
2016 COMMUNITY NEEDS ASSESSMENT SURVEY REPORT

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INTRODUCTION

Survey Purpose

Copper Country Mental Health Services (CCMHS) conducted a community needs assessment survey in the winter of 2016. The purpose of the survey assessment was to:

- Identify stakeholder perceptions of community mental health needs (every two years)
- Prioritize the identified community mental health needs
- Determine Copper Country Mental Health's role in responding to the identified needs
- Fulfill a Michigan Department of Health and Human Services (MDHHS) certification standard that requires community mental health boards to annually assess community mental health needs

Methodology/Procedures

Instrument: An open-ended survey format developed by The Standards Group (TSG)¹ and recommended by the Michigan Department of Health and Human Services (MDHHS) and the Michigan Association of Community Mental Health Boards (MACMHB), was utilized (see page 3). An additional question regarding the integration of mental and physical health care was included this year.

Field Procedure: The survey was mailed with a cover letter from the CCMHS Executive Director to a list of 181 stakeholders throughout the agency service area, which includes Baraga, Houghton, Keweenaw and Ontonagon counties. The stakeholders were chosen to represent the following areas: justice system; education; primary healthcare; the Michigan Department of Health and Human Services (MDHHS); private mental health and substance abuse provider organizations; public health; and consumers/advocates.

In addition to the survey mailing to stakeholders, the surveys were made available to CCMHS consumers in the waiting rooms of the clinics in all four counties, and were mailed to a selection of 81 consumers who had recently completed a plan of service or who had been discharged. The completion of the surveys was voluntary.

The results of this report will be reviewed by the CCMHS Management Team and the Board of Directors. Program decisions and actions resulting from the issues addressed in this survey report will be determined by these groups. The report will be made available to the public on the CCMHS website and printed copies will be available in each CCMHS clinic. A letter

¹a joint effort of the Community Mental Health System, the Michigan Department of Community Health, and the Michigan Association of Community Mental Health Boards to work with consumers and advocates to provide focused attention to the development of recommendations for uniform and consistent administrative, programmatic and business practice standards for state-wide use in serving persons with mental illness and/or developmental disabilities and/or substance use conditions.

containing a summary of the results and the link to the CCMHS website will be mailed to the original mailing list of stakeholders.

Response Rate: Two of the mailed surveys were returned as undeliverable. The overall response rate to the survey was 25% (65 of 260 stakeholders).

STAKEHOLDER SURVEY

COPPER COUNTRY MENTAL HEALTH SERVICES Community Needs Assessment

COMMUNITY STAKEHOLDER SURVEY

Please provide us with the following information:

1.) **Name** (optional): _____

2.) **County** circle all that apply: Baraga Houghton Keweenaw Ontonagon

3.) **Stakeholder Category** circle only one that best applies to you:

Justice System Education (private or public) Primary Health Care

Private Provider (mental health & substance abuse services) MI Department Human Services

Public Health Department Consumers/Advocates

1.) What do you see as the most significant mental health needs currently not being addressed in our community?

2.) What trends have you identified that Community Mental Health should be aware of?

3.) Based on what you have shared, please identify the top three concerns/priorities.

4.) Integration of mental and physical health is a policy priority at both the state and federal levels. What suggestions can you make to improve the collaboration between mental health (including CMH) and physical health providers in our communities?

THANKS AGAIN FOR YOUR TIME AND CONSIDERATION.

SUMMARY OF SURVEY RESPONSES

1. What do you see as the most significant mental health needs currently not being addressed in our community?

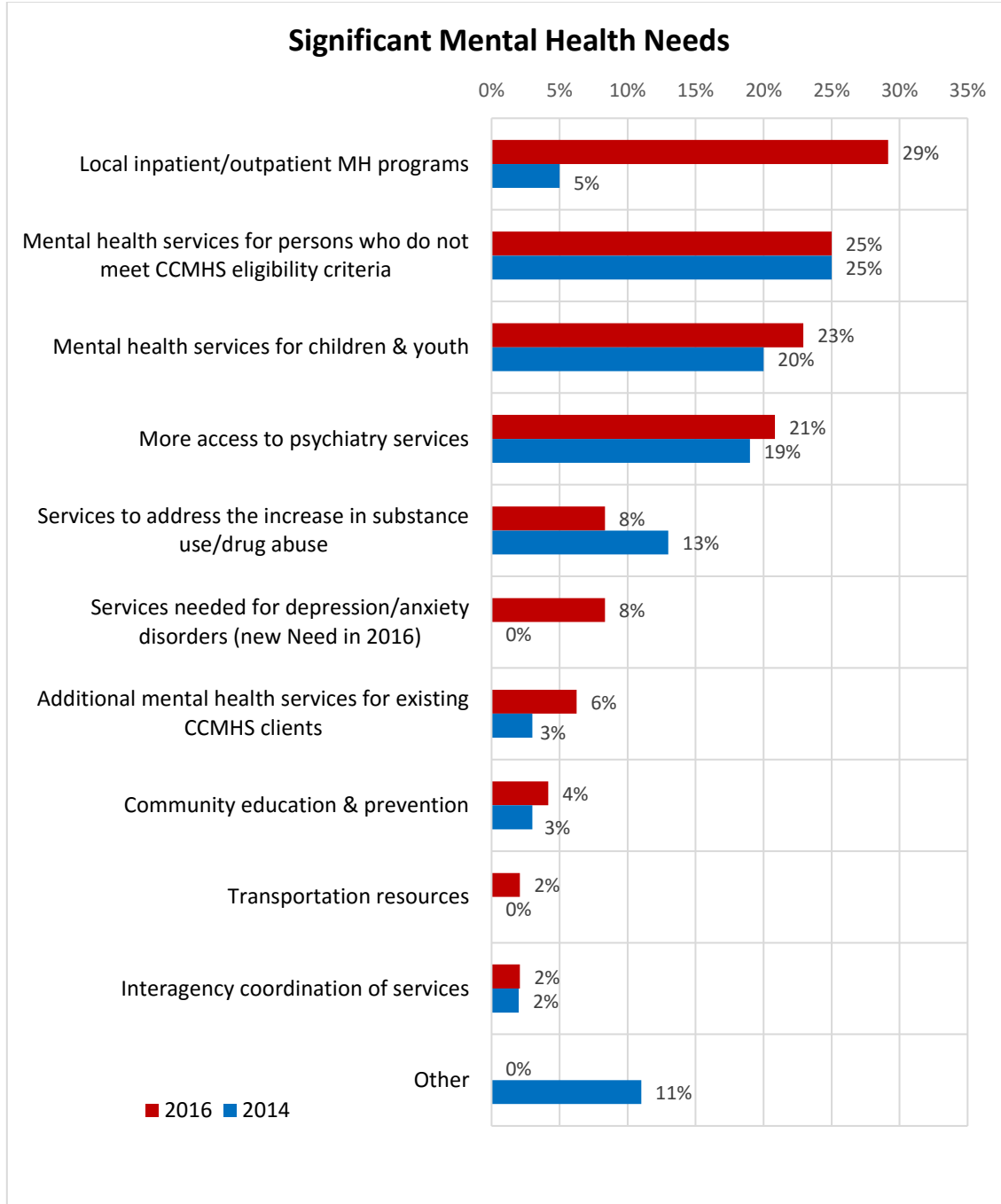


Chart Description: The chart is a compilation of responses to an open-ended question, comparing the needs identified in 2014 and 2016. If stakeholders provided multiple answers to the question, only their first response is included in the chart.

2. What trends have you identified that Copper Country Mental Health Services should be aware of?

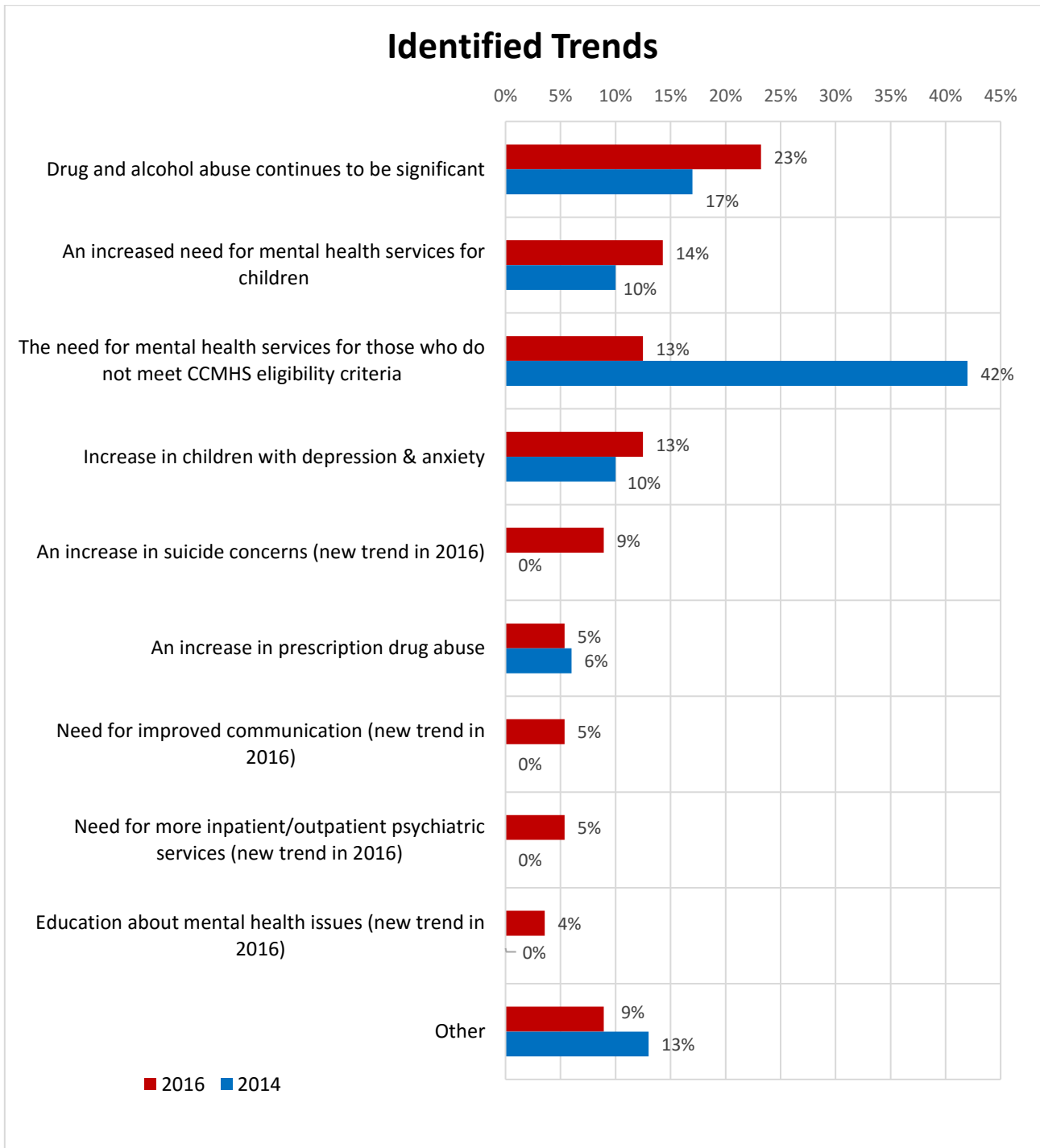


Chart Description: The chart is a compilation of responses to an open-ended question, comparing the trends found in 2014 and 2016. If stakeholders provided multiple answers to the question, only their first response is included in the chart.

3. Based on what you have shared, please identify the top three concerns/priorities.

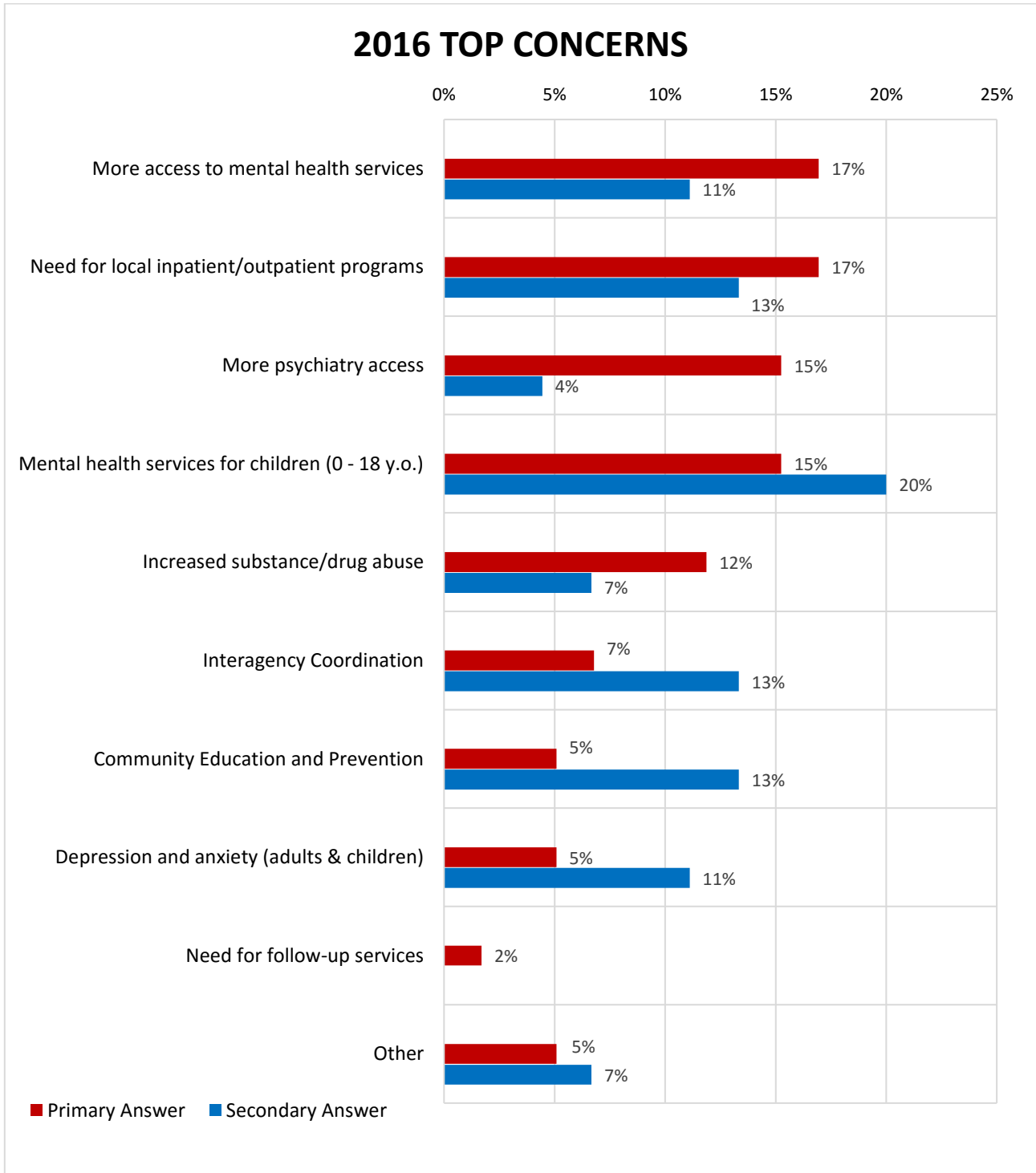


Chart Description: The chart is a compilation of responses to an open-ended question. If stakeholders provided multiple answers to the question, only their first two responses were included in the chart.

RESPONDENT DEMOGRAPHICS

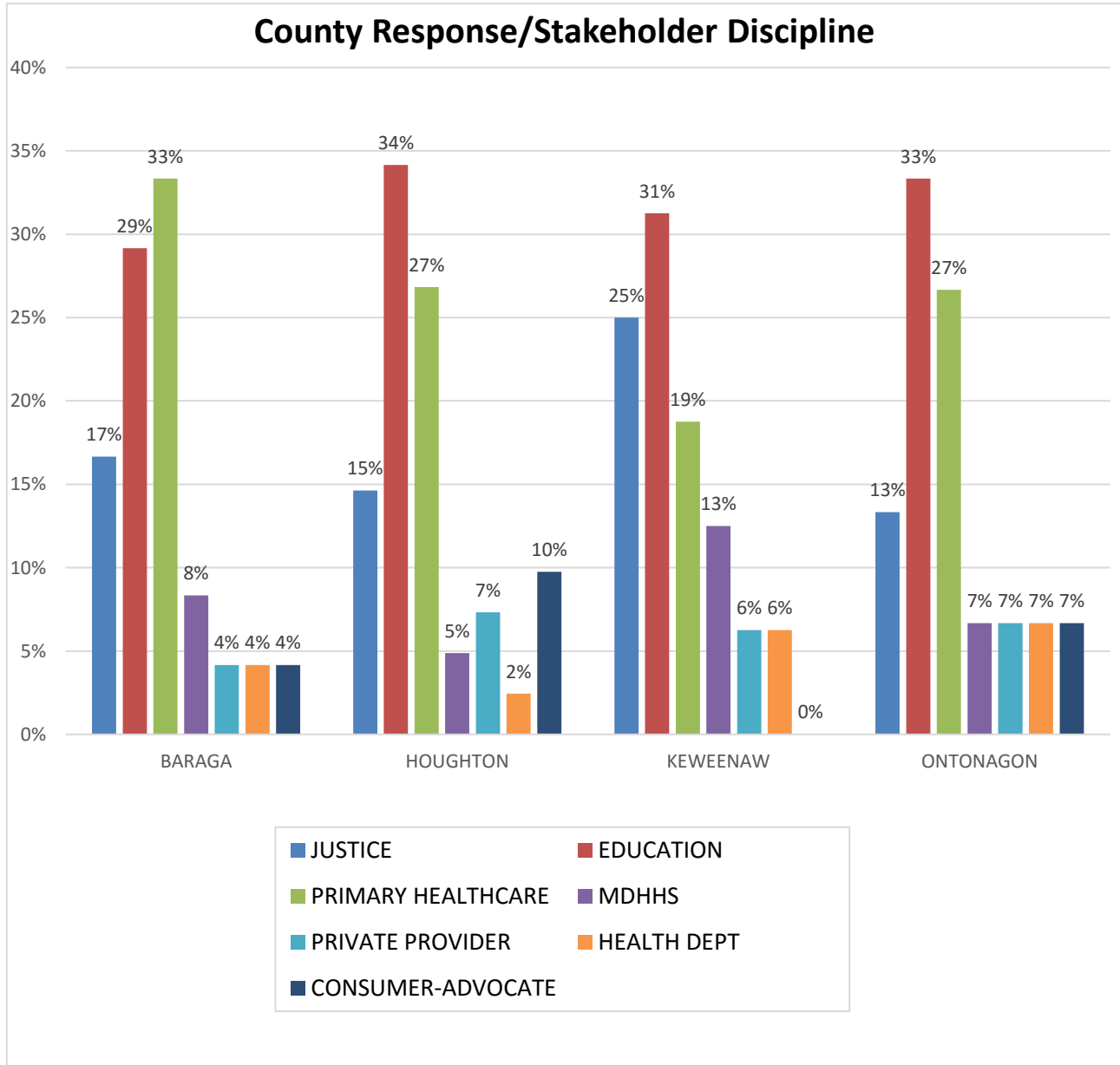


Chart Description: The chart illustrates the % of responses to the survey by stakeholder category from each county. For example, responses from stakeholders identified as representing “education” were received by each of the four counties, whereas survey respondents identified as “consumer/advocate” were received from Baraga, Houghton, and Ontonagon counties. If a respondent indicated that they were in more than one county, they were counted for each county. Two respondents indicated no information about county and four respondents did not indicate stakeholder category.

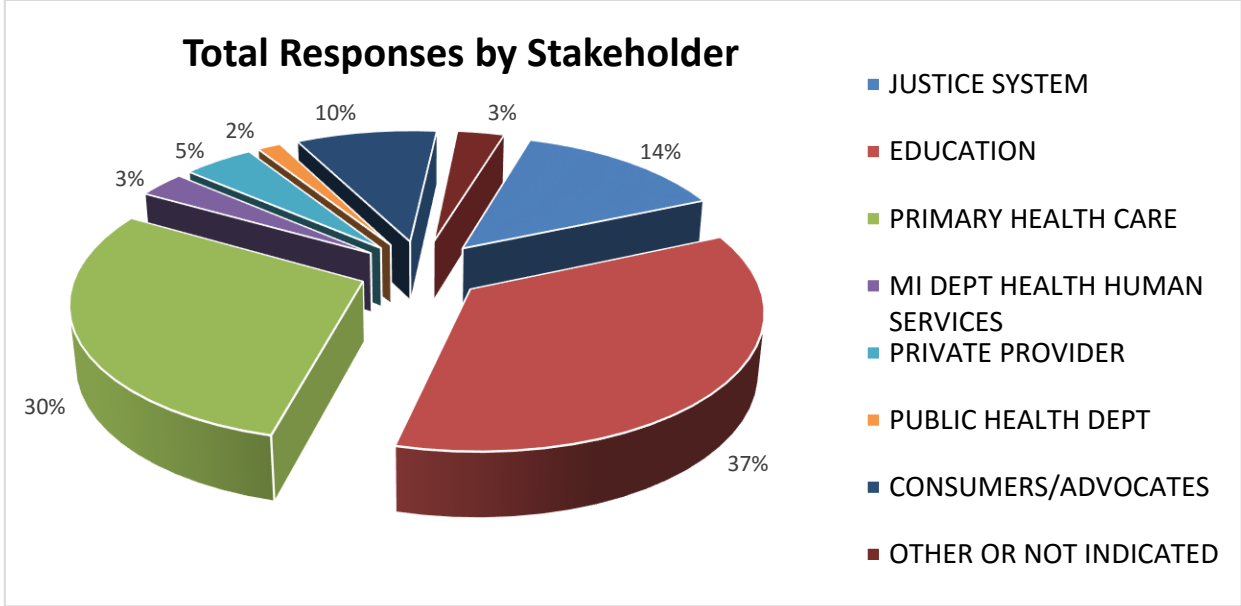


Chart Description: The chart illustrates the total distribution of responses by stakeholder category. For example, 37% of the total responses were from stakeholders in education such as teachers and 10% were from individuals working in the justice system such as judges.

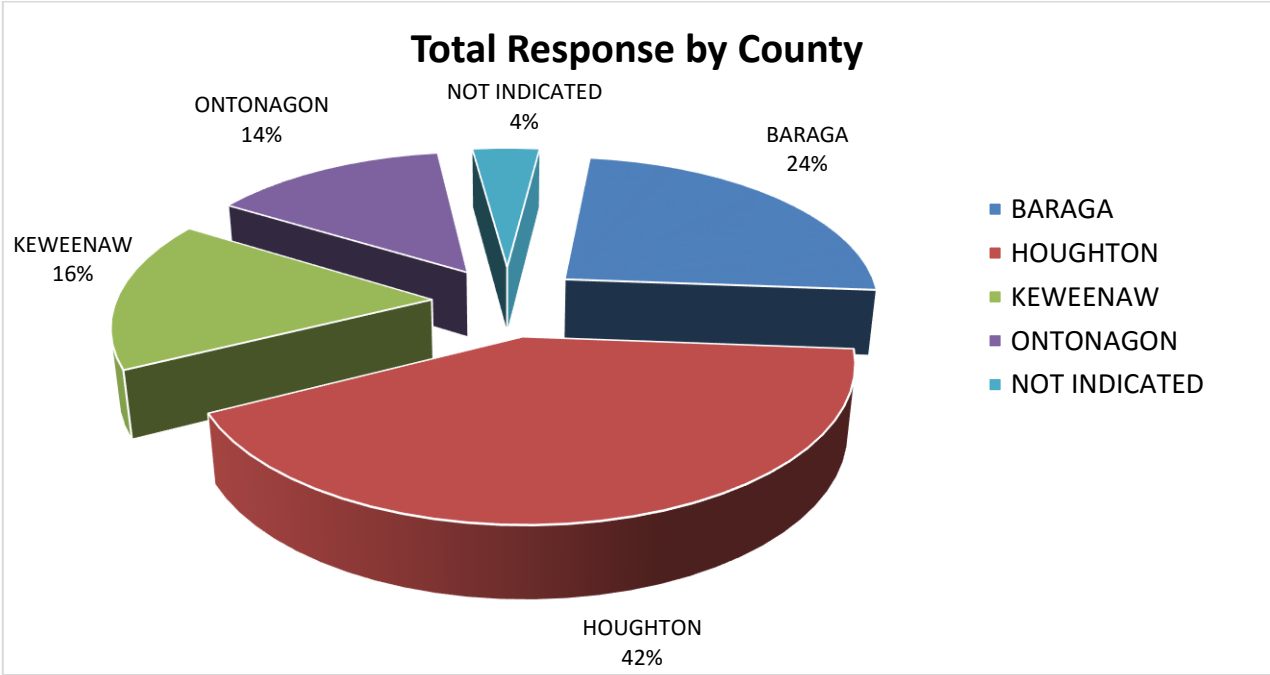


Chart Description: The chart illustrates the distribution of responses by county. For example, 24% of the total responses were from stakeholders in the county of Baraga and 14% from Ontonagon County.

SUMMARY

The results of the 2016 Community Needs Assessment Survey compiled in this report have illustrated some of the mental health needs apparent in our catchment area. CCMHS understands and takes very seriously the responsibility to be a primary provider of mental health services in the area, and also understands that it cannot be done alone. Meeting the mental health needs of a community requires collaboration and cooperation among community partners.

This summary will address the top five concerns identified by responding stakeholders and discuss CCMHS's ability and capacity to respond to these concerns. Stakeholders responding to our survey identified the following:

- 1. The need for more local inpatient/outpatient programs;*
- 2. The need for more access to mental health services;*
- 3. The need for more mental health services for children and youth;*
- 4. The need for more access to psychiatric services;*
- 5. The concern over the increase of substance/drug abuse.*

These five concerns are basically unchanged since the last survey was completed in 2014. Access to mental health care is the primary concern of stakeholders. Most stakeholders identifying this issue expressed particular concern for individuals that do not meet CCMHS eligibility criteria for services. This need has increased in the last several years due to the state decreasing CCMHS's General Fund budget. The General Fund is used to provide services to individuals who do not have Medicaid, MI Child, or Healthy Michigan benefits. This funding cut, which continued in 2016 with another 23% decrease (compared with 2015), limits the people CCMH can serve. Survey respondents continue to be concerned about this issue.

It is understandable that many stakeholders, especially those in primary care, are very concerned about the decrease in services, particularly psychiatric services, which are very limited in the area. Although there are now local psychiatrists providing face-to-face and telehealth services to non-CCMHS consumers, there is still a high need, with no other providers available closer than 100 miles. CCMHS continues to provide both on-site and telemedicine psychiatric services to our consumers and to work with other agencies to recruit additional psychiatrists to the area.

The Upper Peninsula is one of the demonstration project areas for MI Health Link, a program providing integrated care for individuals enrolled in both Medicare and Medicaid. Since the program's inception in the spring of 2015, CCMHS has provided services to 17 MI Health Link participants with mild to moderate mental health conditions.

Regarding the concern for more services to children, CCMHS will continue to provide community education and prevention programs, as well as home based, outpatient, wraparound, parent support

and specialized autism services. A Youth Peer Support Specialist is also being recruited. The CCMHS Institute also provides substance abuse prevention services through life skills classes taught to Hancock and Houghton Middle School students.

CCMHS is a member of each of the Communities That Care (CTC) for Houghton/Keweenaw, Baraga, and Ontonagon counties. These CTC work to form coalitions between community members and leaders to lower rates of youth problem behaviors including substance abuse, school drop-out, violence, and mental-health problems. The CTCs have additional workgroups that address specific issues such as suicide prevention and substance abuse.

With sponsorship from the Rice Memorial Clinic Foundation, CCMHS Institute staff have been offering both Adult and Youth Mental Health First Aid® courses, which teach skills for helping someone who is developing a mental health problem or experiencing a mental health crisis. In 2016, five courses have been offered (two in Houghton, two in Baraga, and one in Ontonagon), with a total of 94 people participating. The attendees included parents, police officers, EMTs, clergy, school counselors, and other members of community agencies. They learned a simple 5-step strategy that includes assessing risk, respectfully listening to and supporting the individual in crisis, and identifying appropriate professional help and other supports.

CCMHS' ability to provide services to persons depends on specific eligibility criteria, as required by the Mental Health Code and MDHHS contract. CCMHS will continue to educate community partners about eligibility requirements and assist them in understanding the services we provide, as well as other available resources. In cooperation with NorthCare Network, CCMHS will continue to provide persons looking for services who do not meet eligibility with referral information.

The concern over the increase in substance/drug abuse in our communities is certainly recognized by the program efforts of CCMHS. CCMHS continues to provide services to persons with co-occurring disorders that meet the eligibility criteria for community mental health services. Those who do not meet the eligibility criteria are referred to substance abuse providers in the area. CCMHS collaborates with community partners such as the NorthCare Coordinating Agency and Central Diagnostic and Referral Center. CCMHS staff have on-going meetings with other community providers to address area needs and discuss programming plans.

This year a question was added regarding integrated mental and physical care (see page 3). Respondents offered a variety of ideas which will be reviewed and considered by CCMHS management and staff. We will be working to implement one or more projects addressing this issue soon.

In conclusion, CCMHS would like to thank all those individuals who participated in this assessment process. Thank you to our stakeholders who took the time to complete and return the survey. We appreciate your feedback.