

**Copper  
Country  
Mental Health  
Services Board**

**ANNUAL  
PERFORMANCE  
REPORT**

**Fiscal Year  
2004**



# Copper Country Mental Health Services



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

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

**Vicki Mikkola, MSW**  
*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.

## **A MESSAGE FROM THE BOARD CHAIRPERSON**

*Greetings:*

*The beginning of a new year gives us a moment to reflect on the past and look forward to the future. The 2004 Annual Performance Report details the services and some of the accomplishments at Copper Country Mental Health Services during a time when the State of Michigan's financial situation remained problematic. We look forward to a new year full of challenges because of continuing financial strain and ever-increasing regulatory requirements.*

*Even with these challenges, our board and administrative and clinical staff remain committed to making the most efficient use of resources to serve the people of Keweenaw, Houghton, Ontonagon and Baraga counties who need specialty mental health services.*

*This report explains the current funding sources for our services and provides an overview of how those funds are used. Some of our quality improvement efforts are highlighted and the report provides information on consumer satisfaction as well as a brief description of the broad array of services that the Agency provides.*

*We are proud of the accomplishments detailed in the report which reflect the commitment of the staff and Board to the mission of the organization as well as many contributions of consumers, family members, advisory committee members, and other individuals and organizations who have helped in this mission.*

*Our Board members willingly volunteer their time, not only to attend to the "regular" business of the Agency, but also to serve on numerous committees alongside consumers, other community members and staff. The staff demonstrate, on a daily basis, their commitment to our consumers even when regulatory requirements place extraordinary demands on their time. The Rice Memorial Foundation and the County Commissioners from all four counties deserve our thanks for their continued and unwavering support of our programs. Last, but certainly not least, the people we serve contribute to our operations and challenge us constantly to improve.*

*Thank you for your interest in Copper Country Mental Health Services. We look forward to working with our many partners and stakeholders in the challenging year ahead.*

*James K. Tervo  
Board Chairperson*

# CODE OF ETHICS

## PREAMBLE

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

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

## GENERAL PRINCIPLES

### **Competence**

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

### **Concern For Others Welfare**

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

### **Respect**

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

### **Social Responsibility**

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

### **Integrity**

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

### **Professional Conduct**

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

## SPECIFIC PRINCIPLES

### **Business**

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

### **Human Resources**

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

### **Marketing**

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

### **Service Delivery**

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

### **Professional Responsibilities**

- ◆ *We follow a Code of Ethics for our respective professional disciplines.*
- ◆ *We follow the Michigan Mental Health Code.*

Adopted by CCMHS Board 8/29/01, Revised 10/27/04

# CCMHS FISCAL PROFILE

Copper Country Mental Health Services provided services to 1,382 individuals this fiscal year, utilizing a budget of \$14,359,076.

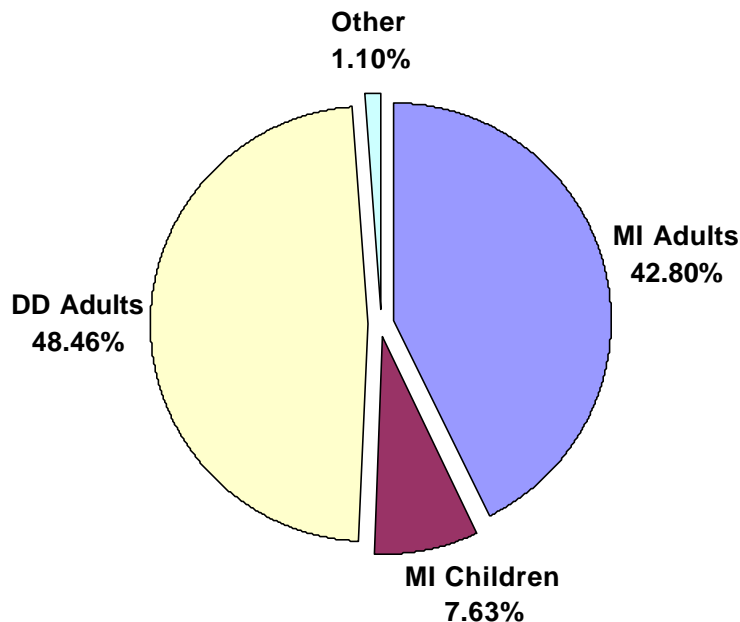
## Revenue - October 1, 2003 - September 30, 2004

State General Fund .....	\$2,311,448
Medicaid - Developmentally Disabled .....	\$8,079,340
Medicaid - Mentally Ill .....	\$2,917,796
County Appropriation .....	\$255,604
Other .....	\$1,331,489
<i>Total: .....</i>	<i>\$14,895,677</i>

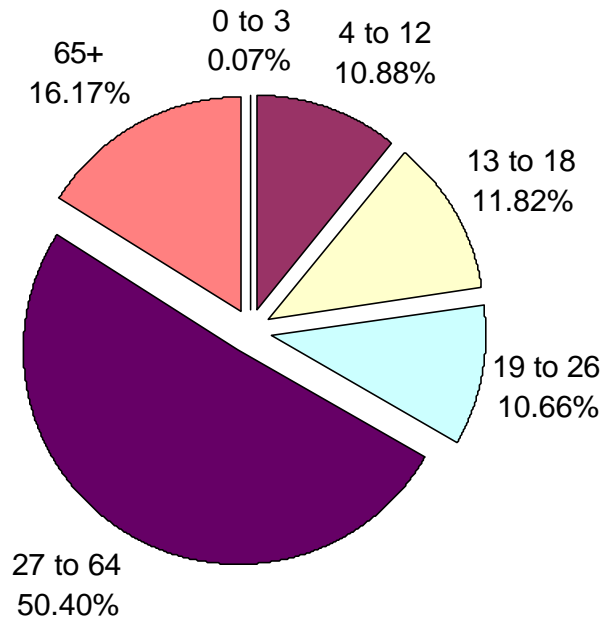
## Expenditures - October 1, 2003 - September 30, 2004

Adults with Mental Illness .....	\$6,145,863
Children with Mental Illness .....	\$1,096,030
Adults with Developmental Disabilities .....	\$6,958,547
Other .....	\$158,636
<i>Total: .....</i>	<i>\$14,359,076</i>

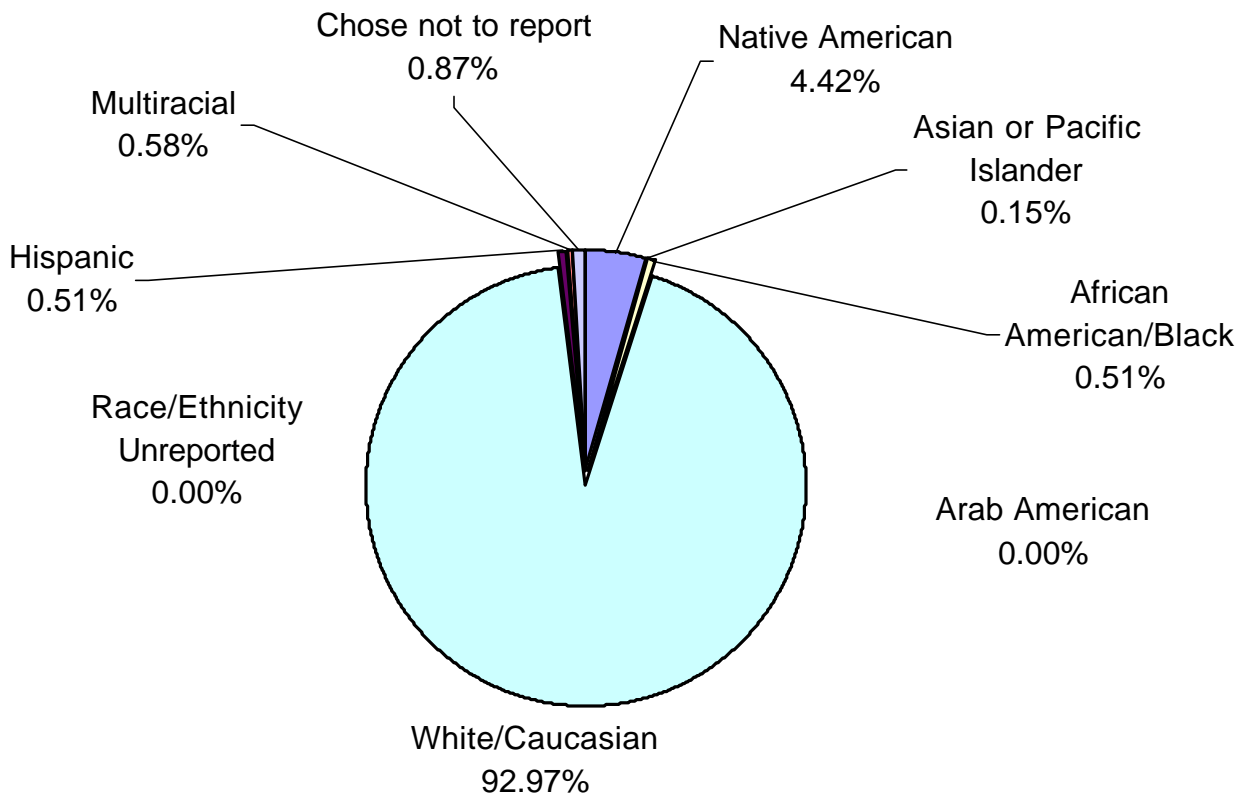
### Expenditures By Population Served



## Consumers Served by Age Group



## Consumers Served Who Reported Race/Ethnicity FY 04



# QUALITY IMPROVEMENT

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

The Quality Improvement (QI) Committee is comprised of the Associate Director, Quality Management Coordinator, Corporate Compliance Officer, Finance Director, Human Resources Director, Medical Director, Management Information Systems Program Manager, Clinic Services Program Director, Community Services Program Director, Institute Administrator and members of the CCMHS Board who represent people the Agency serves as well as the community. The committee meets eight times a year to review the areas indicated in the QI Work Plan. Quarterly and annual reports are provided to the Executive Director and the Board of Directors. The QI process includes consumer involvement and input through advisory committees, focus groups, suggestion boxes, and the annual Consumer Satisfaction survey.

The QI Program is integrated into all services provided by the Board; the QI Committee monitors and evaluates numerous agency-wide indicators. The Committee works across departmental lines to address issues such as accessibility to services, consumer satisfaction, quality records reviews and staff development. It receives reports from various Agency committees, such as the Behavior Management Committee, the Safety Committee, the Rights Advisory Committee, the Consumer Advisory Committee and the Infection Control Committee. With information from across the Agency, the Committee is able to make recommendations to plan and execute improvements in our efforts to provide services that meet or exceed consumer expectations.

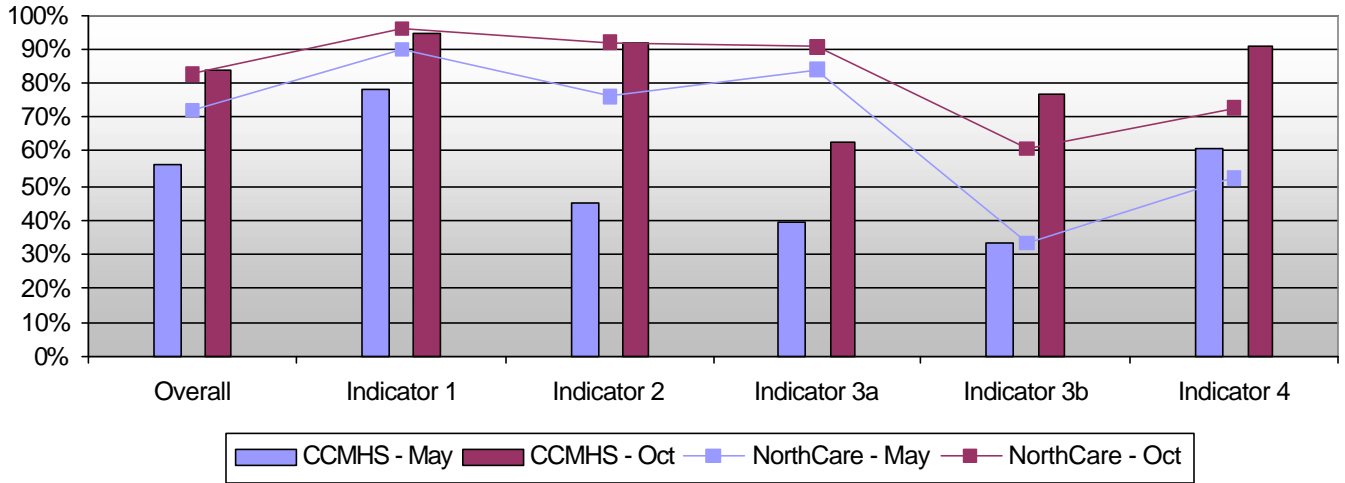
During the upcoming year, the QI Committee will focus on results of the 2004 Stakeholder Survey to look for opportunities to improve relationships with our community partners.

The following displays detail results for four key goals which were addressed this year:

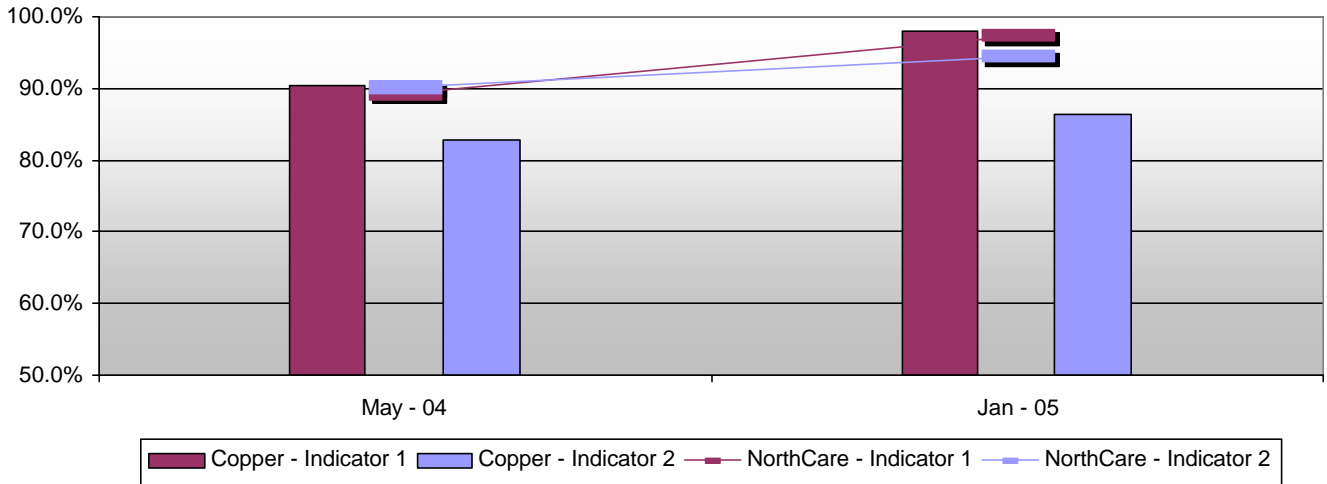
- ◆ To ensure communication is occurring between CCMHS and the Primary Care Physician as necessary and appropriate for consumers;
- ◆ To ensure that data being provided to the data warehouse is reliable and valid;
- ◆ To ensure verification of the delivery of services that were reimbursed by Medicaid;
- ◆ To meet state standards for timeliness of services.

# Regional Projects

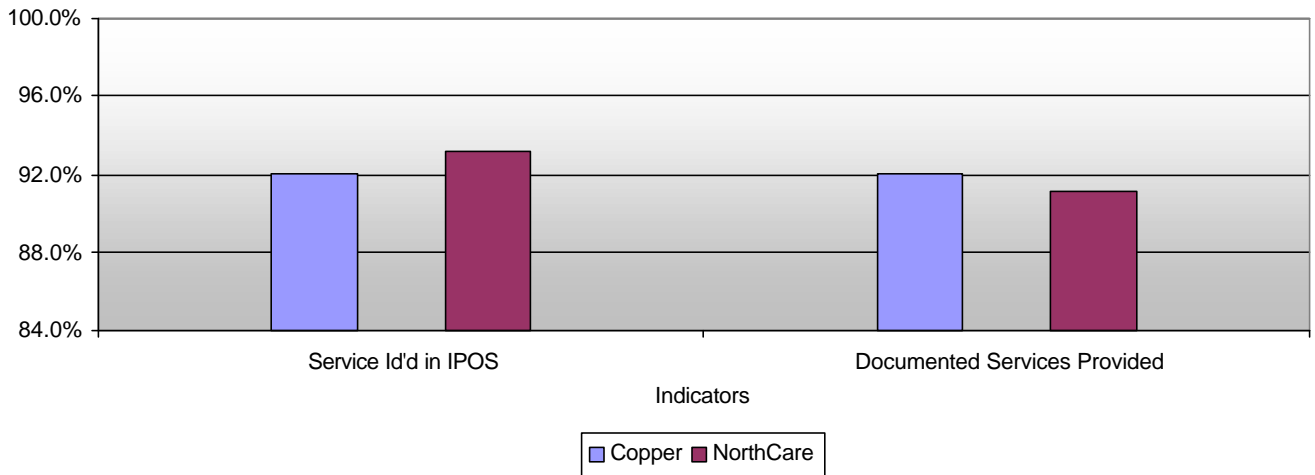
## Coordination of Care Project



## Data Integrity Project



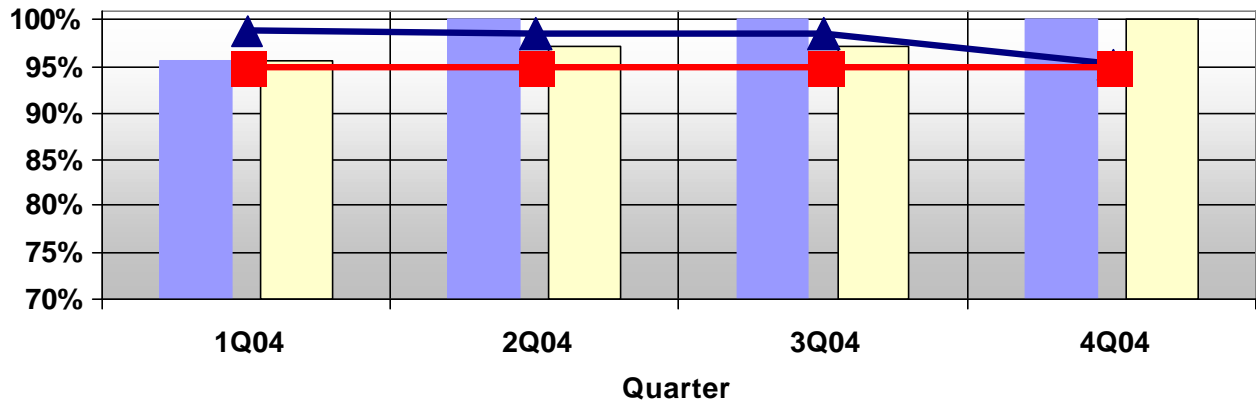
## Verification of Medicaid Services Report



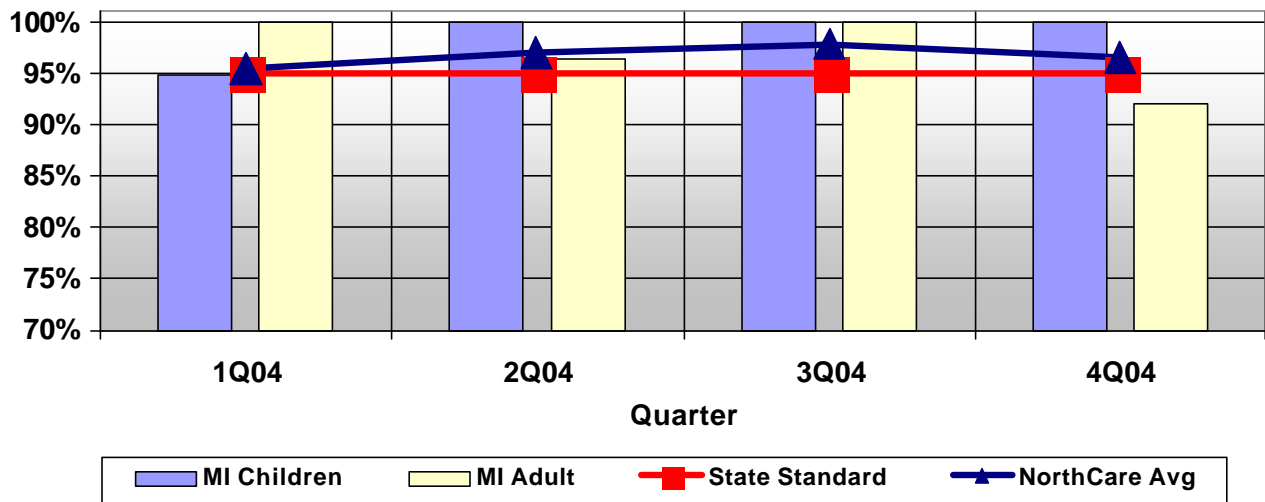


# Timeliness Indicators

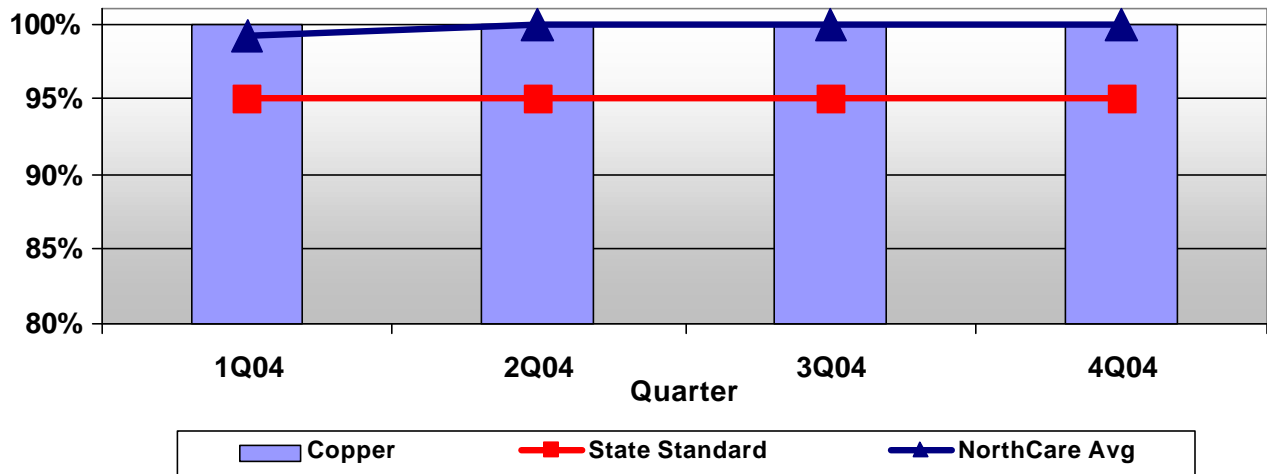
## Initial Face-To-Face Meeting Within 14 Days of Request



## 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. Below are some comments received from our consumers:

*We feel \_\_\_\_\_ is getting very good care and we are very happy with the staff.*

*Just wanted to say thanks and great job by case worker. He is really great.  
\_\_\_\_\_ likes him a lot and so does his family.*

*I was very happy with the services I received. It helped with a lot of issues I had and helped me reach my goals.*

*I am so happy with the services and care that my brother is receiving!*

*I receive excellent treatment at CCMH. The office girls are wonderful! My Dr. and Therapist have worked with me for so long & have gone overboard to help me. They never seem to give up.*

*Please keep up the good work!!!*

*The service I received was beyond my satisfaction. The receptionist was always smiling, made me feel worthy no matter on my mood. My therapist was always professional (helpful, clear and pleasure to talk with).*

### The 2004 survey shows an overall satisfaction level of 92%!!

- 90%** I am satisfied with my experience at CCMHS.
- 98%** Staff are courteous and respectful.
- 93%** My calls are returned promptly.
- 91%** The services/supports I receive are based on my needs and desires.
- 91%** I receive clear explanations of treatment/support choices and options.
- 86%** I am making progress toward my goals.
- 96%** My cultural/ethnic values are respected.
- 91%** I feel free to complain when I am not satisfied.
- 90%** I would recommend CCMHS to a friend.
- 94%** My rights as a consumer of mental health services are respected.

## **INSTITUTE HIGHLIGHTS**

The Institute is a part of the umbrella of services provided by the Copper Country Mental Health Services Board. Established in 1988, the Institute provides a variety of programs which enhance the quality of life for people in the community. During the past year, the Institute contributed to the overall health of our four county community through a variety of programs and community initiatives.

One of the biggest activities the Institute provides is community education. During the past year over 130 presentations were conducted on a variety of topics. Presentations included such topics as Alzheimer's disease, depression, grief and loss, preventing underage drinking, positive discipline, promoting the social-emotional development of young children, and stress management. Presentations occurred in each of the four counties and were attended by approximately 1,350 participants.

Direct services provided at the Institute include Early Childhood Mental Health, Parenting, Leadership, Alzheimer's Caregiver Support and the Geriatric Assessment Team. Early Childhood Mental Health Services includes providing home visits and support to parents of young children. Through this program, pregnant Moms who may be experiencing depression or other stressors can receive support both before and after their baby is born. This support extends to the parents of young children who may be concerned about their child's behavior or social-emotional development. Another component of this program provides services to children in child care who may be at-risk for expulsion. By providing support to both the parents and the caregiver and working with other agencies, staff are able to assist in promoting the optimal development of young children.

## **RIGHTS OF CONSUMERS**

The Office of Recipient Rights received 27 allegations of violations of consumers' rights of which 12 required a formal rights investigation. The resolutions were satisfactory to the persons served, as there were no appeals to the investigations conducted by the Rights Office. There was one sentinel event that was reported and documented as required. Of the three appeals that were filed, one was withdrawn because a satisfactory outcome was reached, one was dismissed because it did not meet the criteria of an appeal, and one was upheld in the Agency's favor.

## **FUTURE GOALS**

During Fiscal Year '05, Copper Country Mental Health Services will be focusing on a number of areas including: CARF accreditation survey preparation – resurvey is expected in May, 2005; developing an electronic authorization system; enhancing ongoing training for all staff; improving technology systems by completing agency-wide inter-office connectivity and videoconferencing capabilities; ensuring compliance HIPAA security rules; and participating in the regional performance improvement projects which are Coordination of Care, Data Integrity and Medicaid Verification projects. We will also continue to participate in a number of other regional efforts including, but not limited to, evidence-based practices and analyzing over and under utilization of critical services.

# 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> 24 years on Board Board Works Certificate	White Pine
<b>Dennis Barrette</b> 3 years on Board Houghton County Commissioner	Dollar Bay
<b>Dyann Edgerton</b> 2 years on Board	Houghton
<b>Carol Evers</b> Appointed to Board 7/04	Lake Linden
<b>Gerald Johnson</b> 14 years on Board Board Works Certificate	Watton
<b>Don Keith</b> 2 years on Board Keweenaw County Commissioner	Eagle Harbor
<b>Hubert Lukkari</b> 6 years on Board Ontonagon County Commissioner	Greenland
<b>Ida Michaelson</b> 13 years on Board Board Vice-Chairperson Board Works Certificate	Chassell
<b>Nancy Middleton</b> 9 years on Board Board Secretary	Lake Linden
<b>Pat Rozich</b> 14 years on Board Board Treasurer Board Works Certificate	Hancock
<b>Daune Smith</b> 2 years on Board Baraga County Commissioner	Covington
<b>James Tervo</b> 17 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

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