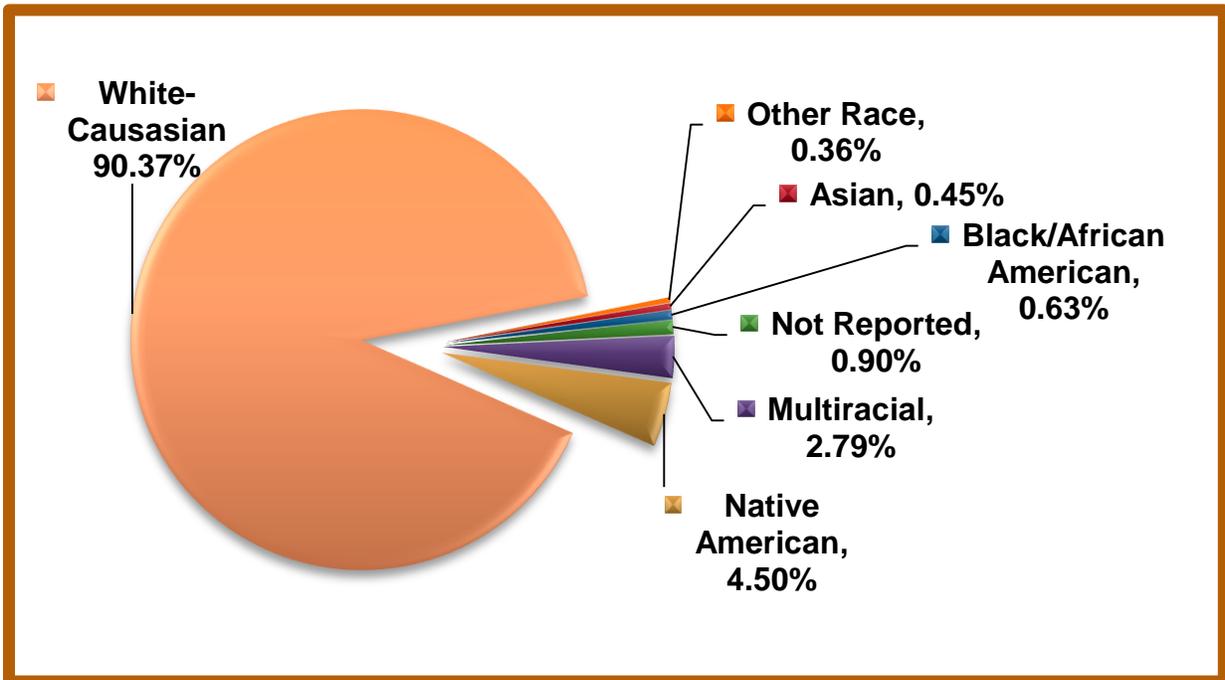
*Expenditures: October 1, 2012 – September 30, 2013*

Adults with Mental Illness.....	\$6,734,288
Children with Mental Illness.....	\$1,243,967
Adults with Developmental Disabilities.....	\$7,696,636
Other.....	\$275,021
<b>Total:.....</b>	<b>\$15,949,912</b>

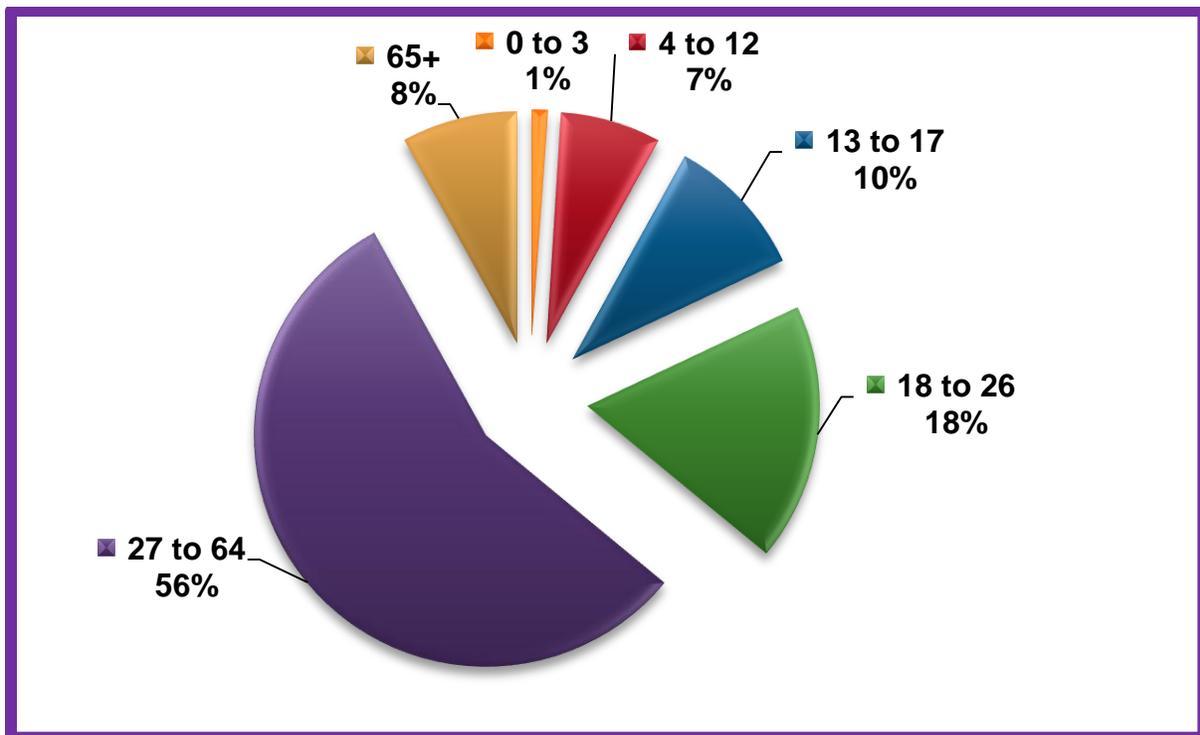
### EXPENDITURES BY CONSUMER SERVED



## CONSUMERS SERVED REPORTING RACE/ETHNICITY



## CONSUMERS SERVED BY AGE GROUP



## CONSUMER SATISFACTION SURVEY DATA

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 **871** questionnaires and **247** were returned for a response rate of **28.36%**. Last year's response rate was 27.45%. Overall satisfaction rate was **95.86%** an increase from last year's rate of 93.14%.

### Results from specific items are as follows:

- 99.15%** - 1. Appointments are scheduled at times that work best for me.
- 96.61%** - 2. I am informed of my rights.
- 94.96%** - 3. I feel better because of the services received.
- 92.80%** - 4. I know what to do if I have a concern or complaint.
- 97.84%** - 5. Staff is sensitive to my cultural/ethnic background.
- 95.38%** - 6. I was able to get the type of services I needed.
- 96.98%** - 7. My wishes about who is and who is not given information about my treatment are respected.
- 97.00%** - 8. My wishes about who is and who is not involved in my treatment are respected.
- 91.04%** - 9. I am satisfied with the help I received when calling the crisis line after 5pm Monday-Friday or on weekends.
- 95.22%** - 10. I would recommend these services to a friend or relative.
- 94.04%** - 11. My services and supports are helping me in my recovery.

### Some comments from our consumers:

1. I'm just glad I have somebody to talk to that's all and I like it a lot.
2. I thank you all very much for the services that you have provided me.
3. Your receptionist is cheerful and helpful. I'm totally satisfied with and grateful for your service.
4. I am very satisfied with services provided to my sister.
5. I'm very grateful my son and I had these services and the people we had. Couldn't have had better people in our life.
6. I am extremely happy with DBT group as an ongoing support service.

# AGENCY HIGHLIGHTS

## Creating a Recovery Environment

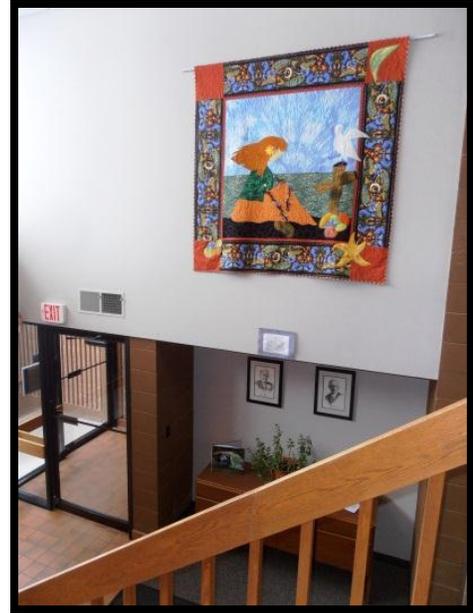
Last year we told you about the Trauma Informed Recovery Team (TIRT) that was newly formed in October 2012. Over the past year the team developed a mission statement and began implementation of the first of its strategies, creating a recovery environment.



The mission of the Trauma Informed Recovery Team is:

*To work together with staff and consumers in creating an environment where safety, trust, choice, collaboration and empowerment are the focus of service delivery, which support staff and consumers in accomplishing goals, inspiring hope and finding meaning and purpose in life to achieve a recovery lifestyle.*

In building a recovery environment the TIRT team began with the physical environment of the agency. Changes and improvements were made to waiting rooms, lounges, exterior of buildings and grounds to promote a welcoming atmosphere of comfort and safety and make coming to CCMHS a more positive experience.





## CCMHS Hosts Recovery Exhibit

As a kickoff to the TIRT changes, the team invited local artisan, Beth Jukuri to showcase her Recovery Quilt Collection, *My Lady and I.....My Journey in Fabric* throughout the Rice Center in Houghton.

*The Lady*, depicted in Beth's quilts, represents her self-esteem and self-worth as she journeyed through her recovery from childhood sexual



abuse. Beth's handmade quilts of brilliant color and texture are a vivid visual display of her personal journey from being lost to finding herself again. As *The Lady* grows in stature, color and movement so does Beth's inner sense of self. Each quilt depicts another step or transition through the pain and isolation of abuse to a new understanding, acceptance and love for herself and her story.

CCMHS has been honored to host this inspiring exhibit.

To read more about Beth's journey, please visit her blog at [www.imperfectlady.typepad.com](http://www.imperfectlady.typepad.com) or e-mail her at [bjukuri@hotmail.com](mailto:bjukuri@hotmail.com)



## **Ontonagon RICC Member Appointed To Commission**

On September 9, 2013, Arnie Bolo was appointed to the Recreation Commission for the Village of Ontonagon. The Recreation Commission is a standing committee whose members are appointed by the Village Council. The Commission's role is to advise the Village Council in matters pertaining to the recreational, leisure, and cultural activities that take place within the Village, on behalf of the Village, or involve Village property. Its responsibilities include recommending policies on recreation services and advising in the planning for the acquisition, development, and improvement of parks and playgrounds. In addition, it assists in the facilitation of community events and assists in the coordination of recreation services with other governmental entities and voluntary organizations. The Recreation Commission strives to enrich the lives of the citizens and build a spirit of community within the Village of Ontonagon. Mr. Bolo has been a resident of the Village for 11 years. He is employed at Ontonagon Baraga Industries and is currently the Secretary of the Ontonagon County RICC. Mr. Bolo was the Chairperson of the Ontonagon County RICC when the Complete Streets project was initiated.



## **Diabetes Self-Management Education Program**

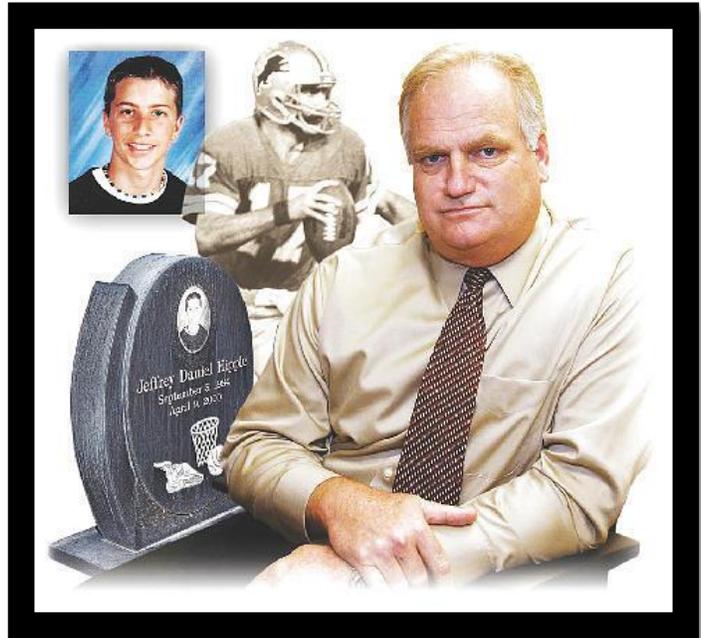
Portage Health Systems has reached out to persons who are patients of Portage Health Services and CCMHS with a Diabetes Education Program designed to reach individuals who are either struggling to manage their existing diagnosis of Diabetes or those that are at high risk for developing Diabetes based on their life style and/or eating habits.



The educators focus on management of Diabetes through goal setting, testing ones blood sugar, increasing activity or modifying diet. The Diabetes Educators hope to extend their services to the group homes and begin group classes in the near future.

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

This year's Recovery Lecture speaker brought in the largest audience in the lecture series history. Eric Hipple is a former National Football League (NFL) quarterback whose ten year career was spent with the Detroit Lions. Hipple's accomplishments include two playoff bids, a divisional championship, and the Detroit Lion's most valuable player award for the 1981 season. He is currently ranked fifth in career passing yards for Detroit. From 1995-2000 Hipple was color analyst for the FOX NFL pre-game show in Detroit.



Since his 15-year-old son Jeff's suicide, Hipple has devoted his life to building awareness and breaking down the stigma surrounding depressive illnesses. Hipple recently received the Detroit Lions 2010 Courage House award. He also received the prestigious 2008 Lifetime Achievement award given by the American Foundation for Suicide Prevention and was awarded a presidential citation at the American Psychological Association's 2006 Annual Convention for his six years of national community-based work combating adolescent depression and suicide prevention.

His message of resilience has provided mental health awareness to professional groups, military, law enforcement, schools, communities and through the "Under the Helmet" campaign, thousands of High School and youth coaches across the Country. Most recently, Hipple was instrumental in forming the collaboration between the NFLPA Former Players and the University of Michigan Comprehensive Depression Center as a destination site for evaluation and consultation. Hipple currently serves as outreach representative for the U of M Comprehensive Depression Center. He and his wife Shelly live in Fenton, Michigan with daughters Taylor and Tarah . His daughter Erica and her husband Ben live in Arlington, Virginia.



## **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 and newspaper articles on a variety of topics including depression, suicide prevention, 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, and Gogebic) to implement the Michigan Model for Health<sup>®</sup> curriculum. This project provided local school children with health education including social emotional health which leads to academic success, success in relationships and a reduction of childhood obesity. This year the Institute provided training to 64 teachers in 16 school districts.

### Substance Abuse Prevention

The Institute provided substance abuse prevention and promoted positive mental health through the use of Michigan Model for Health<sup>®</sup> lessons for elementary students. Students from seven area school districts participated while at summer Great Explorations care sites.

### Infant Care

Infant Mental Health Services were provided to seven children zero to five years of age and their families in a three county area (Baraga, Houghton, and Keweenaw). Trainings were



held at the Institute throughout the year to support caregivers and were sponsored by the Great Start Regional Child Care Resource Center.

### Collaboration

A continuing successful effort is the CCMH System of Care Committee, a collaborative group including representatives from Houghton County Family Court, Copper Country Intermediate School District, U.P. KIDS, 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.



Institute staff are also working with the Baraga County RICC, Houghton County RICC and Ontonagon RICC and the Baraga, Houghton, Keweenaw Continuum of Care (CoC) and Gogebic Ontonagon Continuum of Care (CoC) to secure a position on each of the CoCs for a person with developmental disabilities. Currently, we have two representatives with developmental disabilities on the Baraga, Houghton, and Keweenaw CoC. Staff will provide education to the CoCs on the need to include people with developmental disabilities in the decision making process. Staff will also provide education to RICC members about the function of the CoC and the funds they oversee, identifying systemic barriers that prevent people with disabilities from getting housing, and learning effective legislative advocacy.



The Institute has completed the third year of a Kellogg Foundation grant to provide support to the Copper Country Human Services Coordinating Body (HSCB). Coordination is provided to the HSCB as they work on infrastructure and website development as well as completion of an information and referral tree for local services. The HSCB members continue to work to improve the quality of life for area residents and to ensure a bright future for our youth.

## **CCMHS PROGRAMS AND SERVICE ARRAY**

### **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.

### **BRAVO**

Provides support to people with developmental disabilities so that they can live, work and play where they choose. These supports may include helping with personal business, grocery shopping, cooking, managing money, assisting at doctor's appointments, housekeeping, taking part in community events, and respite.

### **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.

### **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.

### **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, money management, grocery shopping, and housekeeping.

### **Co-Occurring Disorders Treatment**

Provides treatment to 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.

### **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.

### **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.

## **The Institute**

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

## **Intensive Crisis Stabilization (ICS)**

ICS services are a short-term alternative to inpatient hospitalization or can also be used to provide additional support to allow earlier discharge from a hospital. These services are structured treatment and support activities provided by a team of mental health staff in a person's home or other community setting. Receiving treatment within the community, using a person's natural supports when available, helps to strengthen and promote independence and recovery.



## **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.

## **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.

## **Peer Support Specialist (PSS) Services**

PSS Services are provided by individuals who are on their own recovery journey, who have a serious mental illness, and are now receiving or have received services from the public mental health system. Peer Support Specialists are hired to share their life

experience and provide expertise to consumers that professional disciplines cannot replicate. They provide a wide range of services including health integration, assistance with benefits and housing, community inclusion, health education, and promoting recovery.

### **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.

### **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 assistance 24-hours a day from trained staff.

### **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. More intensive services are also available, providing services in the home and elsewhere in the community,

as well as in the schools, depending on child and family.

### **Wraparound**

Wraparound is an individually designed set of services and supports provided to children with serious emotional disturbance and their families that includes treatment services, personal support services or any other supports



necessary to maintain the child in the family home. The Wraparound plan is developed using a team approach including the youth, parents/guardians, involved service providers, and others whom the family identifies as supportive for attaining their goals. Wraparound services are a particularly effective approach in serving children served by multiple systems.

# CODE OF ETHICS

## PREAMBLE

A code of ethics 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:

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

## 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

**James Tervo** Chassell  
26 years on Board  
Board Chairperson

**Pat Rozich** Hancock  
23 years on Board  
Board Vice Chairperson

**Michael Koskinen** Baraga  
3 years on Board  
Baraga County Commissioner  
Board Secretary

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

**Randy Eckloff** Allouez  
3 years on Board  
Keweenaw County  
Commissioner

**Albert Koskela** Calumet  
1 year on Board  
Houghton County  
Commissioner

**Dyann Edgerton** Houghton  
11 years on Board

**Carol Evers** Lake Linden  
9 years on Board

**James Fyfe** Ontonagon  
6 years on Board

**Barry Fink** Houghton  
1 year on Board

**Gerald Johnson** Watton  
23 years on Board  
*(retired from Board Dec. 2013)*

**Hubert Lukkari** Greenland  
15 years on Board  
Ontonagon County  
Commissioner  
*(passed away Nov. 2013)*

**Jim Altenburg** Greenland  
Ontonagon County  
Commissioner  
*(Newly appointed Jan. 2014)*

## **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)