

**COPPER
COUNTRY
MENTAL
HEALTH
SERVICES
ANNUAL REPORT
FY 2014**

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

Dawn Stromer

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, & 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 (CCMHS) would like to thank you for taking the time to read our Annual Report to learn more about the services provided by our staff. As you may be aware, this past year our agency has faced many challenges due to on-going State budget cuts. Despite these financial difficulties, we remain committed to providing high quality services to the four-county area and are proud of our employees' dedication and commitment to the people they serve.

Inside this year's Annual Report you will find a few highlights from CCMHS's programs and services during 2014. The Northern Lights Clubhouse, the agency's Psychosocial Rehabilitation Program for individuals with mental illness, celebrated 20 years of partnering with members to work towards recovery. Another long-running program, The Ontonagon Car Wash, is also featured. And, last but not least, the Baraga County Special Olympics Basketball team was excited to bring the U.P. divisional title home from the tournament in Escanaba.

This year's annual Recovery Lecture Series, sponsored by The Rice Memorial Clinic Foundation, featured Zack Edgerton, a local man who shared his inspiring recovery story of challenges and successes living with mental illness.

The overall Consumer Satisfaction Survey results from 2014 were nearly the same as last year, with a 95.84% satisfaction rate, which continues to reflect the approval of persons served by CCMHS. The return rate dropped slightly, to just under 24%, however this rate remains higher than average for customer surveys (10-15%). We appreciate the feedback!

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.

Pat Rozich
Board Chairperson



CCMHS FISCAL PROFILE

Copper Country Mental Health Services provided services to 1,111 individuals this fiscal year, utilizing a budget of \$ 16,005,057.

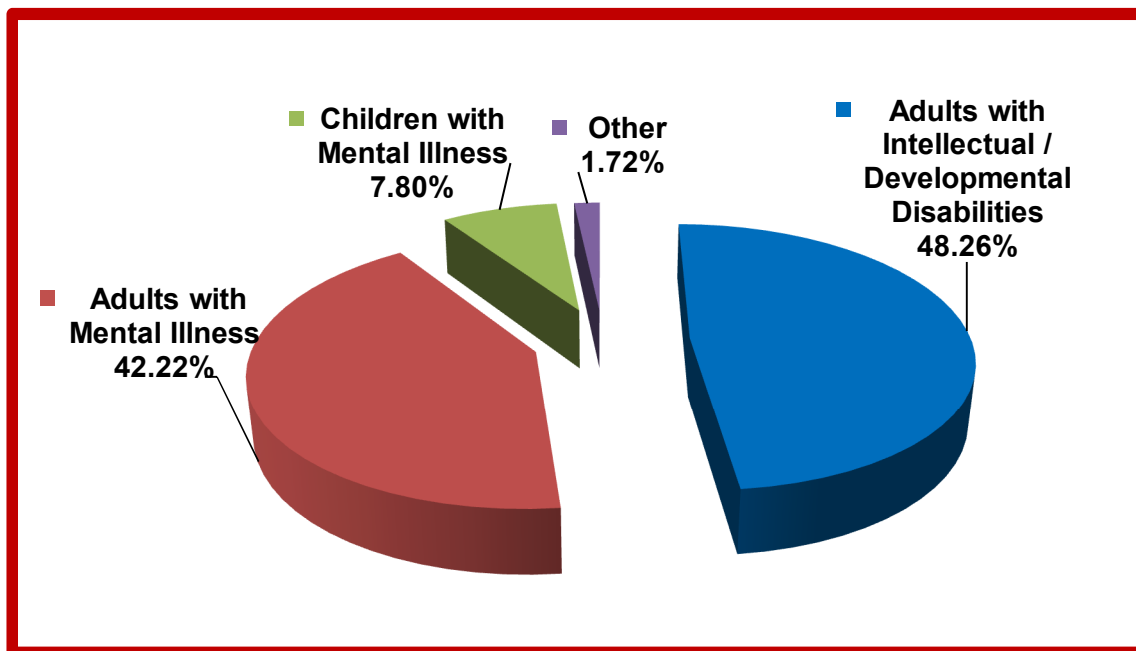
Revenue: October 1, 2013 – September 30, 2014

State General Fund	õ õ õ õ õ õ õ õ õ õ õ õ õ ..õ	\$1,582,807
Medicaid	õ õ õ õ õ õ õ õ õ õ õ õõ õ õ õ ..õ	\$12,366,734
Adult Benefit Waiver	õ õ õ õ õ õ õ õ õ õ õ õ õ õ õ ..õ	\$65,592
County Appropriation	õ õ õ õ õ õ õ õ õ ..õ .õ õ õ õ õõ	\$255,604
Other	õ õ õ õ õ õ õ õ õ õ õ õ õ õ õ ..õ õ õ ..õ .õ	\$1,497,303
Total:		\$16,005,057

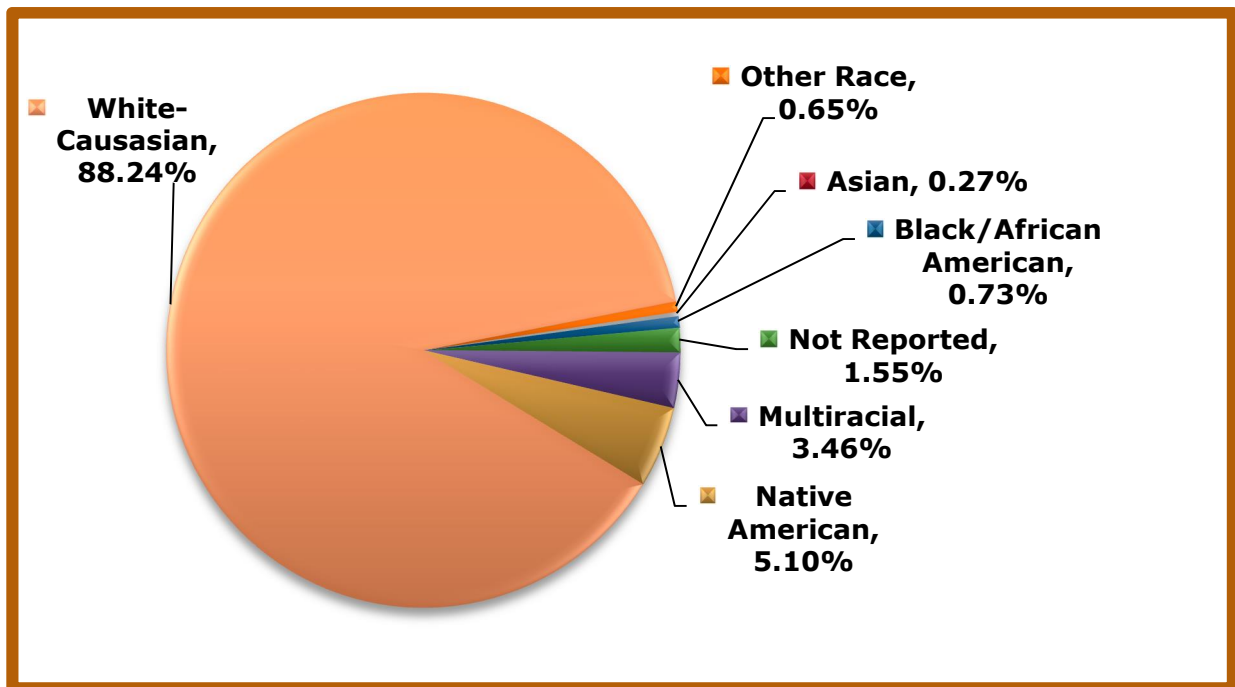
Expenditures: October 1, 2013 – September 30, 2014

Adults with Mental Illness	õ õ õ õ õ õ õõ õ	\$6,831,630
Children with Mental Illness	õ õ õ õ õ õ õ õõ	\$1,096,932
Adults with Intellectual/Developmental Disabilities	õõ	\$7,790,614
Other	õ õ õ õ õ õ õ õ õ õ õ õ õ õ õ ..õõ	\$285,881
Total:		\$16,005,057

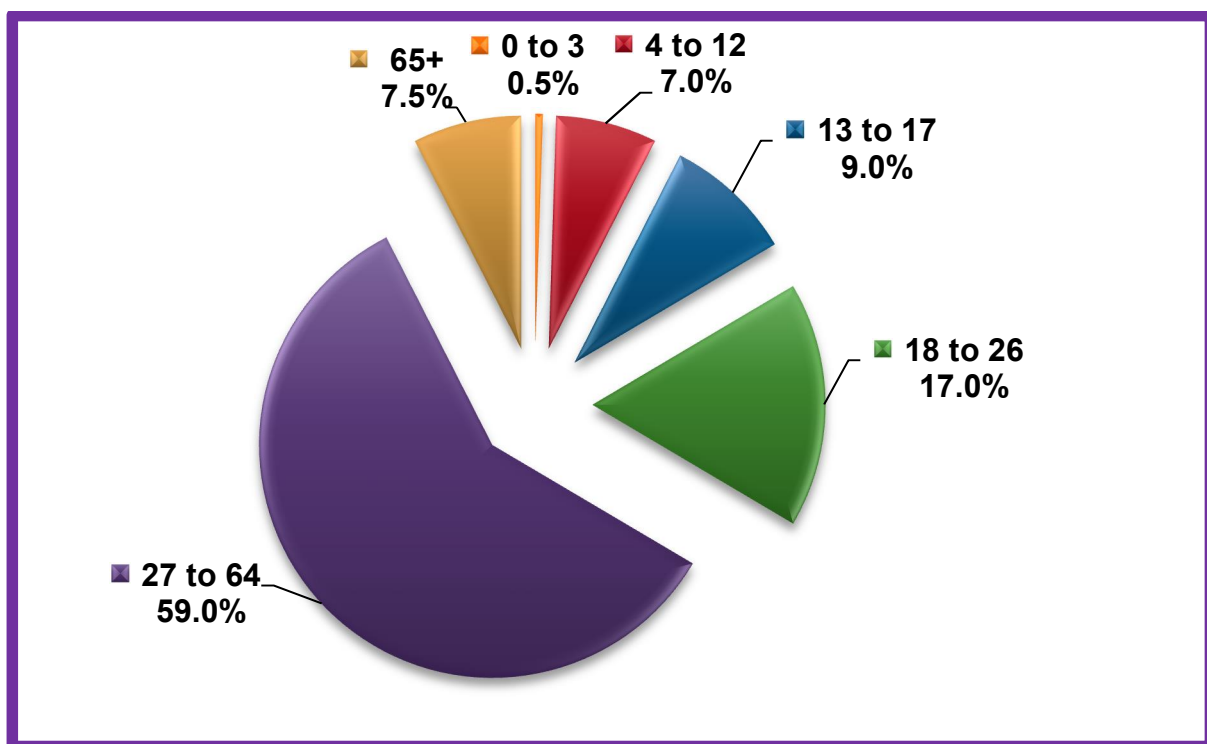
EXPENDITURES BY CONSUMER SERVED



CONSUMERS SERVED REPORTING RACE/ETHNICITY



CONSUMERS SERVED BY AGE GROUP



CONSUMER SATISFACTION SURVEY DATA




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 936 questionnaires and **222** were returned for a response rate of **23.7%**. Last year's response rate was 28.4%. Overall satisfaction rate was **95.84%** almost exactly the same as last year's rate of 95.86%.

Results from specific items are as follows:

- 97.6%** - 1. Appointments are scheduled at times that work best for me.
- 96.7%** - 2. I am informed of my rights.
- 96.2%** - 3. I feel better because of the services received.
- 92.5%** - 4. I know what to do if I have a concern or complaint.
- 98.1%** - 5. Staff is sensitive to my cultural/ethnic background.
- 93.9%** - 6. I was able to get the type of services I needed.
- 96.6%** - 7. My wishes about who is and who is not given information about my treatment are respected.
- 98.1%** - 8. My wishes about who is and who is not involved in my treatment are respected.
- 87.2%** - 9. I am satisfied with the help I received when calling the crisis line after 5pm Monday-Friday or on weekends.
- 95.3%** - 10. I would recommend these services to a friend or relative.

Some comments from our consumers:

- 1. My therapist has been very important to me, has helped me through many crises of which I have had many this year.
- 2. M. is only 11 years old and this form really doesn't cover her issues; but the staff is great, politeness is everywhere and she is treated with respect.
- 3. Dr. Kambiz is a wonderful man and so thoughtful.
- 4. Dr Shoup was the best doctor in the whole wide world. I am sad to see him go.
- 5. We attribute the    to Leslie Griffith. She is so talented, knowledgeable and goes out of her way to accommodate our needs!!

In January, 2014, seven (7) questions were added to the regional survey to learn about a person's recovery journey thus far with Community Mental Health. The overall satisfaction rate for that section was 79.3%, with 13.6% of the responses being "unsure."

Results from those items are as follows:

77.6% - 1. I am hopeful about my future.

86.0% - 2. I am willing to ask for help.

81.0% - 3. I believe that I can meet my current personal goals.

89.4% - 4. I have people I can count on.

62.2% - 5. Coping with my mental illness is no longer the main focus of my life.

66.7% - 6. My symptoms interfere less and less with my life.

91.4% - 7. My services and supports from Community Mental Health are helping me in my recovery.

Additional comments regarding recovery:

1. Excellent service, Dr. Morgan is exceptional, gives me wonderful advice and has helped me monitor my meds and has changed some if necessary.

2. Always excited for my meetings with Jen and I really feel she has helped better my life.

3. Focusing on Recovery is a better choice than just navigating symptoms. I believe you will be there for me in the future and this is a comfort and a joy. Thank you for everything you do for all of us.

VISIT US ON THE WEB

www.cccmh.org

AGENCY HIGHLIGHTS

Northern Lights Clubhouse Celebrates 20 Years

On October 14, 2014 Northern Lights Clubhouse celebrated its 20th Anniversary with an open house. Northern Lights Clubhouse was founded in February of 1994. For the first five months, the members met in the break room at CCMH. They then moved to the American Legion in Hancock, and shortly after, settled at the current location on Ethel Avenue in Hancock in June of 1995.



People visiting during the 20th Anniversary Open House.

The inside of Clubhouse has seen some changes during the last 2 years. Vibrant colors were added to the walls to make things more welcoming and cheerful. The biggest change was the addition of a new meeting room and storage area. This additional space was greatly needed.

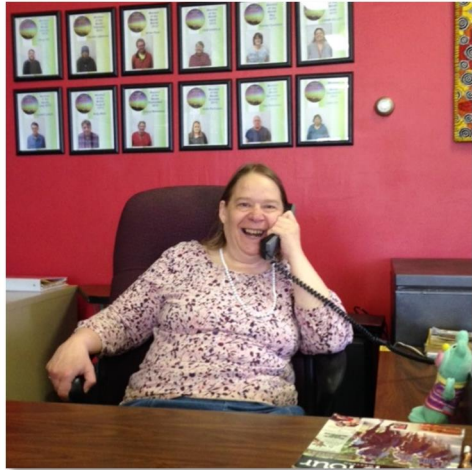
While Clubhouse is a comfortable inviting space, it is more than just a building. Clubhouse is a community of people working together toward a common goal, recovery from mental illness. A Clubhouse is a community intentionally organized to support individuals living with the effects of mental illness. Through participation at Clubhouse, people are given the opportunity to rejoin the worlds of friendships, family, meaningful work, employment, education, and to access the services and supports they may individually need.

When Northern Lights Clubhouse was founded, it started with just a handful of people. Today Clubhouse has 38 active



Tammy, Jo Ann, Robert, Casey, and Brett work in the kitchen preparing lunch. Some days Clubhouse feeds 15 people.

members, and has seen hundreds of members come and go over the last 20 years. Some of the original members are still active at Clubhouse. Clubhouse employs 5 staff including two full time staff, two part-time Certified Peer Support Specialists and the Coordinator.



Tammy answering the phones at the reception desk. It's a busy job greeting people, managing the phone lines, and signing people up for lunch.

The daily work of the Clubhouse community is organized and carried out in a way that continually reinforces this message of belonging. This is not difficult, because in fact the work of the Clubhouse *does* require the participation of the members. The design of a Clubhouse engages members in every aspect of its operation, and there is always much more work to be done than can be accomplished by the few employed staff. The skills, talents, creative ideas, and efforts of each member are needed and encouraged each day. Participation is voluntary, but each member is always invited to

participate in work which includes clerical duties, reception, food service, transportation management, outreach, maintenance, research, managing the employment and education programs, financial services and much more.

Clubhouse also focuses on recovery and wellness. These efforts are led by the Peer Support Specialists who facilitate recovery groups and walking groups.

Socialization is also an important component of Clubhouse. Weekly outings are planned by members. These outings have included: visiting the Humane Society, Adopt-a-Highway, fishing, bowling, hiking, picnics, cemetery exploring, and sightseeing. Members form strong friendships with each other and also have the opportunity to spend the holidays together. For the last ten years, Clubhouse has been open on all holidays ensuring that members can celebrate the holidays with their friends.



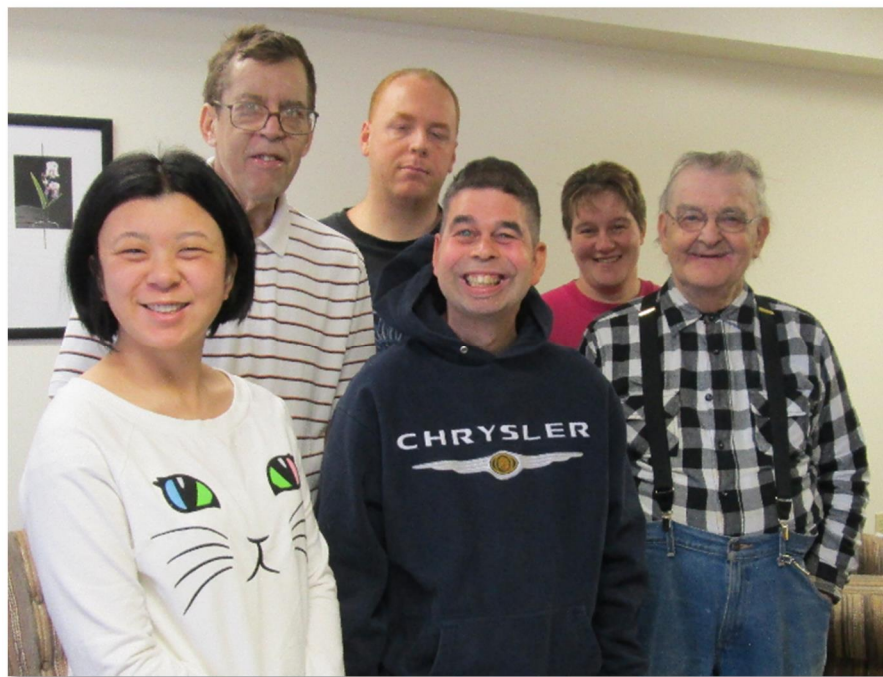
Liqin, Jessica, Andy, and Mike enjoying an outing at Eagle Harbor Beach.



Pam is doing dishes, one of the many tasks she does every day at Clubhouse.

Northern Lights Clubhouse is proud of its accomplishments over the past 20 years. It is a great feeling knowing that our small Clubhouse is part of something much bigger; we are part of a Clubhouse community consisting of over 44 Clubhouses in Michigan, 177 Clubhouses in the United States and over 328 Clubhouses in 28 countries. Northern Lights Clubhouse would not be what it is today if it were not for its dedicated members. ~ *Chad Johnson, Coordinator*

Ontonagon Car Wash



**Some of the Car Wash Program participants (From left to right):
Hannah Platzke, Kevin Kuitunen, Travis Niskanen,
Cory Sexton, Gena Penegor, Melvin Davidson**

The Car Wash, one of several unique training/activity programs offered through CCMH, employs individuals with disabilities. It currently employs 23 people throughout the week, providing an opportunity for building a variety of vocational and non-vocational skills.

The program was created in January of 1992, by Bob McMullen, who at that time supervised CCMH's Ontonagon Branch office. He saw an opportunity to both fill a community need and give individuals with intellectual/developmental disabilities and/or mental illness a chance for meaningful work.

The Car Wash provides individuals who want to work and earn a paycheck training for the hard and soft skills that are required for employment, such as regular attendance, proper grooming and hygiene, and effective communication, to name a few. This experience also creates pride within oneself, increases an individual's independence, and, for some, has the ultimate goal of community employment and integration. For others, it provides the needed structure for their day.

Eight individuals are employed daily. The positions include laundry attendant, head sprayer, four outside cleaners, and two detailers. This work can be very demanding, but the people involved take pride in having happy customers!

Four CCMHS Mental Health Aides assist the workers with learning skills and completing their duties. Pam Coey, Sheri Shafer, Evelyn Livingston, and Lois Longrie have been an essential part of making this program so successful.

Other training activities available in the Ontonagon program include landscaping, housekeeping, and janitorial. In addition, carpet cleaning is being explored as a new endeavor. It also provides a community service, and currently training is taking place at the Cane Court public housing complex.



Located at 513 Quartz Street in Ontonagon, The Car Wash has a variety of packages that will fit anyone's needs. It is operational Monday . Friday year round. Services are by appointment (884-6097). ~ Sheri Shafer

UP Champs!!



Baraga Vikings 2014 SO Division 6 Basketball Champions

Members from left rear: Koray Inal, James Cook, Chris Cadeau, Mick Sheridan, Hannah Misegan, Joyce Beadreau, Pam Sheridan. From front left: Laura Barrette, Janel LaPlante, Diane Johnston, Lola Mariacher

For the fourth year, the Baraga County area sent a team to the 2 day Special Olympics basketball tournament in Escanaba. The team was coached by Koray Inal, and the group was rewarded this year with a first place divisional victory.

Several hundred athletes participated in the event that began with an opening ceremony led by State Senator Tom Casperson. The tournament consisted of 22 games staged in single elimination fashion across seven divisions. The local Kiwanas club provided meals as well as a live band for a dance/mixer on the first night of the tournament.

The high scorers on the Baraga County team this year were Hannah Misegan and Chris Cadeau, both averaging 7 points per game during the tournament as well as contributing many defensive steals and blocks. Most of the other players

also scored baskets and contributed to the team with ball movement and defense.

The team is appreciative of the support from the Ojibwa Community College, which allowed the use of its facilities for practices as well as Copper Country Mental Health for logistics and member supports. Additionally, the team has received support over the years from the LaPlante and Stark families, which has been greatly appreciated. ~ *mick sheridan*

The Annual Recovery Lecture Series

For the first time in the seven year history of the Recovery Lecture series we had a local person share their story of recovery. Zach Edgerton talked about his experiences living with schizophrenia. He discussed the challenges and hardships that he endured and how he eventually accepted his illness. Zach also discussed how important treatment and coping skills are and how he achieved successes, hopes, and dreams despite the adversity. Zach presented in an afternoon and evening session to over 200 people.

Zach is a native of the Copper Country. He was born in Hancock and later moved to Houghton. He is a graduate of Houghton High School, and a graduate of Michigan Technological University with a degree in Communications.

Zach was diagnosed at the age of 17 with Schizophrenia and Obsessive Compulsive Disorder. It has been a long, difficult journey, but he has achieved a great deal and overcome many obstacles.



Zach uses his degree in Communications to write about his experiences living with schizophrenia. He serves as an advocate and a voice for those who share his significant challenges. Zach's goal is to educate people about mental illness. He currently is a group facilitator for schizophrenia support groups, both on teleconferences and locally. Zach emphasizes that recovery from mental illness is possible, and goals and aspirations are achievable. ~ Taryn Mack



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, childhood trauma, child abuse and neglect, stress management, parent education, and dementia.

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) to implement Michigan Model for Health[®] 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 17 teachers.

Substance Abuse Prevention

The Institute provided substance abuse prevention and promoted positive mental health through Michigan Model for Health[®] lessons for elementary students in summer Great Explorations care in five area school districts.

Infant Care

Infant Mental Health Services were provided to 10 children zero to five years of age and their families in the three county area (Baraga, Houghton, Keweenaw).

Trainings are also held at the Institute sponsored by the Great Start Regional Child Care Resource Center throughout the year to support caregivers.

Cooking Matters®

Adult Copper Country Community Mental Health consumers from the BRAVO and Clubhouse programs participated in *Cooking Matters*, a six-session evidence-based strategy whereby a nutrition educator and a chef show people on a low income how to shop smarter and cook healthier. Many of these consumers



have incomes below 185% of the federal poverty rate and qualify for the federal Supplemental Nutrition Assistance Program (sometimes referred to as food stamps or BRIDGE cards). USDA education funds helped pay for class supplies and coordination. Participants reported healthier personal nutritional practices upon completing the six-week program.

Participants learn nutrition and safe cooking techniques by engaging in nutrition lessons and make a nutritious and a tasty dish in class together. Students take home a free bag of groceries with the ingredients to practice making the dish at home for their family. A chef and a nutrition educator give students real-life practice comparing prices and investigating nutritional value during a grocery store tour, part of which includes a \$10 shopping challenge. Each student gets a \$10 store credit to shop for ingredients to prepare a nutritious balanced meal for four people. All our graduates met their shopping challenge during their store visit.

The generosity of community partners and volunteers helped make each Cooking Matters series both possible and successful. Community grocer, Ben Campioni, authorized his Pat's Foods IGA store in Hancock to donate all the take-home groceries, sponsor the store challenge, and donate the ingredients for both series of classes.

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, U.P. KIDS, 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.



We are 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 intellectual/developmental

disabilities. Currently, we have two representatives with intellectual/developmental disabilities on the Baraga, Houghton, Keweenaw CoC. We will be providing education to the CoCs on the need to include people with intellectual/developmental disabilities in the decision making process. We will also be providing 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.

We have finished the fourth year of our Kellogg Foundation grant to provide support to the Copper Country Human Services Coordinating Body (HSCB). We provide Coordination of the HSCB as they work on infrastructure development, website development and completing 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. The Copper Country HSCB finished a four-year strategic plan in September. ~ Taryn Mack

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 intellectual/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 intellectual/developmental disabilities.

Children's Intensive Services

Provides services and support for families of children with mental illness (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 intellectual/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 intellectual/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.

Intensive Crisis Stabilization (ICS)

ICS services are a short-term alternative to inpatient hospitalization or can also be used to provide additional support to allow earlier discharge from a hospital. These services are structured treatment and support activities provided by a team of mental health staff in a person's home or other community setting. Receiving treatment within the community, using a person's natural supports when available, helps to strengthen and promote independence and recovery.

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, LaAnse and Ontonagon.

Peer Support Specialist (PSS) Services

PSS Services are provided by individuals who are on their own recovery journey, who have a serious mental illness, and are now receiving or have received services from the public mental health system. Peer Support Specialists are hired to share their life experience and provide expertise to consumers that professional disciplines cannot replicate. They provide a wide range of services including health integration, assistance with benefits and housing, community inclusion, health education, and promoting recovery.

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 intellectual/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.

Wraparound

Wraparound is an individually designed planning process for children with serious emotional disturbance and their families that includes treatment services, personal support services or any other supports necessary to maintain the child in the family home. The Wraparound plan is developed using a team approach including the youth, parents/guardians, involved service providers, and others whom the family identifies as supportive for

attaining their goals. Wraparound services are a particularly effective approach in serving children served by multiple systems.

Parent Support Partner

This service provides peer-to-peer support, education, and training to caretakers of children with a serious emotional disturbance. The primary goal is to empower families to move toward independence through skill-building interventions. The Parent Support Partner helps empower families to access and obtain resources in the community, partner with service providers, and increase their confidence in parenting so that all family members can remain in the community. The Parent Support Partner draws from personal experience and knowledge to help engage families in the treatment process. The Parent Support Partner will receive 5 days of classroom instruction and 11 months of individual and group coaching.



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 employees' 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

Pat Rozich Hancock
24 years on Board
Board Chairperson

James Tervo Chassell
27 years on Board
Board Vice Chairperson

Michael Koskinen Baraga
4 years on Board
Baraga County Commissioner
Board Secretary

Carol Evers Lake Linden
10 years on Board
Board Treasurer

Randy Eckloff Allouez
4 years on Board
Keweenaw County
Commissioner

Albert Koskela Calumet
2 years on Board
Houghton County
Commissioner

Dyann Edgerton Houghton
12 years on Board

James Fyfe Ontonagon
7 years on Board

Barry Fink Houghton
2 years on Board

Richard Herrala Baraga
1 year on Board

Kathleen Johnson Lake Linden
(Newly appointed Dec. 2014)

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