

**COPPER COUNTRY
MENTAL HEALTH
SERVICES
ANNUAL
REPORT
FY 2011**

Annual Report FY 2011

Editor:

Tami Anderson

Contributors:

Jim Foss, Shirley Frantti, Kim Green, Taryn Mack, Mary McKendrick, Susan Serafini, Mick Sheridan, Roxanne Anderson & the Baraga Center *Life in Focus* Photography Group

A special thank you to everyone who assisted with the publication of this year's report.

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 continued State of Michigan budget cuts to Community Mental Health Centers, Copper Country Mental Health continues to strive for quality in its delivery of 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 an effective tool used by mental health clinicians serving persons with a co-occurring disorder. The article provides background on the treatment of persons with both a mental illness and a substance abuse problem and introduces motivational interviewing, a collaborative, person-centered method of guiding persons with a co-occurring disorder, to elicit and strengthen their motivation for change.

The Rice Memorial Clinic Foundation continues to generously sponsor our agency's Recovery Lecture Series. Our presenter for the seventh annual lecture was Carol Bailey Floyd, a trained facilitator who travels around the country teaching a recovery practice called WRAP (Wellness Recovery Action Plan), which provides people the tools they need to face and manage the challenges of living with a mental illness.

Also contained in this annual report, are data from the 2011 Consumer Satisfaction Survey, reflecting once again consumers' high approval for Copper Country Mental Health programming. Finally, of special notice this year, the annual report includes a letter to the editor of the L'Anse Sentinel, that came to the attention of our staff and which we are pleased to share with you.

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 1,127 individuals this fiscal year, utilizing a budget of \$17,820,051.

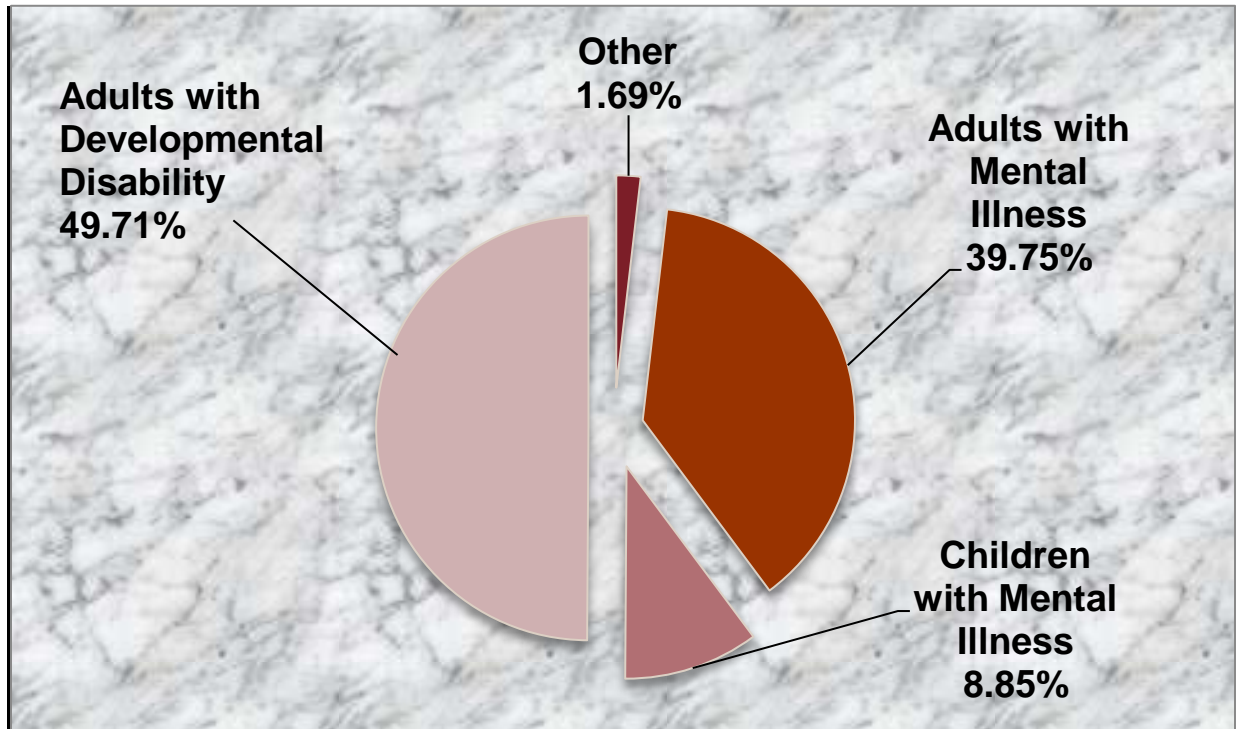
Revenue: October 1, 2010 – September 30, 2011

State General Fund.....	\$1,959,914
Medicaid.....	\$13,537,232
County Appropriation.....	\$255,604
Other.....	\$2,067,301
Total:.....	\$17,820,051

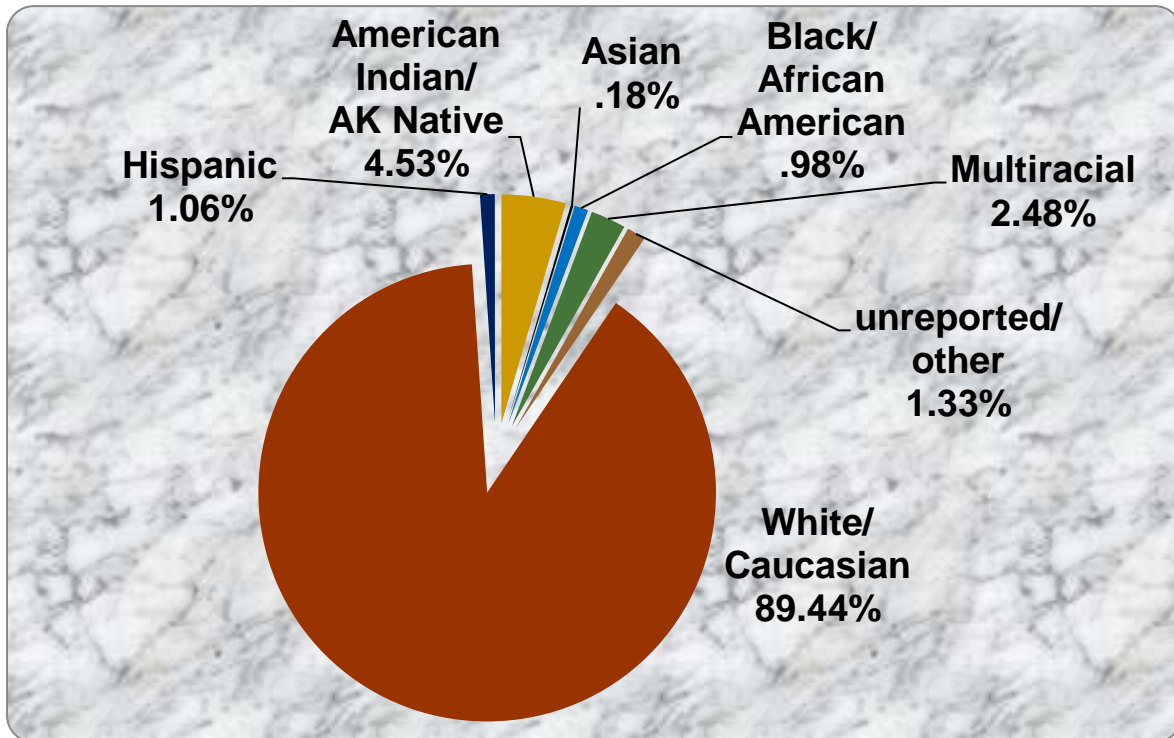
Expenditures: October 1, 2010 – September 30, 2011

Adults with Mental Illness.....	\$7,082,846
Children with Mental Illness.....	\$1,577,626
Adults with Developmental Disabilities.....	\$8,858,557
Other.....	\$301,022
Total:.....	\$17,820,051

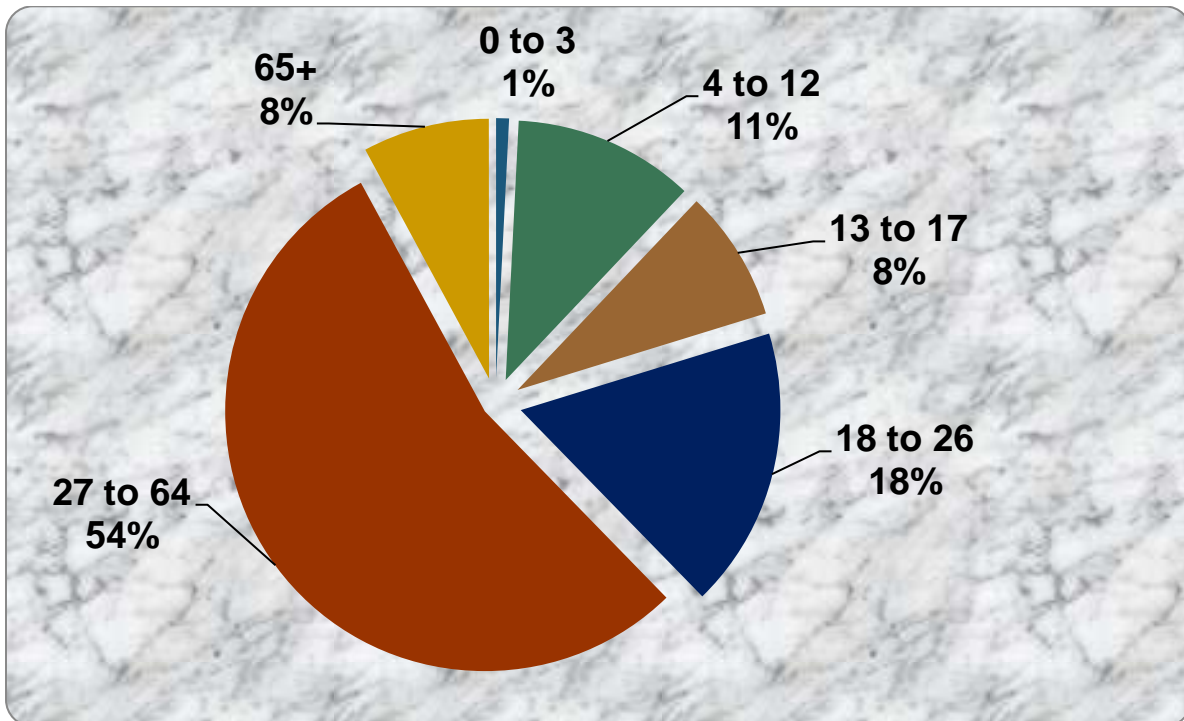
EXPENDITURES BY CONSUMER SERVED



CONSUMERS SERVED REPORTING RACE/ETHNICITY—FY 11



CONSUMERS SERVED BY AGE GROUP – FY 11



CONSUMER SATISFACTION SURVEY DATA – FY 11

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 854 questionnaires and 260 were returned for a response rate of 30.44%. Last year's response rate was 31.63%. Overall satisfaction rate was 96.26% as compared to last year's rate of 95.48%.

Results from specific items are as follows:

- 98.82%** - 1. Appointments are scheduled at times that work best for me.
- 96.85%** - 2. I am informed of my rights.
- 95.28%** - 3. I feel better because of the services received.
- 94.53%** - 4. I know what to do if I have a concern or complaint.
- 96.72%** - 5. Staff is sensitive to my cultural/ethnic background.
- 94.49%** - 6. I was able to get the type of services I needed.
- 98.80%** - 7. My wishes about who is and who is not given information about my treatment are respected.
- 97.60%** - 8. My wishes about who is and who is not involved in my treatment are respected.
- 91.94%** - 9. I am satisfied with the help I received when calling the crisis line after 5pm Monday-Friday or on weekends.
- 95.93%** - 10. I would recommend these services to a friend or relative.
- 95.93%** - 11. My services and supports are helping me in my recovery.

Some comments from our consumers:

“Just keep up the great work!”

“Thank you to all the friendly employees who have helped me.”

“Thank you CCMH.”

“You guys (Copper Country Mental Health) are great – thanks so much!”

“I had a very good experience. My therapist was very understanding and a great help.”

AGENCY HIGHLIGHTS

CCMHS RECEIVES CERTIFICATION

This year, the Michigan Department of Community Health (MDCH) Division of Quality Management & Planning awarded CCMHS certification for its full compliance with certification rules promulgated in supplement No. 7 to the 1987 DCH Administrative Rule.

In early 2011, CCMHS Board approved a decision to discontinue accreditation through the Commission on Accreditation of Rehabilitation Facilities (CARF). Without CARF accreditation, CCMHS is still required to maintain a high level of standards for all clinical, programming and administrative operations. The MDCH requires CCMHS compliance with an additional set of quality management certification standards in lieu of our accreditation status with CARF.



The certification through MDCH assures our community partners that we continue to provide an exceptional standard of services to our community.

Jody Lewis, the Quality Assurance reviewer was on-site this past July. While conducting her audit, Lewis visited several group homes, the Baraga County Center, and the Northern Lights Clubhouse. In her certification report Lewis commented, "Two exemplary services were noted. The Northern Lights Clubhouse had an especially warm and welcoming feel and the members were obviously participating and proud of it! The Day Program at Baraga seemed more like a Clubhouse. People were enthusiastically participating in a photography project and using it to express themselves and their preferences."

In addition, the above certification was dependent upon the recertification of CCMHS' recipient rights program, a review that was conducted separately by MDCH Office of Recipient Rights and also resulted in praise, "your agency is in full compliance with the requirements of Michigan law in regards to the protection of the rights of recipients of mental health services."

CCMHS awarded certification is effective until September 30, 2014 at which time an application for renewal will be submitted to the MDCH.

The Baraga RICC Attends Walk A Mile 2011

In recognition of May as Mental Health Awareness month, The Michigan Association of Community Mental Health Boards organized the seventh annual Walk-A-Mile in My Shoes Rally at the State Capitol in Lansing, Michigan on Wednesday, May 11th.

With the support of Copper Country Mental Health, members of the Baraga RICC (Regional Interagency Consumer Committee) were able to use a large van to once again make the trip. The members stayed at a hotel near the campus of Michigan State University, where they reveled in the contagious enthusiasm that surrounds this bustling and expansive university environment.

Prior to the official start of the rally, the RICC group met with 110th District State Representative Matt Huuki. Despite his busy schedule, Representative Huuki gave members the opportunity to discuss with him their concerns regarding the potential cuts to Medicaid and decreased funding to Community Mental Health programs. The RICC group was very appreciative of Rep. Huuki taking the time to meet with them. He encouraged his Baraga County constituents to call on him again when they are in Lansing.



Pictured from left: Lola Mariacher, Patty Putala, Hannah Misegan, State Rep. Matt Huuki, and James Cook.



The Walk-A-Mile in My Shoes Rally is organized so that representatives from every Michigan County have the opportunity to speak. The representatives take turns, standing on the capitol steps, making a brief statement followed by the challenge to, "Walk-a-mile in my shoes!" Baraga County RICC President, Patty Putala and Vice President, Hannah Misegan proudly carried their banner this year. Together they made the call to end the budget cuts to vital services and issued the walk-a-mile challenge. The atmosphere of camaraderie and support is unmistakable to anyone in attendance and speaks to the power of organizing a group around a common cause.

Traveling to Lansing for this or any event from Baraga County requires a three day road trip. The Baraga County RICC group believes it is worth the effort and expense to add its Upper Peninsula voice to our colleagues who advocate for the needs of those in the disability community.

The Annual Recovery Lecture Series

Carol Bailey Floyd presented the seventh Recovery Lecture on September 21 in the Hancock High School auditorium. A total of 184 people attended both afternoon and evening lectures, the largest audience yet for the recovery lecture series.

Carol is a trained facilitator who travels around the country teaching a recovery practice called WRAP (Wellness Recovery Action Plan), which provides people the tools they need to face and manage the challenges of living with a mental illness.



WRAP was originally developed by Dr. Mary Ellen Copeland, founder of the Copeland Center for Wellness and Recovery located in Vermont. WRAP is a self-management and recovery system developed by a group of people who had mental health difficulties and who were struggling to incorporate wellness tools and strategies into their lives. The WRAP philosophy describes people with a mental illness as facing a mental health challenge rather than a diagnosis. Describing someone by a diagnosis implies a permanent condition while discussing someone as dealing with a challenge implies something that can be faced and managed.

Carol explained that WRAP is a complement to traditional treatment. A WRAP guides people through the process of identifying and understanding their personal wellness resources ("wellness tools") and helps them develop an individualized plan to use these identified resources on a daily basis to manage their mental health challenges.

Goals of WRAP:

- ✚ Teach participants how to implement the key concepts of recovery (hope, personal responsibility, education, self-advocacy, and support) in their day-to-day lives.
- ✚ Help participants organize a list of their wellness tools--activities they can use to help themselves feel better when they are experiencing mental health difficulties and to prevent these difficulties from arising.
- ✚ Assist each participant in creating an advance directive that guides the involvement of family members or supporters when he or she can no longer take appropriate actions on his or her own behalf.
- ✚ Help each participant develop an individualized post-crisis plan for use as the mental health difficulty subsides, to promote a return to wellness.

WRAP was first implemented in 1997. Since then, over 2,000 facilitators have been trained and millions of people have participated in WRAP groups throughout the U.S., Australia, Canada, England, Hong Kong, Ireland, Japan, New Zealand and Scotland.



Based on the results of several scientific studies, SAMHSA (Substance Abuse and Mental Health Services Administration) now identifies WRAP as an evidence-based practice. The goal of an evidence based practice is the integration of: (a) clinical expertise/expert opinion, (b) external scientific evidence, and (c) client/patient/caregiver perspectives to provide high-quality services reflecting the interests, values, needs, and choices of the individuals it serves.

For more information on WRAP, visit www.mentalhealthrecovery.com

MOTIVATING FOR RESPONSIBLE CHANGE -

A respectful approach to treating persons with co-occurring disorders

According to reports published in the Journal of the American Medical Association, roughly 50% of persons with severe mental health disorders are affected by a substance abuse problem. And approximately 45% of the people who abuse alcohol and other drugs have at least one serious mental illness. As a result of these statistics, there has been a trend to combine treatment for mental illness and substance abuse/dependence into one program. This has not always been the case, and historically the two have been kept separate. However, research supports that when a person meets criteria for mental health services and the person has a co-occurring substance use disorder, the best treatment outcomes occur when services are combined.

A very effective method for working with people who have substance use disorders is called Motivational Interviewing. Motivational Interviewing (MI) was developed by Bill Miller and Steve Rollnick and first described in a psychotherapy article by Miller in 1983 based on his practice of using MI with problem drinkers. Miller and Rollnick expanded on the concept and came up with detailed clinical procedures for using MI in 1991. The most recent definition of Motivational Interviewing (2009) is: "...a collaborative, person-centered form of guiding to elicit and strengthen motivation for change."



Motivational Interviewing is a respectful approach with a focus on building rapport during the initial counseling sessions. It does not use confrontation nor is authoritative. The therapist does not come across as “the expert” and alternately helps to empower the individual and give them responsibility for their actions.



Motivational Interviewing utilizes an empathic, collaborative approach to draw out the individual’s own thoughts and ideas about the changes they would like to make. Personal motivation for change often occurs when people perceive a difference between what they are doing and what they want to be doing. For example, someone with a daily drinking habit says they don’t want to be arrested for drunk driving. The therapist can work with this person to elicit change based on the person’s desire to not get into legal trouble.

Although Motivational Interviewing came from the substance abuse field, it is highly effective in working with persons with mental illness, within corrections and the criminal justice field, gambling and other addictions, and health coaching. In order to increase their effectiveness using MI, a group of clinicians from CCMHS’ outpatient services and the ACT team meet monthly to practice skill building with Motivational Interviewing for use with co-occurring disorders.

For more information, visit <http://www.motivationalinterview.org/>

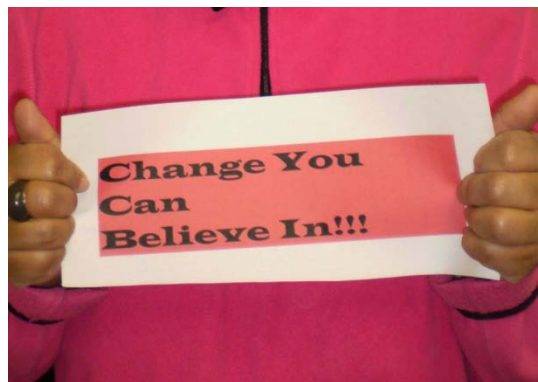
APPRECIATES SERVICES OF CCMHS STAFF – Shirley Frantti

Letter to the Editor published in the L'Anse Sentinel, November 2011

As a consumer at the mental health center I have gone through their many programs and they have been very helpful, including the psychologists, counselors, psychiatrists, and all the staff. The one-on-one counseling can be a light in a very dark world. But sometimes it just doesn't help and maybe a short stay at the hospital is necessary, maybe a medication change is due, sometimes that works wonders. Maybe your attitude has been negative, so if we can change it to be more positive your whole outlook on life can brighten up.

The day program is a big part of mental health. I think attending has helped in many ways. You can go one time a week or two. The jobs you can do are; doing different chores, ripping up books, shredding paper and whatever needs to be done. Also you can go on outings to the store, bowling, the movies, out for a walk or to church. There are many different places to go outside of mental health.

At lunchtime we can visit with the others that attend just maybe you can make new friends. After cleaning up we can visit and pass the time as you want. Then we can play board games, Bingo, Sorry, Boggle, Uno, rummy, Dominoes, checkers, and many more.



Man of us need to learn coping skills and the different "tools" you can use in everyday living. Also some of us live in a group home and some of the higher functioning consumers can be in their own apartment and the center will transport you back and forth.

A big part of mental health is having a psychiatrist, psychologist, counselor, case manager and the staff. They are so important. They can address problems you might be having how everything is going at the home or at your job. Seeing to it that you try and socialize with others outside of the program, maybe you go to church or visit friends, even going to someone's home for a day or two. These can help you become more independent.

We all can have a successful time with mental health. It has been a blessing to many....including myself. Hats off to you mental health! I will be forever grateful.

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, underage drinking prevention, school health education, 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). 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 32 teachers in 14 school districts.

Substance Abuse Prevention

The Institute provided substance abuse prevention and positive mental health promotion using the Michigan Model for Health Lessons designed for elementary students in summer Great Explorations care in five area school districts. Parenting Wisely was also offered to parents of local elementary, middle and high school students.

Infant Care

Infant Mental Health Services were provided to 13 children zero to five years of age and their families in a three county area (Baraga, Houghton and Keweenaw). Trainings to support caregivers were held throughout the year at the Institute. These trainings were sponsored by The Great Start Regional Child Care Resource Center.

Suicide Prevention

The suicide prevention project has developed an advisory committee in Baraga County and will be developing a committee in Houghton County this fiscal year. The Institute is working with Baraga County Schools to implement a depression screening program for youth, and hopes to expand this into the Houghton County Schools as well. Local youth are developing an awareness campaign utilizing media to educate their peers on how to recognize the signs of depression and suicide, and how to get help. Finally, the Institute is trying to improve the collection and analysis of local data to more fully understand youth depression and suicide.

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.

The Institute is working with the Baraga County Regional Interagency Consumer Committee (RICC) and the Baraga, Houghton, Keweenaw Continuum of Care (CoC) to secure a position on the CoC for a person with developmental disabilities. The Institute will provide education to the members of the CoC on the need to include people with developmental disabilities in the decision making process. The Institute will also provide education to RICC members on the function of the CoC and the funds they oversee, on what is effective legislative advocacy and on identifying systemic barriers that prevent people with disabilities from getting housing.

This year the Institute received a three-year grant from the Kellogg Foundation to provide support to the Copper Country Human Services Coordinating Body (HSCB). The Institute will provide coordination of the HSCB as they work on infrastructure development, website development and completion of an information and referral tree for local services. The group is re-energized to improve the quality of life for area residents and 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.

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.

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.



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

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24 years on board
Board Chairperson

Pat Rozich Hancock
21 years on board
Board Vice Chairperson
Board Works Certificate

James Fyfe Ontonagon
4 years on Board
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Board Works Certificate

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Board Works Certificate

Dyann Edgerton Houghton
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Hubert Lukkari Greenland
13 years on Board
Ontonagon County
Commissioner

Dennis Barrette Dollar Bay
10 years on Board
Houghton County
Commissioner

Randy Eckloff Allouez
1 year on Board
Keweenaw County
Commissioner

Michael Koskinen Baraga
1 year 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

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www.cccmh.org