

**Copper
Country
Mental Health
Services Board**

**ANNUAL
REPORT TO THE
COMMUNITY**

**Fiscal Year
2008**



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:

Once again, the Board of Directors of Copper Country Mental Health Services (CCMHS) is pleased to provide you with this Annual Report and invite you to learn more about the services our staff provide. It also gives us an opportunity to say “thank you” to the many people and organizations who work with and for us to provide high quality, state of the art mental health services in the Copper Country.

We are pleased to report that we received our fourth three-year accreditation from CARF International, The Rehabilitation Accreditation Commission, in June, 2008. We were also visited by the Rights Office Staff from the Michigan Department of Community Health for our Rights System Assessment; our compliance score was 99.8%. There were other audits and reviews of programs and operations that are too numerous to detail in this letter. In order to ensure accountability to the public, ever-increasing state and national regulatory requirements are resulting in growing oversight at our Agency and others that depend on taxpayer monies.

Our staff has been extremely busy learning about evidence-based practice models for treatment as well as beginning the shift towards an electronic medical record (EMR). All community mental health centers in the Upper Peninsula will eventually use the same EMR system with the goal to reduce duplication and redundancy in paperwork for consumers.

Also, CCMH joined the other U.P. mental health centers in utilizing the Centralized Access Unit operated by the NorthCare Network. The intent of this effort is to ensure that access to mental health services is similar for all citizens across the U.P, particularly those people who have Medicaid.

We look forward to continuing relationships with the Rice Memorial Clinic Foundation, the County Commissioners, our community partners, people who serve on agency committees and others who support us in fulfilling our mission. Our local relationships are critical to our mission and to our efforts to keep “community” in our provision of **community mental health services** to the citizens of the Copper Country.

Don Keith
Board Chairperson

CCMHS FISCAL PROFILE

Copper Country Mental Health Services provided services to 1,044 individuals this fiscal year, utilizing a budget of \$15,726,910.

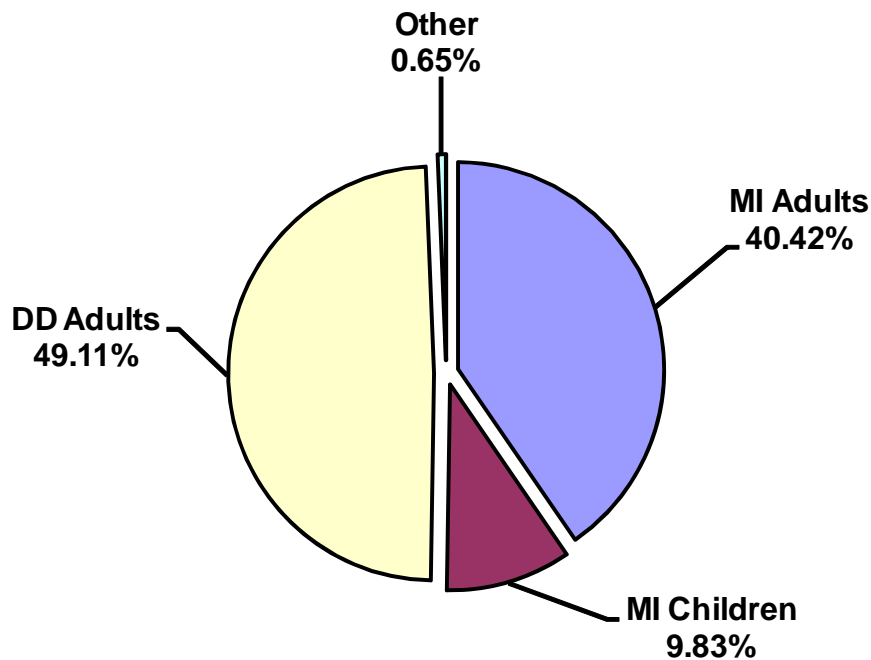
Revenue - October 1, 2007- September 30, 2008

State General Fund	\$2,400,258
Medicaid	\$11,588,499
County Appropriation	\$255,604
Other	\$1,482,549
Total:	\$15,726,910

Expenditures - October 1, 2007 - September 30, 2008

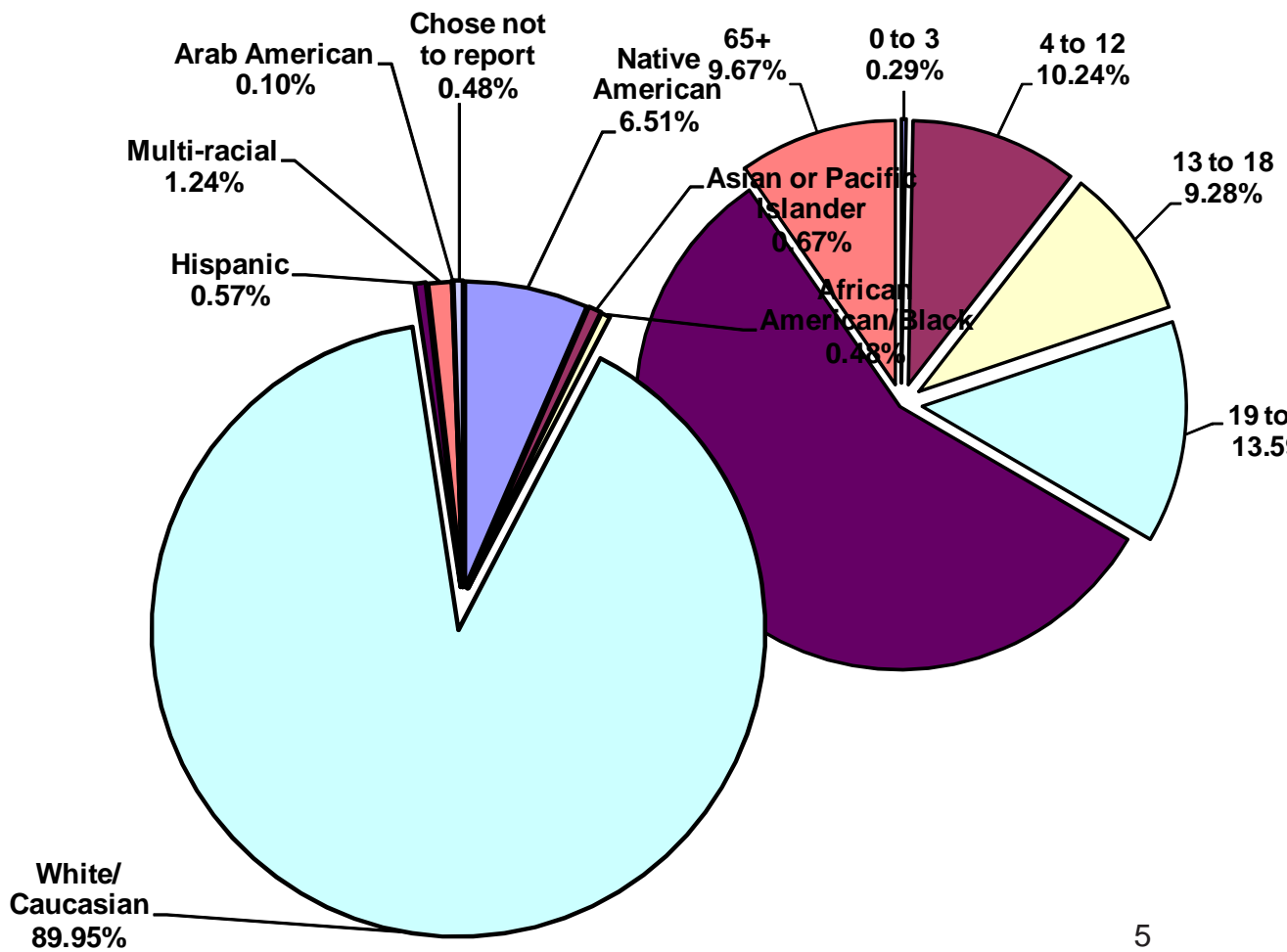
Adults with Mental Illness	\$6,356,071
Children with Mental Illness	\$1,545,576
Adults with Developmental Disabilities	\$7,723,405
Other	\$101,858
Total:	\$15,726,910

Expenditures By Population Served



Consumers Served by Age Group - FY 08

Consumers Served Who Reported Race / Ethnicity - FY 08



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 2008 of just over 30%, which is a slight decrease from last year. The surveys show an overall satisfaction level of 97.3%, which is an increase from last year.

Overall results on the specific items are as follows:

- 98.4%** - Appointments are scheduled at times that work best for me.
- 98%** - I am informed of my rights.
- 97.2%** - I feel better because of the services received.
- 97.2%** - I know what to do if I have a concern or complaint.
- 98.8%** - Staff are sensitive to my cultural/ethnic background.
- 96%** - I was able to get the type of services I needed.
- 98.4%** - My wishes about who is and who is not given information about my treatment are respected.
- 97.2%** - My wishes about who is and who is not involved in my treatment are respected.
- 88%** - I am satisfied with the help I received when calling the crisis line after 5 pm Monday through Friday or on weekends.
- 97%** - I would recommend these services to a friend or relative.

Some comments from our consumers were:

“I am thrilled that DBT is available here - it was difficult to find prior to my moving back up here.”

“I am grateful for the services the BRAVO staff provide _____.”

“I am satisfied with the help I get.”

“I have been treated very nicely by all the workers. They are very pleasant and some days I wonder how can they be there just about every day and listen to us and still be smiling.”

“Over the last 8 years, the Ontonagon staff has been very helpful during my times of crisis, depression and anxiety. I am very grateful for their services.”

“Keep up the faith and good work.”

AGENCY HIGHLIGHTS

RECOVERY LECTURE SERIES

For many years, a diagnosis of mental illness or developmental disability severe enough to make someone eligible for CCMH services usually meant the end of 'normal' life for an individual. Today we are coming to realize that recovery IS possible. In April, 2005 the CCCMHS Board adopted a Recovery policy which stated that all services provided by this agency "will be rooted in values which empower consumers and which engages them in a journey toward recovery". Recovery was cited by a panel sponsored by the Department of Health & Human Services (HHS) as the 'single most important goal for the mental health service delivery system' and illness management and recovery is one of the evidence-based practices being promoted by the Substance Abuse and Mental Health Services Administration.

Within CCMH we've been looking for ways to implement this shift in both policy, philosophy and operations. When people begin to believe that recovery is possible, then hope becomes one very powerful tool for treatment.

With the support of both the CCMH Board and the Rice Memorial Clinic Foundation Board, we created the twice-yearly Recovery Lecture Series. The first lecture was held in July, 2007. The speakers have all been persons with a mental illness (except Richard Pranglely who has a developmental disability). The speakers so far have been:

- ◆ July 2007 - [Steve Harrington](#), an attorney and author,
- ◆ September 2007 - [Dr. Fred Freese](#), a psychologist and past president of NAMI,
- ◆ July 2008 - [Dr. Suzanne Vogel-Scibilia](#), a psychiatrist and past president of NAMI, and
- ◆ September 2008 - [Richard Pranglely](#) who works in the mailroom at DCH and has been featured on a number of national and local news shows.

We are currently making arrangements for our 2009 speakers. All lectures have been well-attended. Afternoon lectures have drawn between 90-150 attendees.

CO-OCCURRING DISORDERS TREATMENT TRAINING

CCMHS has been participating in several initiatives for improving the system of care and promoting a recovery orientation for those persons with co-occurring disorders (mental illness/developmental disorder and substance use disorder).

Beginning in spring of 2007, staff received training in Motivational Interviewing (MI), an approach that emphasizes working collaboratively with persons to assist them in using their own motivation to change by exploring ambivalence. This is an evidence-based practice which has been shown to be effective across a wide range of problems and populations. Approximately 25 frontline staff including case managers, clinicians, and nurses attended the initial training.

Supervisors then attended additional training in October, 2007. The Co-Occurring Disorders Specialist and Outpatient Supervisor have continued to receive training and are also facilitating a twice-monthly staff group meeting to promote ongoing use of the approach and to encourage further learning. CCMHS is also in the process of making changes to clinical documentation (including assessments and the Individual Plan of Service) to match the MI perspective.

CCMHS staff as well as a consumer have also participated in the Michigan Department of Community Health sponsored Integrated Treatment Change Agent trainings. This series of five meetings, which were held between January and October of 2008, were geared towards helping staff and consumers from both the mental health and substance abuse systems work collaboratively to develop a system of care that is welcoming, person-centered, and recovery oriented. The meetings covered a wide range of topics including exploring how to work within each system to improve programs and staff competencies, using strength-based screening, assessment and case discussion methods, and plans for continuing to work with state, regional, and local systems to provide best practice integrated interventions.

CCMHS's "Change Agents" continue to work with both the regional Co-Occurring Project Team and within our own system to identify and remove barriers and to make improvements which promote collaborative strength-based interventions and support each person's progress towards recovery.

WRAP

WRAP stands for **Wellness Recovery Action Planning**. It is a process that walks people through a systematic program that results in a personalized plan. It was created by Mary Ellen Copeland and is used nationally to help people on their journey towards recovery. You can learn much more about **WRAP** on-line at mentalhealthrecovery.com.

WRAP uses the key concepts of the Recovery Model – hope, personal responsibility, education, self advocacy and supports.

Personal plans are developed by people who attend a number of workshops that are facilitated by trained **WRAP** specialists. In the Upper Peninsula, we are fortunate to have Bob and Jeanne White who were hired by NorthCare and have done a number of workshops across the U.P. Bob and Jeanne are nationally certified as Advanced Trainers in the **WRAP** program; there are currently only about 30 in the world and we have two of them in the U.P.!

At the end of the workshop, each person has their own plan that helps them to monitor their own, unique symptoms and a response plan that empowers them to manage their own recovery and treatment.

Bob and Jeanne conducted **WRAP** workshops in Houghton in October, 2008. Even though only a few people attended the workshops, they felt it was a very worthwhile use of their time and were very happy with the process and the outcome. We hope that more people will express an interest in learning how to develop their own **WRAP** so that we can arrange additional workshops.

If you're interested in attending workshops, talk to your case manager/supports coordinator or call NorthCare at 1-888-333-8030 for information about upcoming workshops.

A LETTER ABOUT THE WRAP EXPERIENCE

This letter was written by an individual who went through the WRAP workshop in Houghton during October, 2008. This letter was printed in CCMH's newsletter and in NorthCare's newsletter.

"When I heard about this class, called WRAP, I was so excited and curious because there are NOT many opportunities here in the U.P. to help ourselves. I personally have been waiting for something like this all my life, and I wasn't about to let it pass me by.

WRAP is a plan that you write about your triggers, early warning signs, when things are breaking down, crisis plan, and even an Advance Directive, plus there is so much more. I think this is so useful, because it really makes you think about what you have been through, and what worked before, and what didn't. Now you just put it into your own words, so the next time you can see the signs more clearly, and get help. Plus you can help yourself by showing others how to help you. When you really can't think clearly, it helps you take control of your life, which is always a good thing. Plus you can always update your plan, because life has a way of being unpredictable. Expect the unexpected.

I am very grateful for this class, and I would recommend it for anyone who has a mental illness. I love the format and I think it is so helpful. I have learned a lot about myself that I wasn't able to see before. I am so thankful for this. It definitely put my life in the right direction, and I know it will make a difference in yours, if you let it. It's like soul searching, which I believe you can never stop learning, growing, or changing for the better. The only one who can stop you from wanting to live a happier, healthier, better life is YOU. So please don't be afraid of wanting, and deserving more for yourself. Take charge of your own life, and take the class. It is a choice we personally have to make, and I chose forward, NOT backward. I want this for you too, because if I can do it, I know you can. We all know what it is like to be at the bottom. These little steps make such a huge difference with your everyday life. The power is ours. Please don't knock it, until you try it. Keep an open mind. It opens up a whole new world of possibilities, and it won't stop here. This has made me a more confident, stronger, more hopeful person, which is why I am so passionate about this class. It has made me more self-reliant. No one does the work, but YOU. I am even more determined to take control of my life. My saying is don't get lost, take detours. Things happen for a reason. Whether good or bad, they make us who we are truly meant to be. Now ask yourself, are you willing to make a change in your life? What else do you have to lose? The answer is nothing, but you do have everything to gain. Think positive. The material is easy and simple to understand. This is a plan to teach others how to help us, when we can't. But still have your say, when it means the most. Responsibility is ours, and no one else's. Remember you are not alone. The hardest part is taking that step, but when you do, I promise, you won't regret it."

INSTITUTE HIGHLIGHTS

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

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

Infant Mental Health Services were provided to 20 families in the four-county area. This year we continued to provide services in Ontonagon County with the help of the Great Parents Great Start Project through Gogebic-Ontonagon Intermediate School District.

The Alzheimer's Disease Demonstration to States Grant "An Integrated Systems Model of Wraparound Services and Supports" has been very successful. We have provided Wraparound Facilitation to over 80 families which enables individuals with Alzheimer's to stay in their homes longer while providing support and resources to their family caregivers. In October, we received funding to enhance this program by providing caregiver education, support and empowerment through the Savvy Caregiver curriculum.

The Copper Country Children's Service System of Care Project began piloting *No Wrong Door*. It is a strength-based program that works with families to develop a Referral Plan of services and support with a Wraparound Facilitator. Our mission is for families and agencies to work together in an atmosphere of mutual respect.

CCMHS PROGRAMS AND SERVICE ARRAY

Co-Occurring Disorders Treatment

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

Emergency Services

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

Assertive Community Treatment

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

Community Support

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

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

Psychosocial Rehabilitation

Northern Lights Clubhouse provides services to members using the Clubhouse Model. Members who are adults with 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.

Day Programs

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

Case Management/Supports Coordination

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

CCMHS PROGRAMS AND SERVICE ARRAY Con't.

Residential Services

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

Nursing Home Services (OBRA/PASARR)

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

BRAVO

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

Outpatient Therapy

Provides assessment and treatment services for persons 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.

School Social Work Program

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

Children's Intensive Services

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

The Institute

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

CODE OF ETHICS

PREAMBLE

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

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

GENERAL PRINCIPLES

Competence

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

Concern For Others Welfare

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

Respect

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

Social Responsibility

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

Integrity

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

Professional Conduct

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

SPECIFIC PRINCIPLES

Business

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

Human Resources

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

Marketing

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

Service Delivery

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

Professional Responsibilities

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

CCMHS BOARD OF DIRECTORS

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

Dyann Edgerton Houghton
6 years on Board

Carol Evers Lake Linden
4 years on Board
Board Secretary

James Fyfe Ontonagon
1 year on Board

Gerald Johnson Watton
18 years on Board
Board Works Certificate

Don Keith Eagle Harbor
6 years on Board
Board Chairperson
Keweenaw County Commissioner

Hubert Lukkari Greenland
10 years on Board
Ontonagon County Commissioner

Ida Michaelson Chassell
17 years on Board
Board Works Certificate

Nancy Middleton Lake Linden
13 years on Board
Board Treasurer

Pat Rozich Hancock
18 years on Board
Board Works Certificate

James Tervo Chassell
21 years on Board

Paul Tesanovich L'Anse
1 year on Board
Baraga County Commissioner

ACCESSING CCMHS:

FOR EMERGENCY SERVICES:

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

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

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**

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

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

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

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

ON THE WEB AT:
www.cccmh.org