

COPPER COUNTRY MENTAL HEALTH SERVICES ANNUAL REPORT TO THE COMMUNITY FISCAL YEAR 2009



COPPER COUNTRY MENTAL HEALTH SERVICES



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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 present this Annual Report to the citizens of our four counties. In this annual report you will learn about some of the exciting work our staff and consumers are doing locally, such as the "Life in Focus" project, the continuation of the "Recovery Lecture Series" with support from the Rice Memorial Clinical Foundation, Highlights from the Institute as well as fiscal information, demographic information of consumers served, and consumer satisfaction data.

The preparation and implementation of the electronic medical record (nicknamed ELMER) required a tremendous effort from our staff as we joined the other four community mental health boards in a "go live" date of October 1, 2009. You can learn more about the systems changes and commitment from staff to learn an entirely new way of doing business in the article beginning on page 7 of this report.

Another project that cut across departments in the Agency was the development of the "Program Policy Guidelines" (PPGs) in the spring. MDCH required that the PPGs focus on five areas they believe to be critical in improving community mental health supports and services:

- Building a system of care for children with serious emotional disturbance.
- Building a system of care for children with developmental disabilities.
- Improving outcomes for people with developmental disabilities.
- Implementing the Recovery Enhancing Environment Measure for adults with serious mental illness.
- Enhancing access to, and improving the implementation of, self-determination arrangements.

The PPGs were submitted to the NorthCare Network to be used in their environmental scans for the development and implementation of the regional plan for improvement, referred to as the "Application for Renewal and Recommitment" (ARR). This document is available on NorthCare's website at northcare-up.org. It is a five-year plan for improving services and supports.

We look forward to another exciting year as we work with our many community partners, consumers and family members, the Rice Memorial Clinic Foundation, County Commissioners and others who support us in fulfilling our mission of providing high quality services to people in our four-county area.

Dennis Barrette Board Chairperson

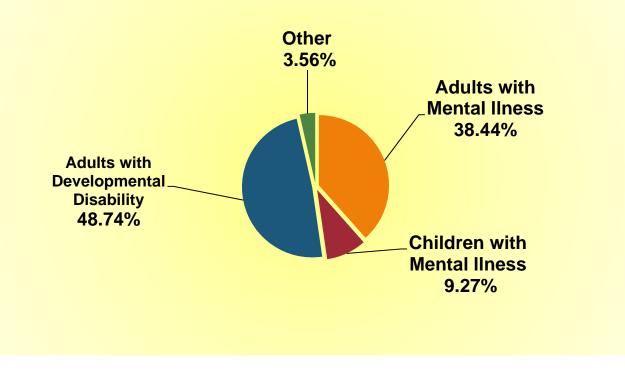
CCMHS FISCAL PROFILE

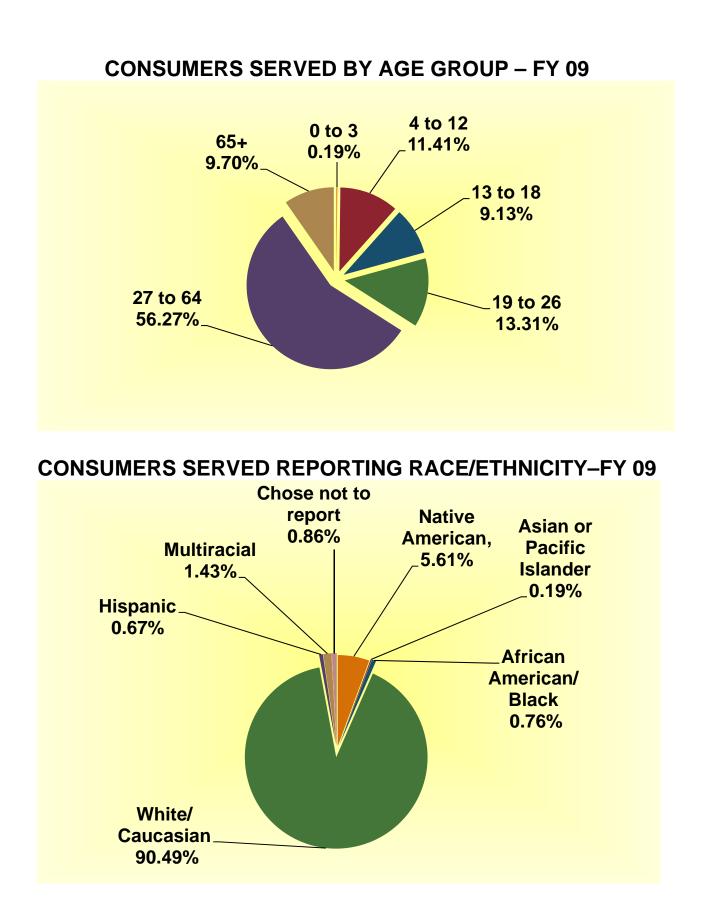
Copper Country Mental Health Services provided services to 1,048 individuals this fiscal year, utilizing a budget of \$16,543,529.

7	⁻ otal:	\$16,543,529
Other		\$1,865,580
County Appropriation		\$255,606
Medicaid		\$12,083,391
State General Fund		\$2,338,952
Revenue: October 1, 2008 – September 3	80, 2009	

Expenditures: October 1, 2008 – September 30, 2009	
Adults with Mental Illness	\$6,359,144
Children with Mental Illness	\$1,532,854
Adults with Developmental Disabilities	\$8,063,090
Other	\$588,441
Total:	\$16,543,529

EXPENDITURES BY CONSUMER SERVED





CONSUMER SATISFACTION SURVEY DATA – FY 09

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 844 questionnaires and 269 were returned for a response rate of 31.87%. Last year's response rate was 30.06%. Overall satisfaction rate was 96.02% as compared to last year's rate of 97.25%.

Results from specific items are as follows:

- 98.50% 1. Appointments are scheduled at times that work best for me.
- 94.76% 2. I am informed of my rights.
- **95.83%** 3. I feel better because of the services received.
- 95.13% 4. I know what to do if I have a concern or complaint.
- 98.46% 5. Staff is sensitive to my cultural/ethnic background.
- **93.96%** 6. I was able to get the type of services I needed.
- 96.15% 7. My wishes about who is and who is not given information about my treatment are respected.
- 96.59% 8. My wishes about who is and who is not involved in my treatment are respected.
- 91.30% 9. I am satisfied with the help I received when calling the crisis line after 5pm Monday-Friday or on weekends.
- **96.08%** 10. I would recommend these services to a friend or relative.

Some comments from our consumers:

"You saved my life."

"I am very happy with the services and staff. Great Job!"

"The workers down at the center bend over backwards to see to my needs at all times."

"Will be good when there is a full-time Doctor at the Ontonagon Clinic."

"_____ is well cared for, his needs are always met and he is very happy at Quincy House. Resident Team Leaders and Direct Care Staff are very caring."

AGENCY HIGHLIGHTS

CCMHS Implements Regional Electronic Medical Records System (ELMER)

To comply with a Presidential Order requiring all healthcare agencies to have an electronic medical records (EMR) system in place by the year 2014, CCMHS along with the rest of the NorthCare affiliates, chose to implement an EMR system that was designed by Peter Chang Enterprises (PCE), a computer software developer from Farmington Hills, Michigan. The selection process actually began early in 2005, when the Region began to meet to define our unique behavioral healthcare needs and review prospective EMR vendors. After an extensive Request for Proposals (RFP) and review process, PCE was selected. This system is being used by several other CMHs within the State.



This system (nicknamed ELMER) was officially implemented at CCMHS in October, 2009, with the exception of the Acute Services area, which began using ELMER in October, 2008. Essentially. switching from a "paper" record to an electronic record system results in greatly improved efficiencies. reduced data errors and redundancies, and streamlining of State reporting requirements as the clinical documentation and billing process are completed together.

As a first step for implementation, a regional team was established to identify the obstacles and to oversee the completion of this expansive project. Then in February, 2009, the CCMHS implementation team (nicknamed the Keweenaw ELMER Group, or KEG) was formed to begin planning the implementation process. The KEG, comprised of staff from the Information Technology

ELMER

department, Administration, Clinical, Acute Services, Medical Records, Billing, and Data Analysis began meeting weekly to address the numerous steps involved to ensure a successful EMR implementation. Members of the KEG have been busy with many meetings, both regional and local, to plan for and manage all of the equipment needs, data conversion issues, staff training and system setup requirements, along with process changes for billing, reporting, and clinical records.

During the summer and fall, staff attended several clinical training sessions, along with small group meetings to go over questions and address any specific areas of concern. In addition, there were 11 individuals from across the agency trained to serve as "Super Users" to be available for hands-on assistance with any ELMER questions/problems staff might have.

Since the October First "Go Live" Date, the transition has gone very smoothly and staff's positive attitude and hard work has proven to be a key factor.

Although this computer conversion has been a huge undertaking, CCMHS staff has done an excellent job managing all of the changes. Since the October 1st Go Live Date, the transition has gone very smoothly and staff's positive attitude and hard work has proven to be a key factor.

Process changes continue to be developed and training and communicating these changes to staff will remain a major focus. The next year promises to be another exciting and innovative time at Copper Country Mental Health with more staff and program areas transitioning to the use of ELMER and the development and utilization of new functions within ELMER.

Life in Focus is a project of United Cerebral Palsy of Michigan and is funded by a grant from the Michigan Developmental Disabilities Council. In 2007, Glenn Ashley of United Cerebral Palsy of Michigan introduced the program to Mick Sheridan, Program Manager of Baraga & Ontonagon CCMHS. Mick was



so impressed he quickly adapted the program for Baraga, applying for and



receiving funding from the Michigan Disability Rights Coalition to purchase the needed digital cameras. Consumers aged 22 to 82 received instruction in camera use as well as framing and composing a good photo.

From candid close-ups of

animals and people to landscape images, this group of budding artists captured spontaneous as well as composed images with symmetry and style. Through the art of photography, each member's interests and



experiences came to life through the lens of a camera. As light gave life to their photos, the photographers gave voice to their experiences.

With final printed photos in view of the entire group, the next phase of this project focused on communication and leadership skills. In a group format, members discussed their favorite photos and listened to others' comments. Speaking and listening, leading and following were exercised in this phase of the project.

Mick explains, "Life In Focus is a long-term commitment that helps

bring out the best from both sides of the lens."

Life in Focus was recognized as an "exemplary project" by CARF, the Commission on Accreditation of Rehabilitation Facilities at their last survey of CCMHS in 2008.









The 2009 Recovery Lecture Series

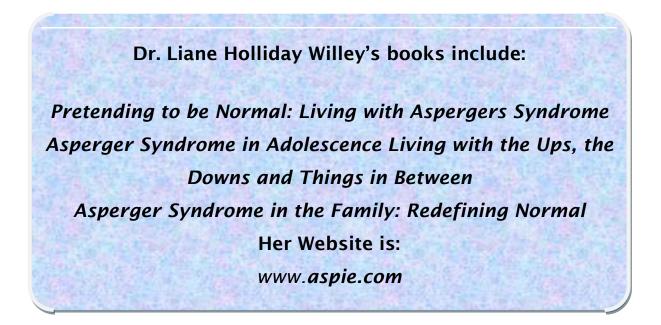
by Copper sponsored Country Mental Health and the Rice Memorial Clinic Foundation held was September 23 at the Best Western Franklin Square in 150 Houghton. people attended and the lecture was videotaped for those unable to attend. This was the 5th in on-going Recovery our Lecture Series.



Our speaker was Dr. Liane Holliday Willey. Dr. Willey has a Ph.D. in education, is married and the mother of two daughters. She has taught at the college level and is an internationally known author and speaker. Her books include: *Pretending to be Normal, Living with Aspergers Syndrome; Asperger Syndrome in Adolescence Living with the Ups, the Downs and Things in Between; and Asperger Syndrome in the Family, Redefining Normal.* In addition, she is also the Senior Editor of Autism Spectrum Quarterly.

Dr. Willey's presentation was titled "Stories From The Past, A Vision For The Future". She shared her story of growing up with parents who taught her to cope with her challenges and arranged their family life to teach her the skills she would need to function in the world. She was not diagnosed with Asperger's Syndrome until after the diagnosis of her own daughter.

The lecture was both humorous and moving. Dr. Willey helped all of us to understand the challenges faced by people with Asperger's Syndrome. She spoke movingly of her close relationship with her father who had just passed away. Her father was a brilliant man who also had Asperger's Syndrome. She attributed much of her success to his understanding and loving support.



UP CONSUMER CONFERENCE ON RECOVERY

submitted by Mike Y.

I attended the third annual UP Consumer Conference in September. I was able to ride down with Jim Foss and a few others from the Drop In to Bay College in Escanaba. The conference focused on recovery with a mental illness. There were a lot of workshops and speakers, Amy Long an educator/trainer and Jack Anderson a community work incentive coordinator. It was interesting to hear their stories on recovery.

Colleen Jasper, Director of the Office of Consumer Relations also spoke. She is always interesting to listen to. We were told that she was back by popular demand and she talked about Solution Focused Recovery. I got some great ideas on recovery. One of the best parts was WRAP Wellness Recovery Action Plan. I was glad I attended the conference and hope to go next year.

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 45 presentations on a variety of topics, including depression, suicide prevention, Alzheimer's disease, underage drinking prevention, school health, violence prevention, child abuse and neglect, parent education and adult abuse and neglect.

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

Through a contract with Copper Country Intermediate School District, we provided training and support to school districts within a five county area to implement the Michigan Model for Health, and coordinated their Safe and Drug-Free school efforts. This project provided local school children with

In this time of fiscal crisis, collaboration with local agencies and organizations allowed us to provide a more comprehensive, costeffective service to residents of Baraga, Houghton, Keweenaw and Ontonagon Counties. health education, including social and health emotional that leads to academic in success. success relationships, and reduction of childhood obesity. This year we provided training to 25 teachers in six school districts.

Our work with school children continued through a contract with the Western Upper Peninsula Substance Abuse Coordinating Agency. We provided Botvin's Life Skills to middle school students in three local school districts. We offered Parenting Wisely to parents of local elementary, middle and high school students. We also provided gatekeeper training and Discarding Unused Medication Promptly (DUMP) at senior screenings in each of the four counties.

Infant Mental Health Services were provided to 33 children in the four county area. Again, this year we were able 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 provided Wraparound Facilitation to 15 families enabling

individuals with Alzheimer's to stay in their homes longer, while providing support and resources to their family caregivers. The Alzheimer's Respite and Caregiver Programs were lost mid-year due to state budget cuts. These programs had operated in the Copper Country for the past 17 years.

The Copper Country Children's Service System of Care project completed its last year of funding. We piloted a No Wrong Door System utilizing a searchable Our mission is for families and agencies to work together in an atmosphere of mutual respect.

database of local programs and services for families with children aged six to eighteen.

One of our successes that will continue is our executive committee that includes 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. 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 prescreening 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 faceto-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.



First Place Winner - Pumpkin decorating contest 2009 won by the Community Support Program (CSP).

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, interpersonalsocial 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.



Aurora House Group Home of Baraga decorates their home for Halloween.



Atlantic House, winner of the first annual Christmas decorating contest created their own cozy fireplace.

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

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.

- Avoiding conflict of interest
- Effectiveness
- Empathy
- Inclusion
- ✤ Security
- Being fair and impartial

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 BarretteDollar Bay8 years on BoardChairpersonHoughton CountyCommissioner	Hubert LukkariGreenland11 years on boardOntonagon CountyCommissioner
Dyann EdgertonHoughton7 years on BoardHoughtonBoard SecretaryHoughton	Ida Michaelson Chassell 18 years on Board Board Works Certificate
Carol EversLake Linden5 years on BoardFor the second se	Nancy Middleton Lake Linden 14 years on Board
James FyfeOntonagon2 years on BoardBoard Vice-Chairperson	Pat RozichHancock19 years on boardBoard Works Certificate
Gerald JohnsonWatton19 years on BoardBoard Works Certificate	James TervoChassell22 years on board
Don KeithEagle Harbor7 years on BoardKeweenaw CountyCommissioner	Paul TesanovichL'Anse2 years on BoardBaraga 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: <u>institute@theinst.org</u>

VISIT US ON THE WEB

www.cccmh.org