

**Copper  
Country  
Mental Health  
Services Board**

**ANNUAL  
PERFORMANCE  
REPORT**

**Fiscal Year  
Ending 2003**



# Copper Country Mental Health Services



**Lawrence J. Pollack, Ph.D.**  
*Executive Director*

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

**Ann Tieder**  
*Associate Director*

**John L. Blissett, CPA**  
*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.

## FROM THE BOARD CHAIRPERSON

Greetings:

*The 2003 Annual Performance Report details services and accomplishments during a time of shrinking state funding. As a result of Michigan revenue shortfalls, the Community Mental Health System has experienced Executive Order budget cuts in both the Medicaid and General Funds. The challenge of doing more with less is acute, ongoing, and relief is not in sight.*

*This report explains the current funding sources for our services and provides an overview of how those funds are used. Copper Country Mental Health Services offers a broad array of services. The program descriptions are intended to provide increased awareness of the services offered in specific programs.*

*Operation highlights this year include: the development of a presence on the worldwide web. Check out [www.cccmh.org](http://www.cccmh.org) to learn more about Copper Country Mental Health Services programs and policies and to link to related sites. Video conferencing capability has been established. Staff now attend meetings across the Upper Peninsula by video, dramatically reducing travel time and related expense. As the five U.P. CMH Boards work together through NorthCare, this efficiency becomes increasingly important.*

*The accomplishments detailed in the report reflect the commitment of the staff and Board to the mission of the organization. The consumers of services have played an essential role in shaping the programs and direction of the agency. The Copper Country Mental Health Services Board acknowledges with appreciation the many contributions of stakeholders, consumers, family members, advisory committee members, and others in helping meet the mission of the agency.*

*Thank you for your interest in the operations and services of Copper Country Mental Health Services.*

*James K. Tervo  
Board Chairperson*

# CCMHS FISCAL PROFILE

Copper Country Mental Health Services provided services to 1,605 individuals this fiscal year, utilizing a budget of \$13,706,880.

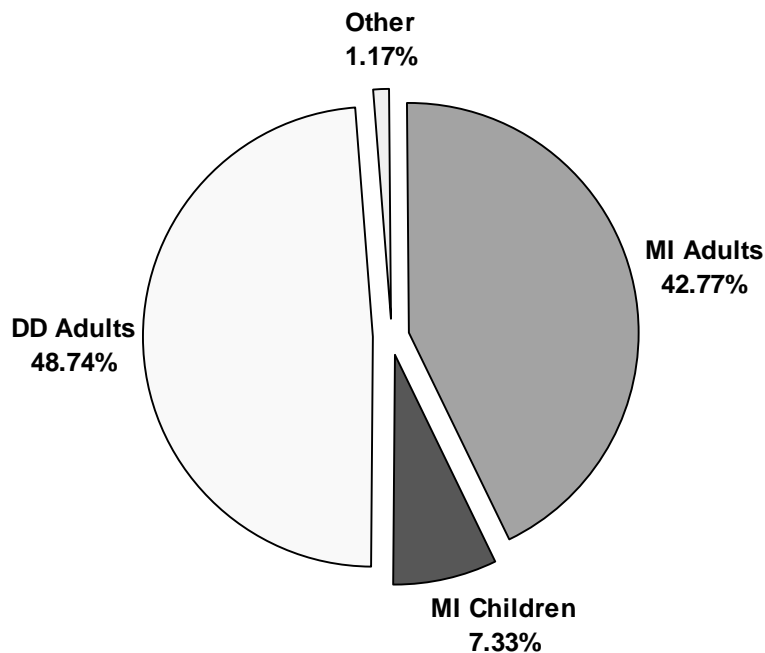
## Revenue - October 1, 2002 - September 30, 2003

State General Fund .....	\$2,395,939
Medicaid - Developmentally Disabled .....	\$7,417,678
Medicaid - Mentally Ill .....	\$2,751,641
County Appropriation .....	\$255,604
Other .....	\$1,415,143
<i>Total:</i> .....	<b>\$14,236,005</b>

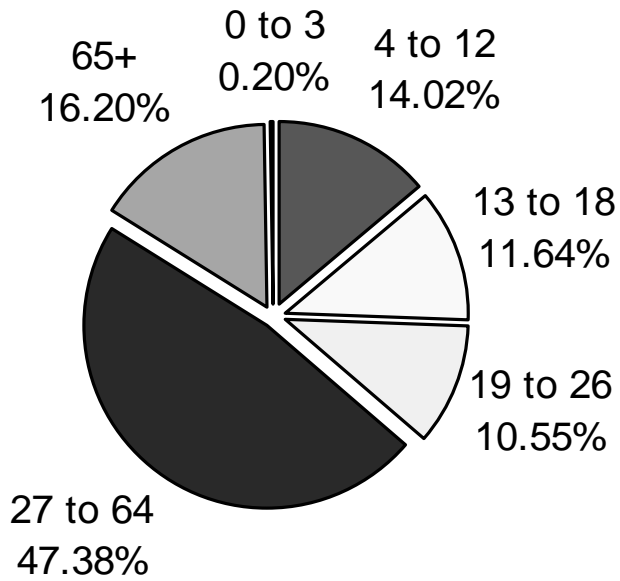
## Expenditures - October 1, 2002 - September 30, 2003

Adults with Mental Illness .....	\$5,862,339
Children with Mental Illness .....	\$1,004,627
Adults with Developmental Disabilities .....	6,680,079
Other .....	\$159,835
<i>Total:</i> .....	<b>\$13,706,880</b>

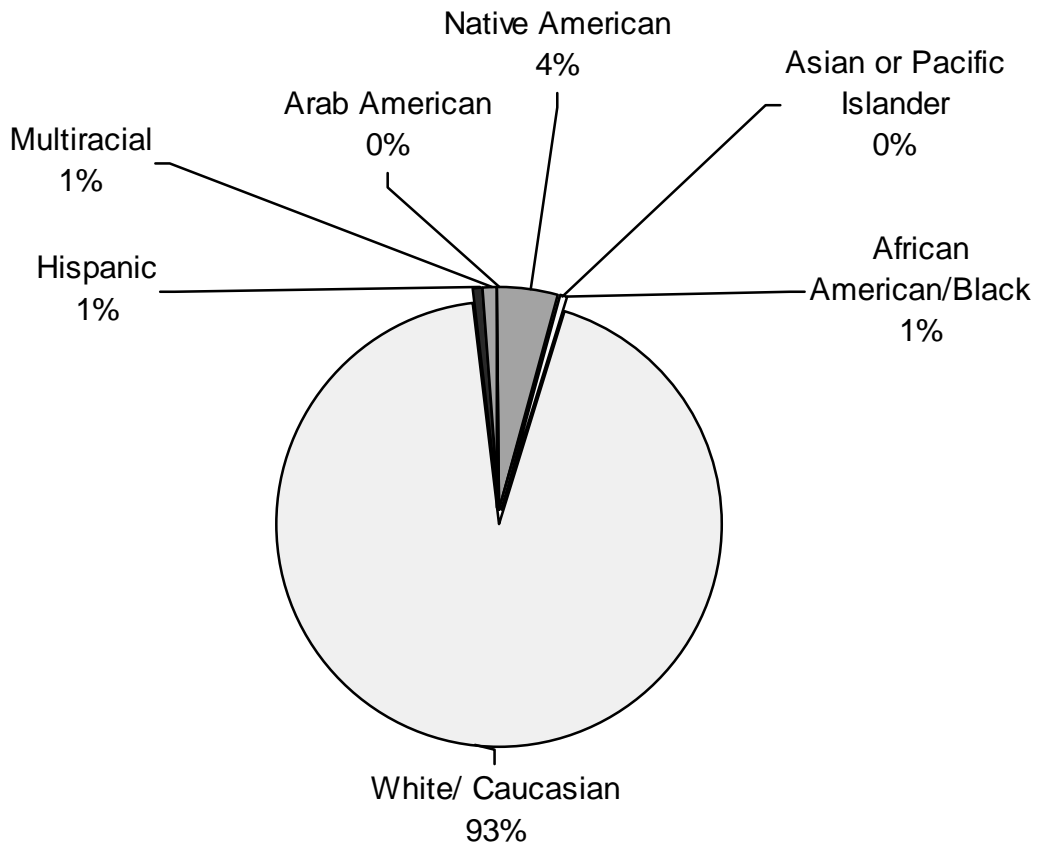
### Expenditures By Population Served



### Consumers Served by Age Group



### Consumer Served Who Reported Race/Ethnicity



# QUALITY IMPROVEMENT

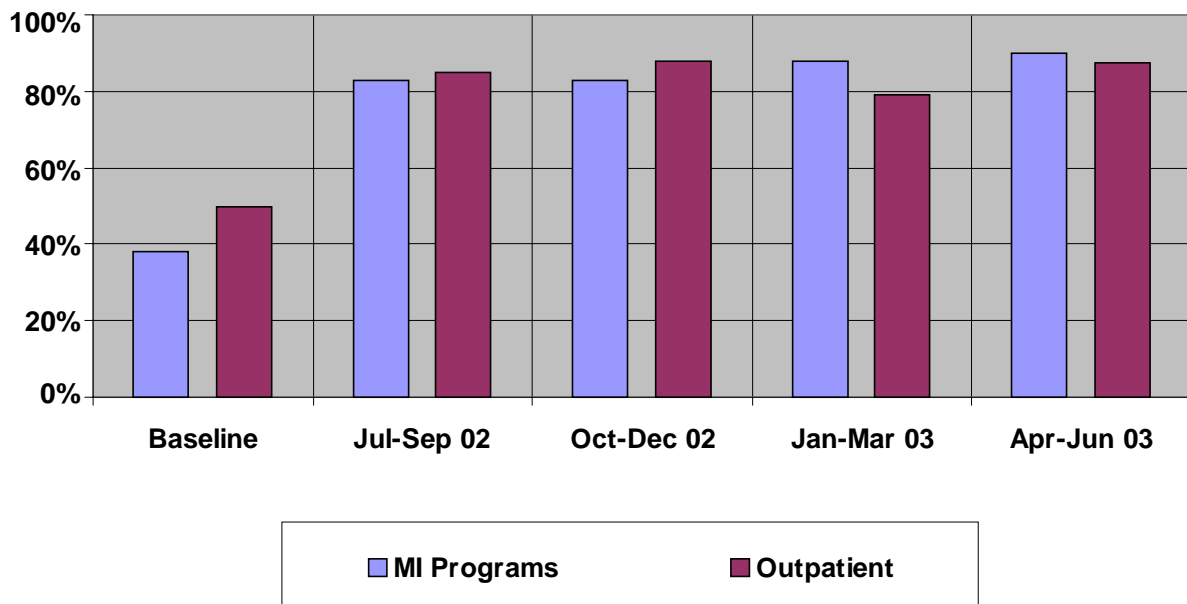
Quality Improvement is an agency-wide ongoing commitment to monitor the quality of care, to identify opportunities for improvement and to measure the outcomes of improvement efforts.

The following displays detail achievements in key areas of:

- Coordination of Care with Primary Health Care Providers,
- Incorporating Natural Supports into Person-Centered Planning, and
- Meeting State Standards for Timeliness of Services.

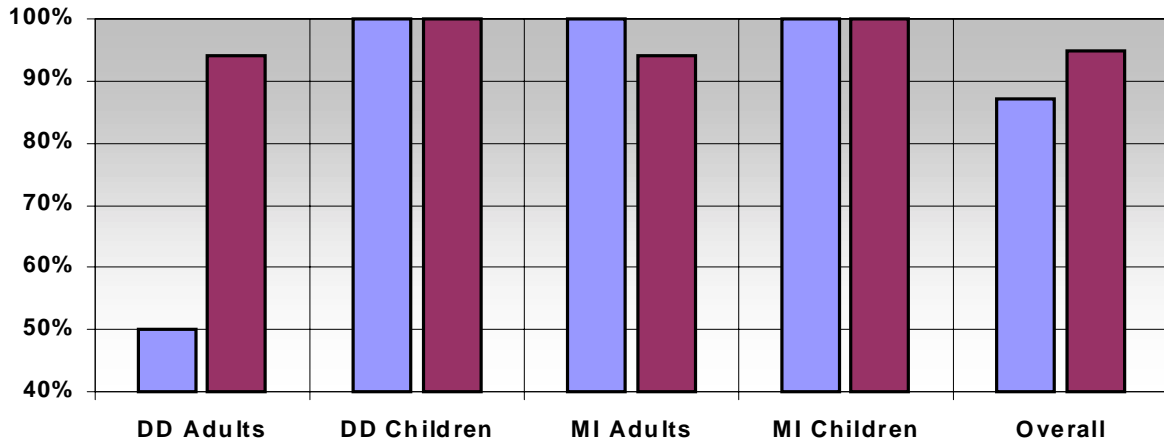
## Co-Ordination of Care Performance Improvement Project FYE 2003

### Co-ordination of Care With Primary Health Care Providers

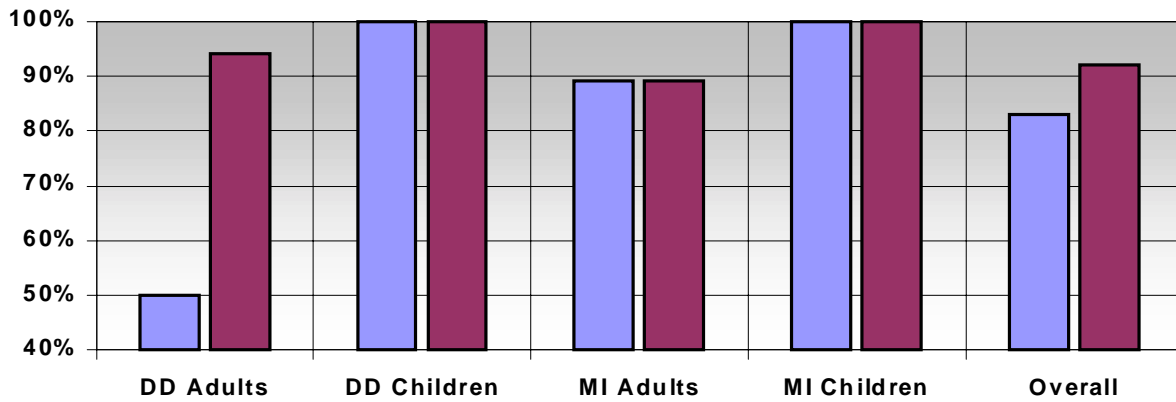


# Natural Supports Performance Improvement Project FYE 2003

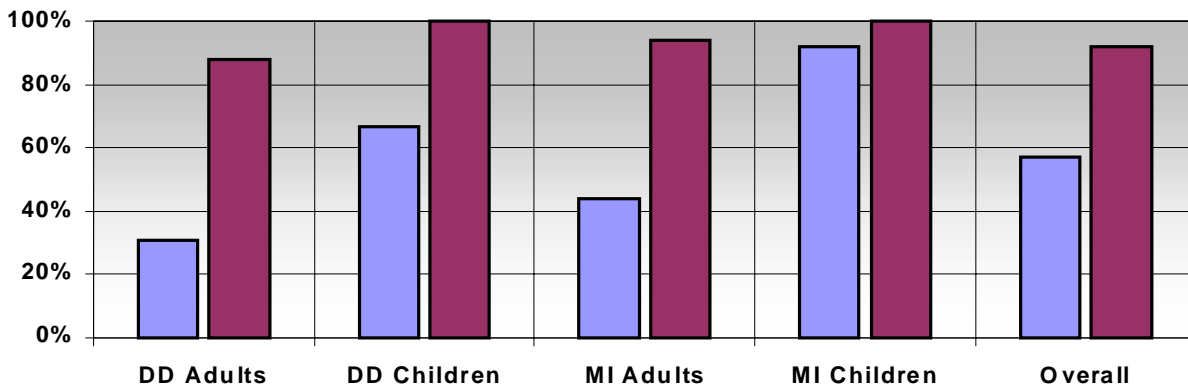
**Natural Supports Addressed In Person Centered Plan**



**Desired Natural Supports Are Available**



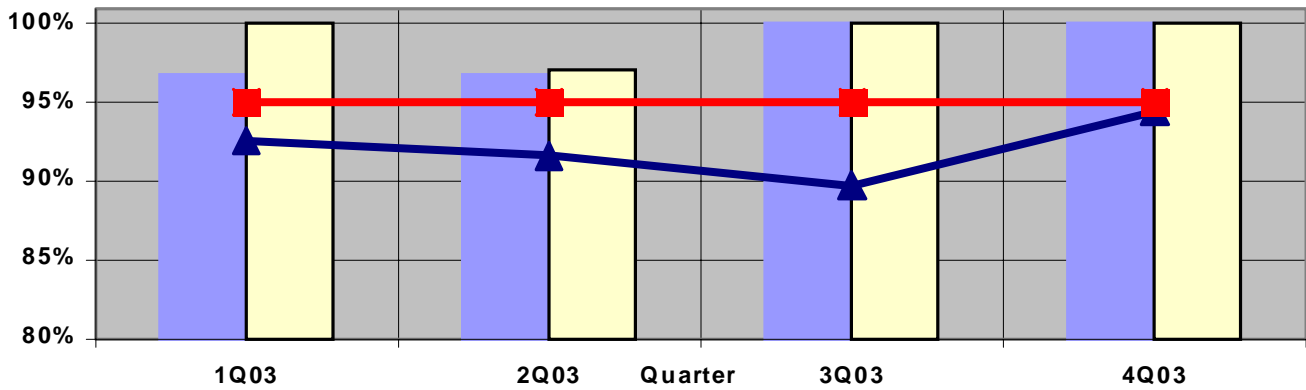
**Natural Supports Actively Involved in Plan Implementation**



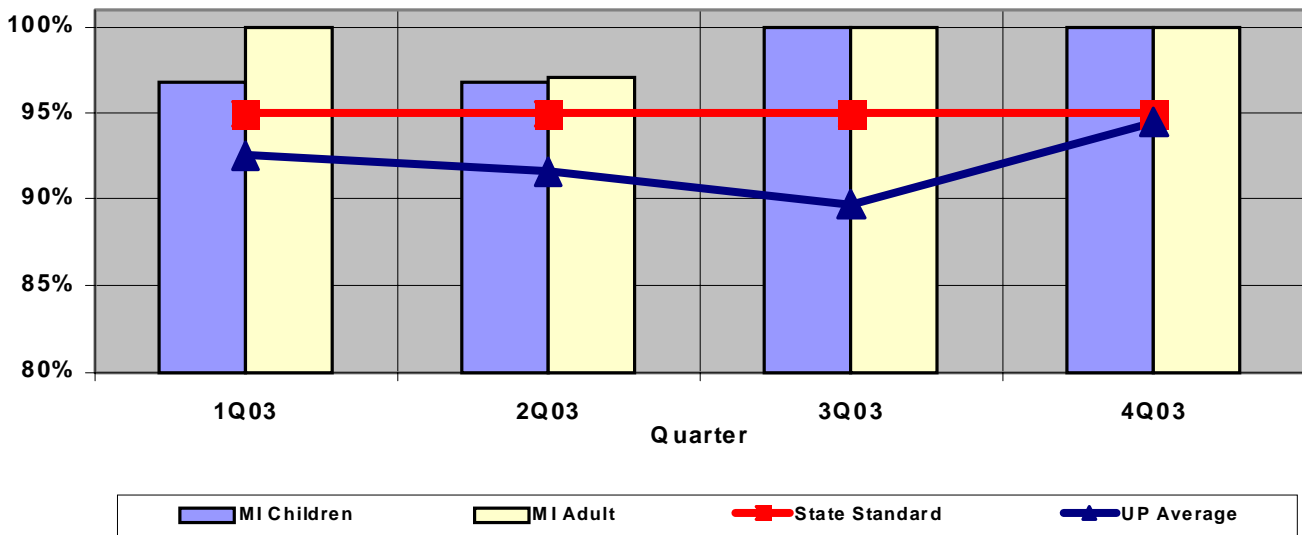
Baseline Period
  After Training

# Timeliness Indicators

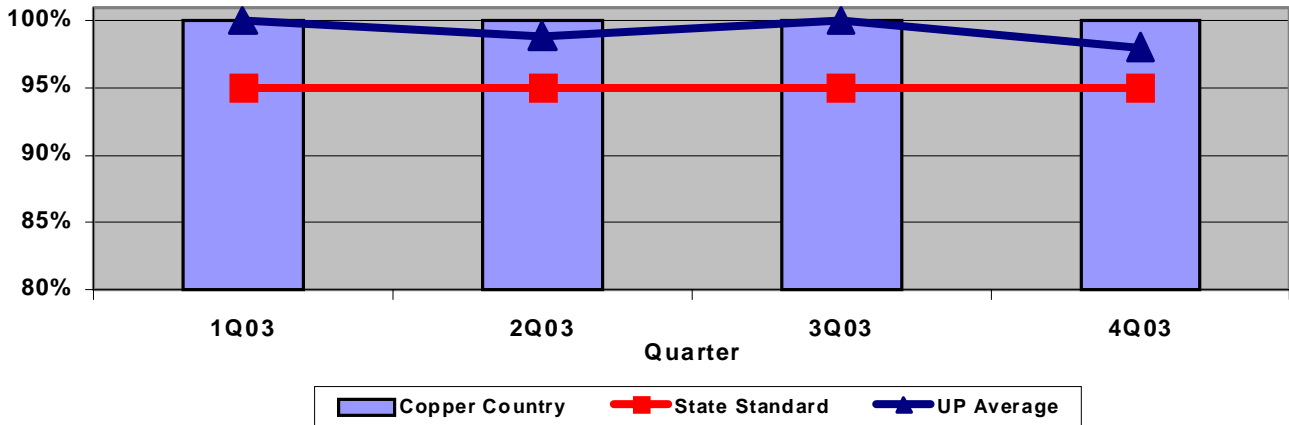
## Initial Face-To-Face Meeting Within 14 Days of Request



## Ongoing Service Within 14 Days of Initial Assessment



## Emergency Assessments - Preadmission Inpatient Screenings Completed in 3 Hours





## CONSUMER SATISFACTION

Annually, the individuals CCMHSB serves are asked to help us evaluate and improve programs and services.

The 2003 survey shows an overall satisfaction level of **94%**.

I am satisfied with my experience at CCMHS. **92%**

Staff are courteous and respectful.

**97%**

**95%** My calls are returned promptly.

I receive clear explanations of treatment/support choices and options.

**95%**

The services/supports I receive are based on my needs and desires. **94%**

I am making progress toward my goals. **91%**

**93%** I feel free to complain when I am not satisfied.

My cultural/ethnic values are respected.

**98%**

**96%** My rights as a consumer of mental health services are respected.

I would recommend CCMHS to a friend. **92%**

# CCMHS PROGRAMS AND SERVICE ARRAY

## 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 crisis services including hospitalization.

## Crisis Residential Services

Provides alternative to short-term inpatient services for individuals with serious mental illness experiencing an acute psychiatric crisis. Support, structure, therapy, medication management, behavioral intervention, illness education, and nursing services are offered as a part of treatment.

## Crisis Stabilization Services

Crisis Stabilization offers alternatives to psychiatric hospitalization. Services may take place in any setting other than inpatient, jail, or the Crisis Residential Unit and will assist with maintaining community living while providing the support needed to remain out of the hospital.

## 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, getting to doctor's appointments, housekeeping and transportation.

## Psychosocial Rehabilitation

Northern Lights Clubhouse provides services to members using the Clubhouse Model. Members who are adults with persistent mental illness are involved in program operation, transitional employment and social/recreational activities.

## 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.

## **Residential Services**

Group homes serve adults with developmental disabilities and/or mental illness who require help with daily activities and a structured living environment.

## **Nursing Home Services (OBRA)**

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, getting to doctor's appointments, housekeeping, taking part in community events, transportation and respite.

## **Outpatient Therapy**

Provides assessment and treatment services for persons who are severely mentally ill or seriously emotionally disturbed. 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, attention deficit disorder education, asset building, behavior management training, caregiver education, child development, community education, depression education, elder abuse education, employee assistance program (EAP), infant mental health, mental health training, parent education, preschool expulsion prevention, stress management, substance abuse prevention, violence prevention, worksite training and youth social skill development.

## CCMHS BOARD OF DIRECTORS

<b>Roland Antila</b> 23 years on Board Board Works Certificate	White Pine
<b>Dennis Barrette</b> 2 years on Board Houghton County Commissioner	Dollar Bay
<b>Dyann Edgerton</b> 1 year on Board	Houghton
<b>Gerald Johnson</b> 13 years on Board Board Works Certificate	Watton
<b>Don Keith</b> 1 year on Board Keweenaw County Commissioner	Eagle Harbor
<b>Hubert Lukkari</b> 5 years on Board Ontonagon County Commissioner	Greenland
<b>Ida Michaelson</b> 12 years on Board Board Vice-Chairperson Board Works Certificate	Chassell
<b>Nancy Middleton</b> 8 years on Board Board Secretary	Lake Linden
<b>Sharon Quinlan</b> 8 years on Board Board Works Certificate	Chassell
<b>Pat Rozich</b> 13 years on Board Board Treasurer Board Works Certificate	Hancock
<b>Daune Smith</b> 1 year on Board Baraga County Commissioner	Covington
<b>James Tervo</b> 16 years on Board Board Chairperson	Chassell

## ACCESSING CCMHS:

### FOR EMERGENCY SERVICES:

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

After hours call:  
(906) 482-4357 or 1-800-562-7622

### FOR ALL OTHER SERVICES:

Houghton County: (906) 482-9404  
or Toll Free: 1-800-526-5059

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  
HCO3 P.O. Box 957, 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: [theinst@portup.com](mailto:theinst@portup.com)

**ON THE WEB AT:**  
[www.cccmh.org](http://www.cccmh.org)