

**COPPER  
COUNTRY  
MENTAL  
HEALTH  
SERVICES  
ANNUAL REPORT  
FY 2015**

# **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) is pleased to provide this Annual Report for 2015. The year was extremely busy as we continued to grapple with financial challenges while maintaining high quality programs as well as adding new programs. This past year, we added a Parent Support Partner (PSP) Program to our service array; this program is designed to support parents of children with serious emotional disturbance or developmental/intellectual disabilities. The PSP is someone with lived experience who helps parents as they develop skills to assist in their child's treatment.

Inside this year's Annual Report you will find a few highlights from CCMHS' programs and services during 2015, including a new volunteering activity, expansion of services to children and young people with autism, a long-standing program in Ontonagon, and a heartfelt letter from an employee.

With support from the Rice Memorial Clinic Foundation, we were once again able to bring in a national speaker to talk to the community about the meaning of recovery when a person is dealing with a mental illness. Rachelle Webb, a graduate student from California, shared her personal experiences with anxiety and depression, and the ways she learned to cope with her symptoms.

Consumer Satisfaction Surveys are sent to every individual who receives services from CCMHS. From the results on pages 6 and 7, you can see that the satisfaction with our services remains high. This is due to the dedication of our staff to the people they serve, and their commitment to our mission.

We will undoubtedly continue to face financial challenges and must, unfortunately, continue to maintain a waiting list for people who do not have Medicaid or Healthy Michigan coverage. Nevertheless, we will strive to provide care based on our core values, which persist even in times of change. Included in those core values are: respect for the life, value and dignity of individuals, empowerment, empathy, and inclusion.

As always, we offer a sincere "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 996 individuals this fiscal year, utilizing a budget of \$ 15,115,890.

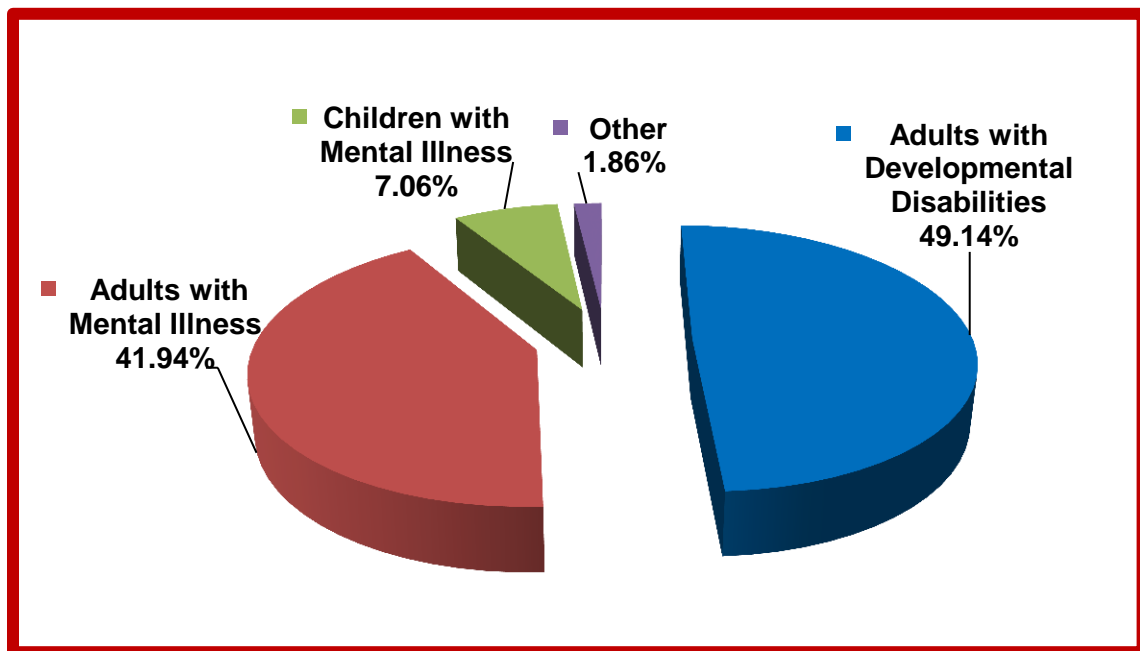
### *Revenue: October 1, 2014 – September 30, 2015*

State General Fund.....	\$919,170
Medicaid.....	\$11,930,830
Healthy Michigan.....	\$673,591
County Appropriation.....	\$255,604
Other.....	\$1,336,695
<b>Total:.....</b>	<b>\$15,115,890</b>

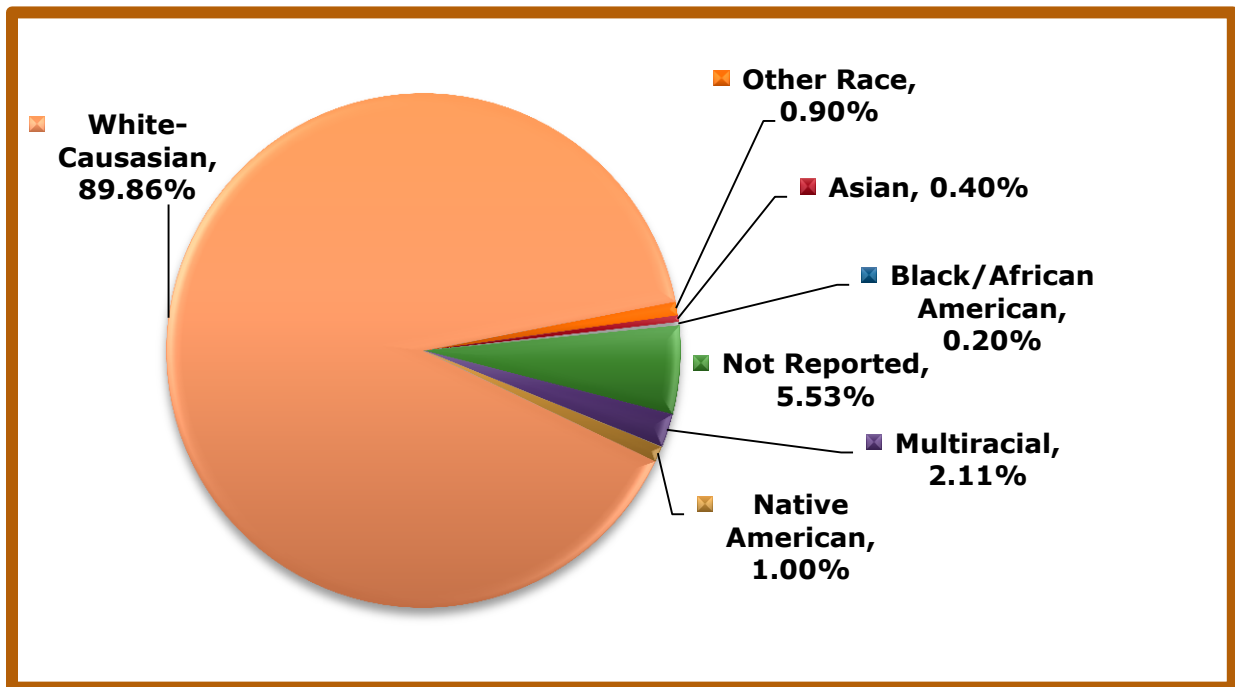
### *Expenditures: October 1, 2014 – September 30, 2015*

Adults with Mental Illness.....	\$6,339,875
Children with Mental Illness.....	\$1,066,782
Adults with Developmental Disabilities.....	\$7,427,764
Other.....	\$281,469
<b>Total:.....</b>	<b>\$15,115,890</b>

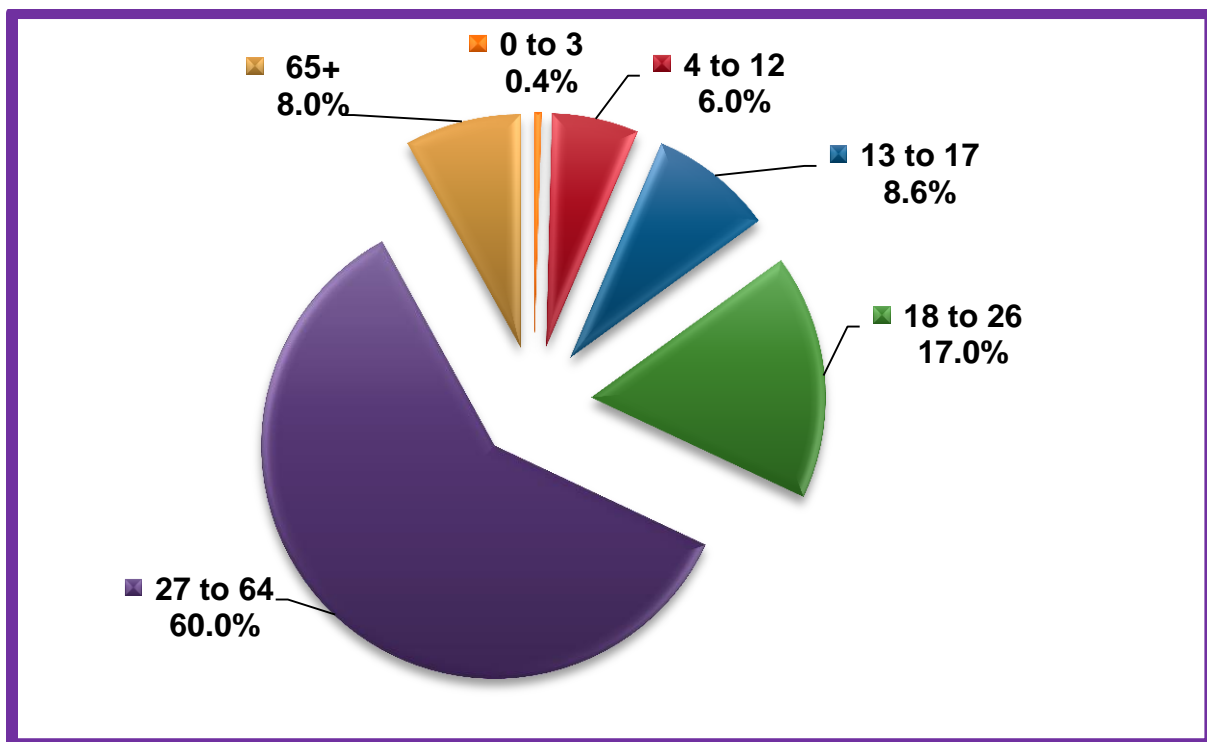
## EXPENDITURES BY CONSUMER SERVED



## 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 768 questionnaires and **196** were returned for a response rate of **25.8%**. Last year's response rate was 23.8%. Overall satisfaction rate was **96.6%** slightly higher than last year's rate of 95.5%.

### Results from specific items are as follows:

- 99.4%** - 1. Appointments are scheduled at times that work best for me.
- 97.4%** - 2. I am informed of my rights.
- 96.4%** - 3. I feel better because of the services received.
- 96.4%** - 4. I know what to do if I have a concern or complaint.
- 99.0%** - 5. Staff is sensitive to my cultural/ethnic background.
- 93.4%** - 6. I was able to get the type of services I needed.
- 98.7%** - 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.
- 76.2%** - 9. I am satisfied with the help I received when calling the crisis line after 5pm Monday-Friday or on weekends.
- 96.1%** - 10. I would recommend these services to a friend or relative.

### Some comments from our consumers:

- 1. I'm really happy with the people that are helping me, and they have been a lot of help at trying to get me a job and still are.
- 2. All I can say is F. is happy and he gets good service at Quincy House. He does well because he is treated well – Thanks so much. Job well done.
- 3. I would like to commend Jamie Fiorucci for her kind help. She has helped me through some very difficult times.
- 4. We could not ask for better! Thank you for helping people in need.
- 5. Excellent staff and services. Dr. Morgan is exceptional and very informative.

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. We received 105 surveys with the recovery section completed, and the overall satisfaction rate for that section was 72.7%. Last year's rate was 79.3%.

**Results from those items are as follows:**

- 75.0%** - 1. I am hopeful about my future.
- 87.6%** - 2. I am willing to ask for help.
- 66.7%** - 3. I believe that I can meet my current personal goals.
- 83.7%** - 4. I have people I can count on.
- 53.0%** - 5. Coping with my mental illness is no longer the main focus of my life.
- 61.5%** - 6. My symptoms interfere less and less with my life.
- 80.4%** - 7. My services and supports from Community Mental Health are helping me in my recovery.

**Additional comments regarding recovery:**

- 1. I just want to thank everyone at CCMH for helping me with everything they have been doing for me and are helping me with.
- 2. We appreciate your work and services in our behalf.
- 3. I truly believe recovery is my own personal responsibility to myself. I try to make and reach "healthy goals." This practice has been fruitful as I shed symptoms and gain control again of my life. Medication helps me.
- 4. Keep up the good work you guys do for the community. It is vital and makes us all richer – enriching the community.

**VISIT US ON THE WEB**

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

# AGENCY HIGHLIGHTS

## Baraga County Members Volunteer at the Copper Country Humane Society

*"There is no psychiatrist in the world like a puppy licking your face."* ~ Bern Williams

The people that participate in the skill building program in Baraga County began a new relationship in 2016 with the Copper Country Humane Society. Several members each week travel with staff to the animal shelter to walk dogs, spend time with cats and generally enjoy the company of the four legged residents of the facility.



*"I like walking the dogs and I like petting them. I hope I get to go this Thursday."* ~ Jimmy Cook with Roxanne Clement and Raja



Many staff know that Ginny Diroff, who works in accounting, is very involved as an advocate for the shelter. When we first discussed this partnership with the shelter, Ginny put CCMHS staff in touch with Becky Clouthier who manages the facility. Becky rearranged her schedule at the facility to accommodate the Baraga County volunteers who are very much enjoying the experience. Another worker at the shelter is Brooke DuPont, who has also been very helpful and kind to us.

*"I like them both, I like dogs and cats."* ~ Janel LaPlante





"I like it, I like hanging around the dogs, it's nice." ~ Mark Nyberg with Battleship

Volunteering at the Copper Country Humane Society is such a popular activity that program members participate on a rotating basis. Program staff also take turns supporting the volunteers in exercising the dogs and interacting with the cats. The Copper Country Humane Shelter is adjacent to the Nara Wildlife Trails which gives the group of volunteers the opportunity to enjoy some beautiful scenery while making life better for our four legged friends. ~ mick sheridan



"I like the cats, I like to pet them." ~ Lola Mariacher



"I like petting cats better. I really like it when they sit on my lap." ~ Jon Weiner

## **Autism Benefit Services**

Copper Country Mental Health provides intensive Applied Behavior Analysis (ABA) interventions for children and young persons under the age of 21 with a diagnosis of Autism Spectrum Disorder (ASD). ASD is a neurological disorder that affects the ability to communicate, reason, and interact with others. ABA is a scientific approach for changing behavior and teaching skills, and is internationally recommended for helping people with autism.

Caretakers and other adults sometimes identify children with the following concerns: limited social interaction; flapping of hands; rocking of the body; sensory sensitivities; repetitive behaviors; avoiding eye contact; and not responding to his or her name. A referral to Copper Country Mental Health can come from the family, school, or primary care doctor by calling NorthCare Access at 888-906-9060. Children must have either Medicaid or MI Child. If an Autism Spectrum Disorder is confirmed, further testing will take place to determine the intensity of services required. Services can range from 5 to 20 hours or more per week depending on medical necessity and the family's wishes.

The specific needs of the child are determined through various forms of tests and assessments. Then the child's program is custom-designed to meet the needs of the family and learning style of the child. The skills teaching can be done in the office, home, or community. Parental involvement is essential. Skills are practiced many times to help them generalize to different settings with different people.

Since the program's inception, four children and their families have received these services. One parent commented "He's calmer and less aggressive. He has better eye contact." Another child's mother said, "My child is more centered when he gets home from ABA." The father of a child who barely spoke and used mostly signs stated "He calls his siblings by their names now" and "He told me he wanted to build a rocket." School staff stated "He can play with toys appropriately now instead of lining them up."

Progress in the program is monitored by ongoing data collection and regular assessments of the child's skill level. ABA ends when the child meets all of his or her treatment goals, however, the child and family may continue to receive additional supports and services from CCMHS if medically necessary.

## Ontonagon Landscaping Services



Part of the Ontonagon Landscaping Crew  
From left to right: Joseph Ryan, Travis Niskanen, Sheri Shafer, Gena Penegor,  
Dennis Anttila, Ricky Charmoli

More than 25 years ago, this skills training program began providing CCMHS consumers with intellectual/developmental disabilities and/or mental illness an opportunity to build vocational and non-vocational skills, perform meaningful work, and, in addition, offers a valuable community service.

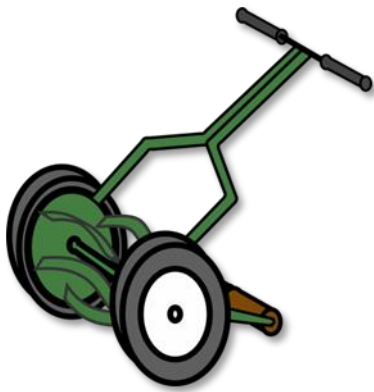
Landscaping does require certain abilities and skills. It's a physical job that requires the ability to start a lawn mower, use the mower safely, and stamina to work until the job is done. This activity also teaches the hard and soft skills of regular attendance, proper hygiene and grooming, getting along with co-workers and customers, and maintaining an appropriate attitude, among others.

At the beginning of each season, and whenever a new individual joins the work crew, important aspects of the job (known as "Landscaping 101") are taught. These include the importance of safety, self-care, correct machine operation, and communication with co-workers and staff. These points are also reviewed



whenever needed during the course of the season.

Currently, seven individuals make up the landscaping work crew. Not only are they learning new skills, these individuals are also building confidence and pride in a job well done, and enjoy the excitement of receiving a paycheck. The crew has come to know each other well and understand the importance of teamwork. They have learned that it's not about one, it's all of them working together to achieve the same goal – job completion and a satisfied customer.



The Landscaping Services Program started out in 1989 with four push mowers. The workers had to push them to the Ontonagon Area School building grounds, which was the program's training site. That was quite a workout! Today the program has a mobile unit with a van and trailer for transporting the needed equipment from a fleet that consists of six push mowers, two riding mowers, two weed whackers, and other tools for lopping and hedging. The Program's customers consist of six businesses and twenty-three personal lawns throughout Ontonagon County.

The program has had highs and lows throughout the years. Economic hard times have been a challenge to Ontonagon County and the Landscaping Services Program now has competition in the community. However, the crew and staff believe that there is enough work for everyone, and have a goal to maintain their current customers and even make room for "a couple more."

Located at 513 Quartz Street in Ontonagon, the Landscaping Service is seasonal, spring (when the snow is almost gone) through the fall (October), Monday through Friday. Mental Health Aides - Pam Coey, Sheri Shafer, Evelyn Livingston, and Lois Longrie – are an essential part of the program and provide the consumer work crew the training to learn important skills, complete the jobs, and to take pride and enjoyment from their work. For more information about Landscaping Services, call 884-4804. ~ Sheri Shafer

## ***Letter from a Group Home Direct Care Staff***

*Editor's Note:* Stanton and Portage group homes opened in 1981 and 1982, respectively, under the auspices of Child and Family Services; Copper Country Mental Health took over operation in September, 1983. The first residents of those homes, some who still live there, came from the Newberry State Hospital (NSH) where they had spent most of their lives up to that point. During the next 15 years, CCMHS developed several group homes. Currently, the Agency directly operates 10 homes – two in Baraga County, one in Ontonagon County, and seven in Houghton County.

Many people who were discharged from NSH still live in one of these homes, and many others have moved on to live fully integrated lives in the Copper Country community. The success of our group home programs is attributable to the work done by the direct care staff with support from nurses, social workers, a psychologist, an occupational therapist and a certified occupational therapy assistant.

Below is the impression of one of the direct care staff who work diligently every day to help people reach their fullest potential:

I began working at Copper Country Mental Health in May of 2015. I have been repeatedly amazed at the quality of staff. They are helpful, caring, kind and understanding. They work for the benefit of the consumers. They treat new staff and consumers with utmost respect. They are simply the best!

Although most of the consumers I work with are non-verbal, they express themselves well by their grimaces, their nods of the head, their smiles and laughter. Sometimes it is by their growling and screams. We remember that they are communicating with us.

We see progress in the consumers with using words, eating with increased dexterity, moving their limbs so that we can help them bathe and dress.

We must help them strengthen their bodies without putting strain on their fragile selves. They try very hard to improve their skills, including standing up by themselves. One has learned to say please and thank you.

It is a very positive place; there is no negativity in the air. People work together. This is rare. I am glad to be part of this organization.

It is difficult work, but it comes with ease. They show a twinkle from within. Is it a twinkle in my eye, no, it is a teardrop forming. They are so unique and beautiful. ~Beatrice Kerver

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

Rachelle Webb was our speaker for this year's Recovery Lecture Series. Rachelle shared her experiences with suicidal thoughts and self-injury starting in middle school. She is a PhD student studying Social Psychology at Claremont Graduate University in Southern California.

Ms. Webb has a family history of mental illness and personal experience coping with depression and anxiety. She learned how to manage her symptoms with therapy and yoga. Ms. Webb shared her experience with self-injury to cope with her emotional pain.

Rachelle has led workshops on warning signs of mental illness and how to talk with friends you are concerned may need to seek help. She also partnered with NAMI (National Alliance on Mental Illness) Pomona Valley to host workshops on campus, where she worked as a Peer Health Educator for the Wellness Center at Pomona Valley College.

Rachelle presented an afternoon and evening session to 135 people. People appreciated her honesty and vulnerability in presenting her story of recovery. This was Rachelle's first visit to Michigan. ~ 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 wellness, Mental

Health First Aid™, teen alcohol use, healthy eating and recovery.

## 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.

## 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 four area school districts.

## Sobriety Court Assessments

The Institute contracts with the 97<sup>th</sup> District Court to provide mental health assessments for sobriety court participants. Assessments help probation officers develop an informed sobriety plan that incorporates mental health needs of an individual about whom they have mental health concerns. Probation officers continue to express satisfaction with the assessments.



### Moving More and Eating Better

Persons with mental illness or an intellectual/developmental disability are at increased risk for some diseases. Best nutrition and physical activity practices can help manage this risk by increasing fruit and vegetable consumption and choosing more grains and low or no-fat dairy in the diet. The Institute's "Moving More and Eating Better" project that included nutrition and physical activity education programming for Rice House residents as well as nutrition education opportunities for, and focus groups with, 48 BRAVO and direct care staff.

Focus groups were part of a study of existing nutritional practices in our AFC homes, and nutritional practices among BRAVO consumers. Results show areas of strength and opportunity we can build on in the coming year.

### Mental Health First Aid™

Mental Health First Aid™ is a training that teaches participants how to help people developing a mental illness or in a mental health crisis. The Institute provided three Mental Health First Aid trainings this year. This included two MHFA trainings for people living and working with adults, and one for those working and living with youth. We trained sixty-five people including parents, providers, law enforcement, EMTs, medical community, school counselors and human service providers. The program is also supported by the Rice Memorial Clinic Foundation. ~ Taryn Mack

*Thank you!*

Thanks to a grant from the Portage Health Foundation, Copper Country Mental Health was able to resume tele-psychiatry services to 20 consumers who had been on a waiting list due to state funding reductions. This grant allowed us to provide a total of 102 psychiatry sessions throughout the year.



## **CCMHS PROGRAMS AND SERVICE ARRAY**

### **Assertive Community Treatment**

The ACT Team provides services to individuals with severe 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.

### **Autism Benefit**

This is a benefit to provide intensive Applied Behavior Analysis (ABA) interventions for children 0-21 years with the diagnosis of Autism Spectrum Disorder. ABA is a scientific approach to changing behavior and teaching skills and is internationally recommended for children with autism.

### **BRAVO**

Provides support to people with developmental/intellectual 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/intellectual disabilities.

### **Community Support**

A program for individuals with serious 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/intellectual disabilities and substance use disorder. This approach helps people recover by offering mental health and substance abuse treatment together.

### **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.

### **Home-Based Services**

Designed to support and empower families who have one or more mentally ill children who are at risk for out-of-home placement. This array of services focuses on strengthening the family and utilizes prevention methods

to help keep the child and family together.

### **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 adults with a severe mental

illness or children with 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.

### **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.

### **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 developmental/intellectual 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.

### **Skill-Building Programs**

Skill-Building programs provide structured services to persons with severe mental illness and/or developmental/intellectual disabilities. Services assist the person to engage in meaningful activities and achieve goals of independence, community inclusion, and employment. These programs are

available at the centers in L'Anse and Ontonagon.

### **Wraparound**

Wraparound is an individually designed set of services and supports provided to 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.



# 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:

- |  |   |
|--|---|
| ❖ <i>AVOIDING CONFLICT OF INTEREST</i> | ❖ <i>ACCOUNTABILITY TO THE PUBLIC</i>                           |
| ❖ <i>EFFECTIVENESS</i>                 | ❖ <i>CHOICE</i>   |
| ❖ <i>EMPATHY</i>                       | ❖ <i>EFFICIENCY</i>   |
| ❖ <i>INCLUSION</i>                     | ❖ <i>EMPOWERMENT</i>  |
| ❖ <i>SECURITY</i>                      | ❖ <i>PRUDENT USE OF RESOURCES</i>                               |
| ❖ <i>BEING FAIR AND IMPARTIAL</i>      | ❖ <i>RESPECT FOR THE LIFE, VALUE AND DIGNITY OF INDIVIDUALS</i> |

## 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

**Pat Rozich** Hancock  
25 years on Board  
Board Chairperson

**James Tervo** Chassell  
28 years on Board  
Board Vice Chairperson

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

**Carol Evers** Lake Linden  
11 years on Board  
Board Treasurer

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

**Albert Koskela** Calumet  
3 years on Board  
Houghton County  
Commissioner

**Richard Bourdeau** Mass City  
1 year on Board  
Ontonagon County  
Commissioner

**James Fyfe** Ontonagon  
8 years on Board

**Barry Fink** Houghton  
3 years on Board

**Richard Herrala** Baraga  
2 years on Board

**Kathleen Johnson**  
1 year on Board Lake Linden

**Zach Edgerton** Houghton  
Newly appointed August, 2015



## **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)