

**COPPER  
COUNTRY  
MENTAL  
HEALTH  
SERVICES  
ANNUAL REPORT  
FY 2012**

**Annual Report FY 2012**

Editor:

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

# **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 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 once again 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 to the community. 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 the recent development of a team of staff members to create a recovery oriented environment throughout Copper Country Mental Health Services (CCMHS). Inspired by separate, but related trainings over the course of 2012, staff at CCMHS formed a workgroup to improve the way they interact with and provide services to persons served. TIRT or Trauma Informed Recovery Team combines the principles of Trauma Informed Care with the principles of Making Recovery Real. Their goal is to change the culture of service delivery, not only in clinical work, but within the agency as a whole.

This year's annual Recovery Lecture Series sponsored by The Rice Memorial Clinic Foundation featured Marty Mohn, presenting ideas she developed over the years to help herself and others on their road through recovery, a set of concepts she calls Becoming Your Own Hope Coach.

Once again, the Consumer Satisfaction Survey results reflect the approval of persons served by Copper Country Mental Health Services. The rate of return on this survey continues to be considerable, 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 1,100 individuals this fiscal year, utilizing a budget of \$ 16,785,533.

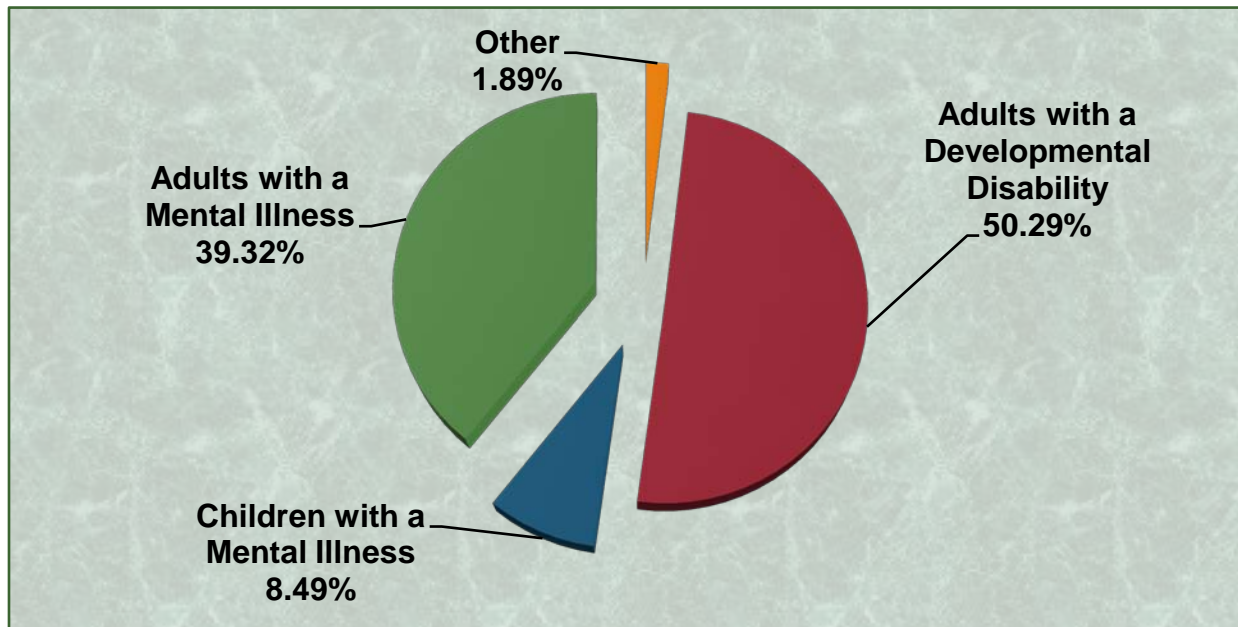
*Revenue: October 1, 2011 – September 30, 2012*

State General Fund.....	\$1,965,757
Medicaid.....	\$12,648,334
Adult Benefit Waiver.....	\$162,490
County Appropriation.....	\$255,604
Other.....	<u>\$1,753,348</u>
<b>Total:.....</b>	<b>\$16,785,533</b>

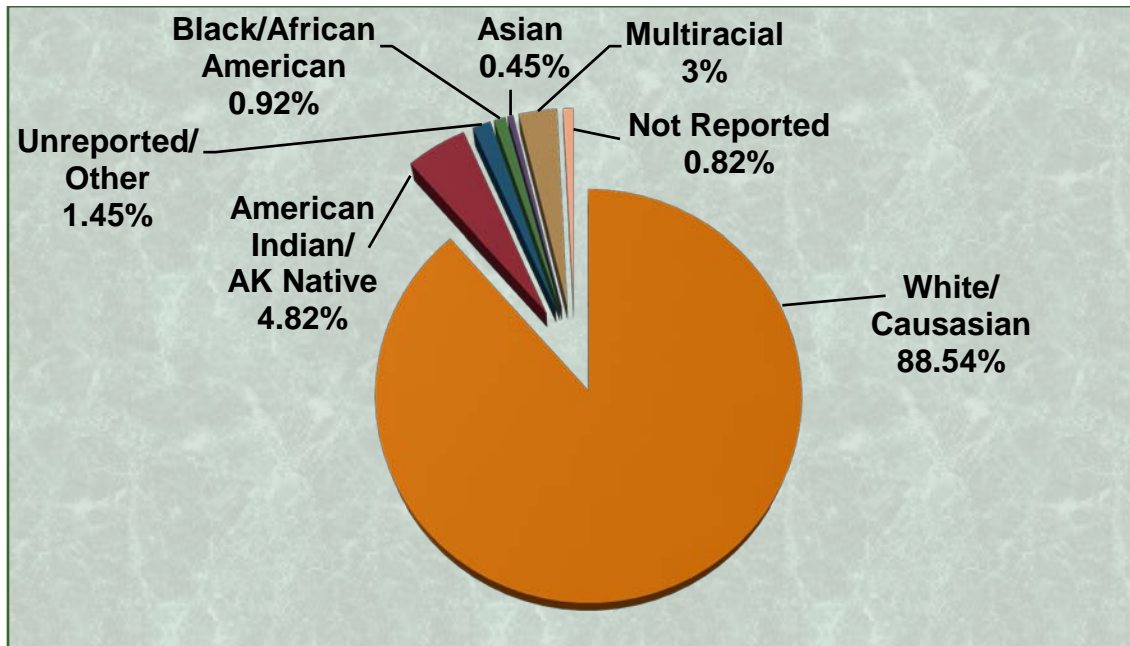
*Expenditures: October 1, 2011 – September 30, 2012*

Adults with Mental Illness.....	\$6,600,840
Children with Mental Illness.....	\$1,425,473
Adults with Developmental Disabilities.....	\$8,441,855
Other.....	<u>\$317,365</u>
<b>Total:.....</b>	<b>\$16,785,533</b>

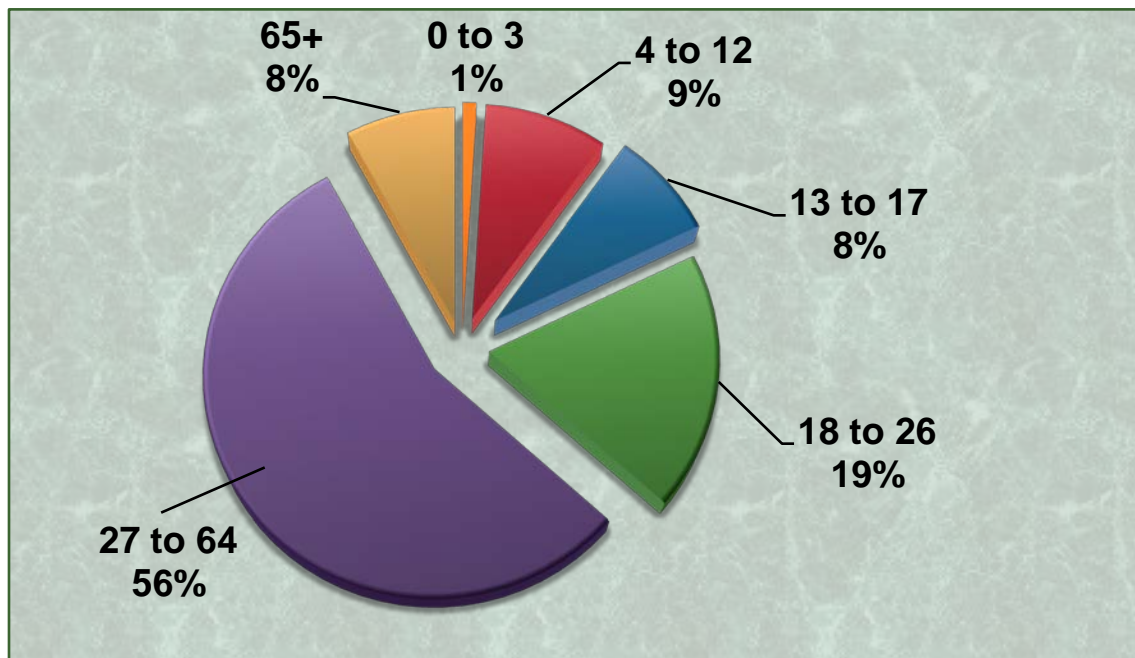
### EXPENDITURES BY CONSUMER SERVED



## CONSUMERS SERVED REPORTING RACE/ETHNICITY—FY 12



## CONSUMERS SERVED BY AGE GROUP – FY 12



## CONSUMER SATISFACTION SURVEY DATA – FY 12

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 **918** questionnaires and **252** were returned for a response rate of **27.45 %**. Last year's response rate was 30.44%. Overall satisfaction rate was **93.14%** as compared to last year's rate of 96.26%.

### Results from specific items are as follows:

- 93.63%** - 1. Appointments are scheduled at times that work best for me.
- 96.80%** - 2. I am informed of my rights.
- 93.15%** - 3. I feel better because of the services received.
- 90.32%** - 4. I know what to do if I have a concern or complaint.
- 95.45%** - 5. Staff is sensitive to my cultural/ethnic background.
- 89.43%** - 6. I was able to get the type of services I needed.
- 95.58%** - 7. My wishes about who is and who is not given information about my treatment are respected.
- 95.53%** - 8. My wishes about who is and who is not involved in my treatment are respected.
- 81.36%** - 9. I am satisfied with the help I received when calling the crisis line after 5pm Monday-Friday or on weekends.
- 92.65%** - 10. I would recommend these services to a friend or relative.
- 90.67%** - 11. My services and supports are helping me in my recovery.

### Some comments from our consumers:

1. Greatly appreciate DBT Group.
2. I know that I can get help between appointments if needed.
3. Thank you Dr. Shoup and staff for your care and support.
4. JR is so happy and healthy, he loves his home! JR as well as his family are satisfied completely for great services.
5. I enjoyed working with Nancy Bean!
6. CCMHS Support Services work well with me. Because of these, I am recovering from mental disease.

# AGENCY HIGHLIGHTS

## Trauma-Informed Recovery Team (TIRT)

Inspired by separate, but related trainings over the course of 2012, staff at CCMHS formed a workgroup to improve the way we interact with and provide services to the people we serve. TIRT combines the principles of Trauma Informed Care and the principles of Making Recovery Real. Our goal is to change the culture of service delivery, not only in clinical work, but within the agency as a whole.

Strategies that will be implemented by TIRT include the Five Pathways to Recovery, the first of which is creating a **recovery environment** in décor, attitudes and relationships. A recovery environment is welcoming - a place where people feel safe and know that wellness and recovery can happen. A



recovery environment also focuses on instilling **hope**, providing **choices**, **empowering** people by allowing them to be the author of their own lives, and

embracing the person's **spirituality** to allow them to identify, live and experience a meaningful life.

A trauma-informed/recovery environment focuses on a person's strengths and assets rather than on what's "wrong" with the person. In this environment, barriers to recovery are identified and the person learns ways to overcome or compensate for difficulties. This environment allows the person to identify and articulate what is "meaningful" to him/her and for that to be the focus of care as the staff work WITH the person in a supportive manner, rather than simply directing the person.

All staff at CCMHS had an opportunity to participate in a portion of Making Recovery Real training as a "first-step" in educating employees and introducing the concepts that will change the future of service delivery. Many changes are planned for 2013, with creating a Recovery Environment being the first priority.



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

This year's Recovery Lecture featured Marty Mohn, a speaker on mental illness and addiction from Lancaster, Pennsylvania. The theme of Marty's talk was on Becoming Your Own Hope Coach. Marty's story of recovery began when she was diagnosed with borderline personality disorder at age 23 and later with bipolar disorder, as well as a serious substance addiction.

Marty's discussion on recovery focused on ideas she developed over the years that helped her through her own recovery and helped others along the way. The following

are some of Marty's helpful hints for us all.

### **One, Build a rapport with others:**

- Don't criticize, condemn or complain.
- Show honest sincere appreciation.
- Be a good listener; be genuinely interested in what others have to say.
- Smile.
- Remember the person's name and use it.
- Talk in terms of other people's interests.
- Make people feel important.

### **Two, Create a leader board:**

Create a list of people in your life that you can count on. People you trust who can and will support you. During difficult times rely on these people to remind you who you are and why you are a good person.



**Three, Practice These Five Drivers for Success:**

1. Human Relations— Your ability to relate to other people who think and act differently than us is critical to achieving our vision.

2. Self-confidence—Are there areas in your life where you would like to be more confident? Where would increased self-confidence potentially provide breakthroughs in your life?

3. Communication Skills—When you practice the ability to communicate with impact, others will be inspired to think or act differently as a result of your communication.

4. Control Excessive Worry or Tension—Worry can become a habit. Our goal is to break the worry habit before it breaks us.

5. Leadership Skills— Being a leader is not dependent on your position in a company. Every position in a company needs leadership. The greatest leadership is the ability to lead people where they would not go on their own.



## Baraga & Ontonagon RICC Members Rally in Lansing

In recognition of May as Mental Health Awareness Month, the Michigan Association of Community Mental Health Boards and other statewide advocacy agencies hosted the eighth annual Walk-A-Mile in My Shoes Rally on May 9, 2012 at the Michigan Capitol in Lansing. A primary mission of the annual rally is to end stigma about and increase understanding of people with disabilities and mental illness. Six members of the Baraga County RICC and six members of the Ontonagon County RICC attended this year's rally.

Rally participants representing counties throughout Michigan delivered statements about mental health issues from the steps of the Capitol. A theme echoed by many was the need for parity between mental healthcare coverage and physical healthcare coverage. Rally participants spoke with Legislative Aide Paul Beach, about their concerns with the state's plan to provide services to persons considered *dual eligible* or eligible for both Medicaid and Medicare healthcare insurance coverage.

Many attendees voiced the opinion that state budget cuts represent a serious and significant threat to mental health services, which are a crucial component of the social safety net for Michigan citizens. A number of county representatives spoke about their recovery from mental illness because of services or the community supports provided by mental health agencies around the state. Lola Mariacher stated, "I hope we don't have any more budget cuts, we need the help people give us."



Carrying the Baraga County flag are Lola Mariacher and Hannah Misegan, Baraga County RICC representatives to the eighth annual Walk a Mile in My Shoes Rally.



## **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 73 teachers in 17 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 eight area school districts participated while at summer Great Explorations care sites.

### Infant Care

Infant Mental Health Services were provided to 11 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.

### Suicide Prevention

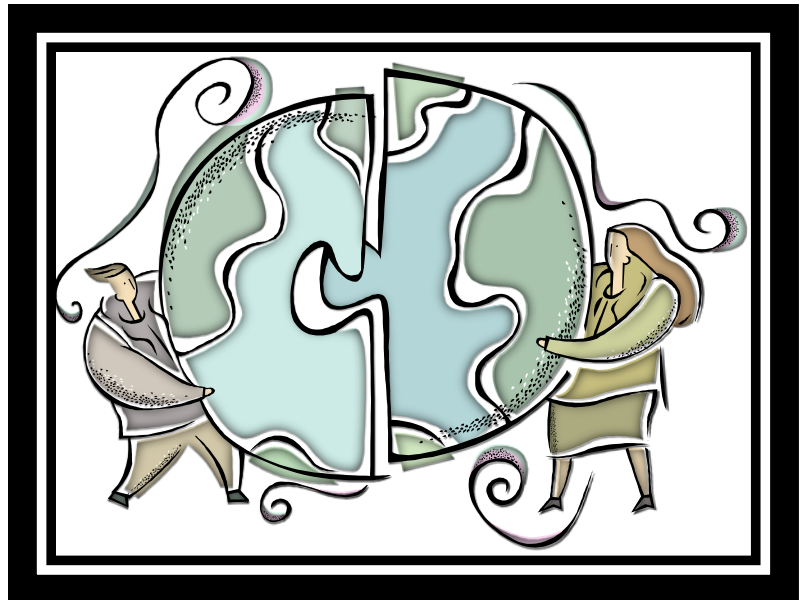
This project developed a suicide prevention advisory committee in Baraga and Houghton County. Staff worked with Baraga and Houghton County schools to implement a depression screening program. Local youth developed an awareness campaign utilizing radio PSAs to educate their peers on how to recognize the signs of



depression and suicide, and how to get help. Also, we worked to improve the collection and analysis of local data to more fully understand youth depression and suicide. Finally, Institute staff are working with a Michigan Tech University Sociology professor and her students in developing projects related to suicide risk factors in the Copper Country.

### 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, 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.



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 finished the second 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 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 to ensure a bright future for our youth. In the past year, the HSCB has had members return to the table and membership has increased, helping the organization to develop a stronger infrastructure to move forward.

## **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

**James Tervo** Chassell  
25 years on board  
Board Chairperson

**Pat Rozich** Hancock  
22 years on board  
Board Vice Chairperson  
Board Works Certificate

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

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

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

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

**Hubert Lukkari** Greenland  
14 years on Board  
Ontonagon County  
Commissioner

**Dennis Barrette** Dollar Bay  
11 years on Board  
Houghton County  
Commissioner

**Dyann Edgerton** Houghton  
10 years on Board

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

**James Fyfe** Ontonagon  
5 years on Board

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

## **ACCESSING CCMHS SERVICES**

### **FOR EMERGENCY SERVICES**

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

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

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

## **AREA CLINICS**

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

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

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

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

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

## **VISIT US ON THE WEB**

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