

**COPPER
COUNTRY
MENTAL
HEALTH
SERVICES
ANNUAL REPORT
FY 2018**

COPPER COUNTRY MENTAL HEALTH SERVICES



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Executive Director

C. Michelle Morgan, M.D.

Medical Director

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Associate Director

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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 eligible 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 is pleased to present the Annual Report for 2018. Some highlights include:

- Northern Lights Clubhouse achieves international certification!
- Our response to the aftermath of the Father's Day flood
- MyStrength, a web-based tool to help address mental health
- An update from the trauma committee

Thanks to the Rice Memorial Foundation, we continued our annual Recovery Lecture Series. This year's speaker was retired U.S. Air Force Intelligence Officer Trish Russell. She talked about her recovery journey after experiencing trauma and offered hope to others who have been through traumatic experiences.

You may recall that Copper Country Mental Health has a waiting list for services to people who do not have Medicaid. These services are funded by what is called General Fund monies. Due to drastic cuts in funding, for the past four years we have rated individuals without Medicaid for severity and urgency and served those individuals with the most severe forms of mental illness and/or intellectual/developmental disabilities. People who do not rate high enough are placed on a waiting list.

Fortunately, our General Fund dollars from the State have increased! This has allowed us to serve many people who were previously on the waiting list. We encourage anyone who believes they need services, regardless of insurance carrier, to call NorthCare Access at 888-906-9060 to determine if he or she qualifies for services.

We sincerely thank the many people and organizations who work with and for us in providing high quality behavioral health services to people throughout the Copper Country.

Jim Tervo, Board Chairperson

CCMHS FISCAL PROFILE

Copper Country Mental Health Services provided services to 952 individuals this fiscal year, utilizing a budget of \$ 16,543,999.

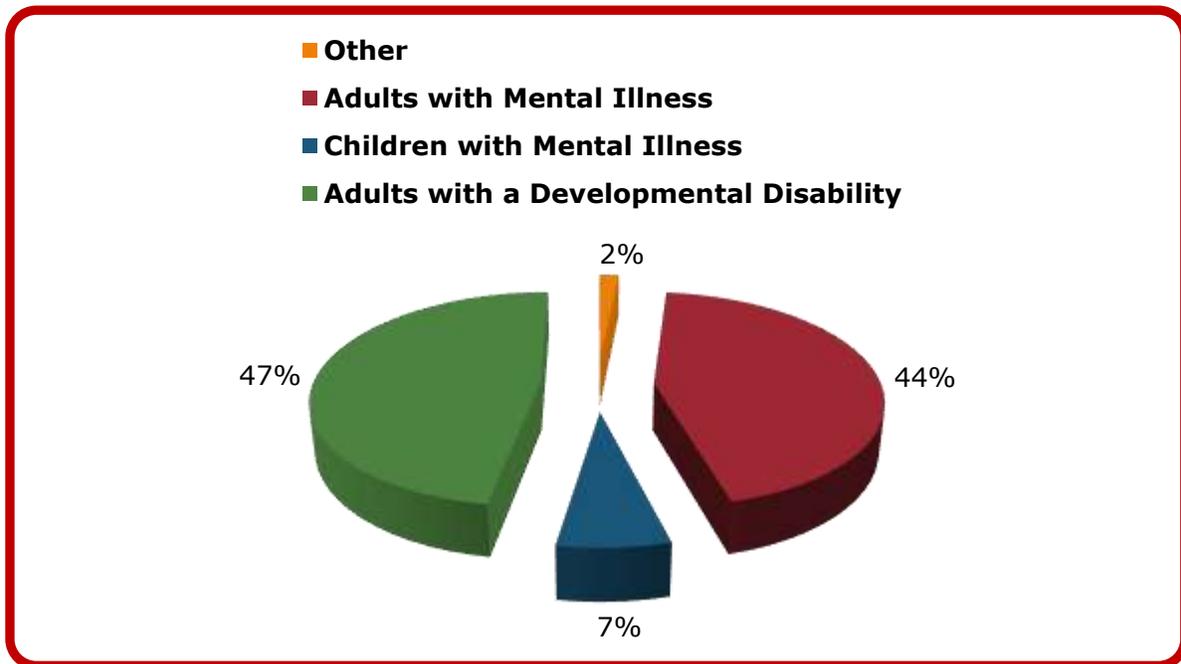
Revenue: October 1, 2017 – September 30, 2018

State General Fund.....	\$677,477
Medicaid.....	\$13,244,453
Healthy Michigan.....	\$1,173,503
County Appropriation.....	\$255,604
Other.....	<u>\$1,192,962</u>
Total:.....	\$16,543,999

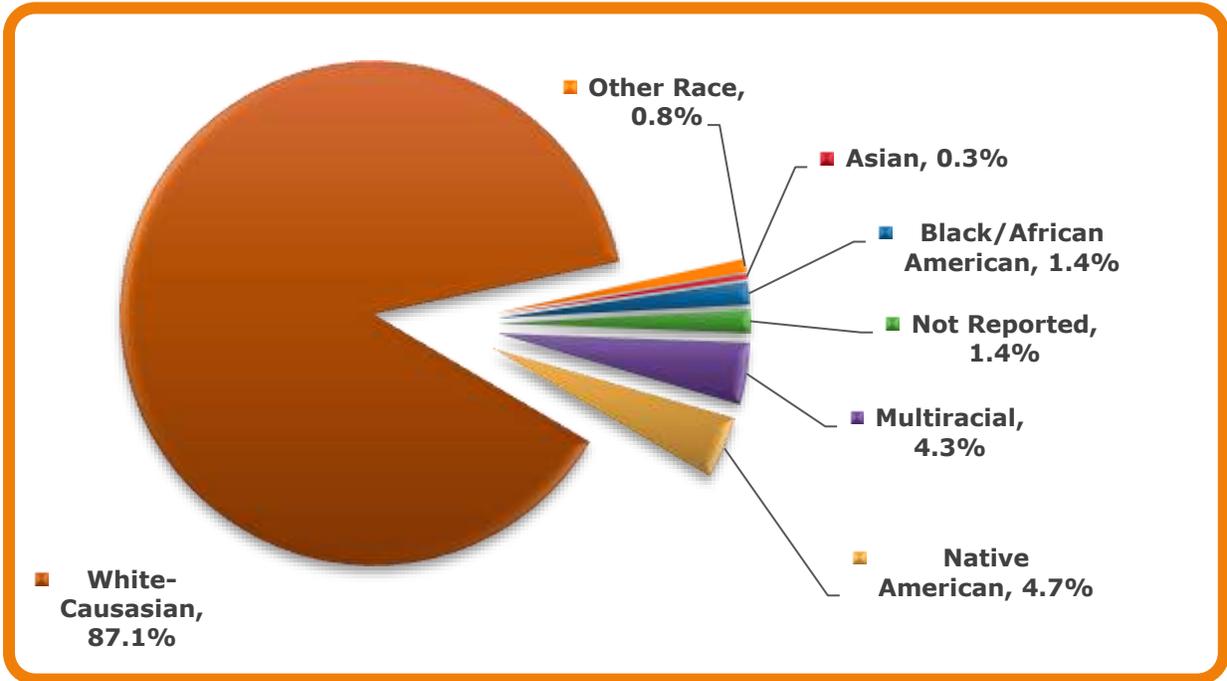
Expenditures: October 1, 2017 – September 30, 2018

Adults with Mental Illness.....	\$7,119,401
Children with Mental Illness.....	\$1,194,852
Adults with Developmental Disabilities.....	\$7,785,206
Other.....	<u>\$444,540</u>
Total:.....	\$16,543,999

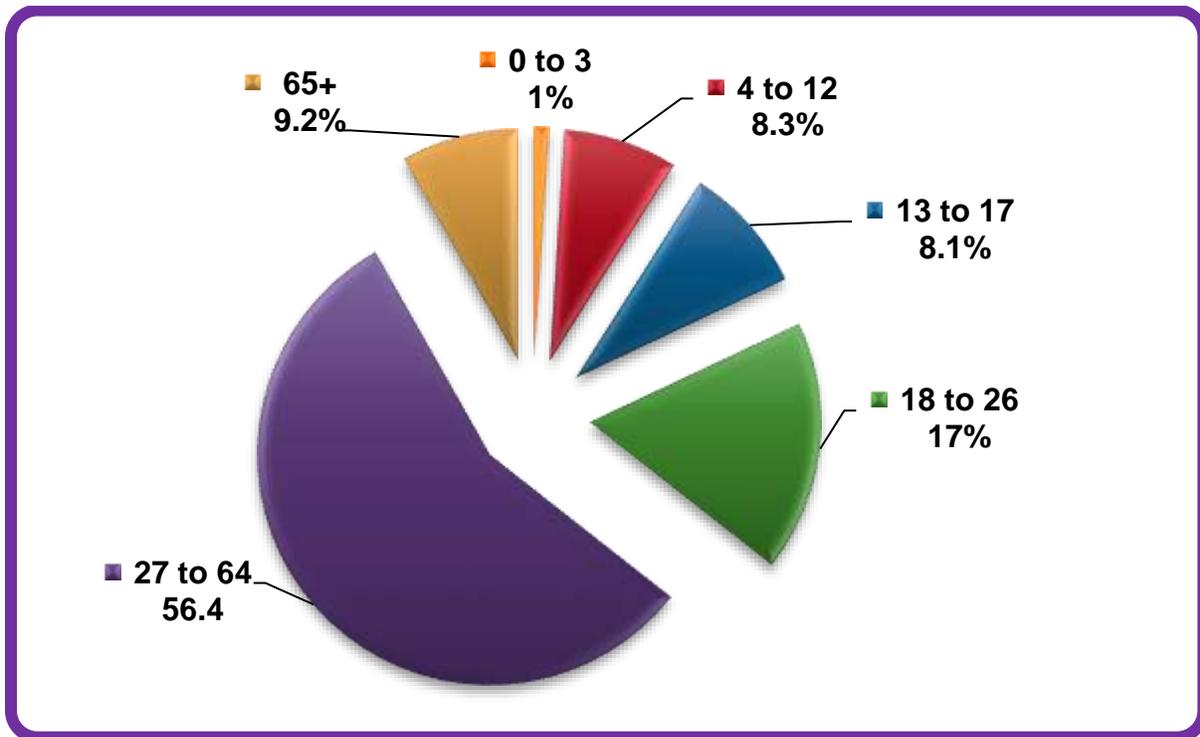
EXPENDITURES BY CONSUMER SERVED



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 **809** questionnaires and **198** were returned, for a response rate of **24.5%**. Last year's response rate was 24.2%. Overall satisfaction rate was **96.7%**, which is slightly up from last year (95.6%).

Results from specific items are as follows:

- 97.4%** - 1. Appointments are scheduled at times that work best for me.
- 97.8%** - 2. I am informed of my rights.
- 97.5%** - 3. I feel better because of the services received.
- 93.9%** - 4. I know what to do if I have a concern or complaint.
- 96.8%** - 5. Staff is sensitive to my cultural/ethnic background.
- 95.8%** - 6. I was able to get the type of services I needed.
- 98.4%** - 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.
- 94.0%** - 9. I am satisfied with the help I received when calling the crisis line after 5pm Monday-Friday or on weekends.
- 97.0%** - 10. I would recommend these services to a friend or relative.

Some comments from our consumers:

Mark C-O is the best!! He's awesome!!!!

I have been more than satisfied with Oak House.

I'm very happy to get the help from Copper Country Mental Health. I have learned a lot with my money and how to budget it well.

Quincy House has an awesome Team Leader and also awesome staff.

I believe everyone was considerate and nice and understanding about my services. They did their best.

In January 2015, 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 174 surveys with the recovery section completed, and the overall satisfaction rate for that section was **76.1%**. Last year's rate was 80.1%.

Results from those items are as follows:

80.1% - 1. I am hopeful about my future.

87.6% - 2. I am willing to ask for help.

76.6% - 3. I believe that I can meet my current personal goals.

89.0% - 4. I have people I can count on.

60.0% - 5. Coping with my mental illness is no longer the main focus of my life.

59.3% - 6. My symptoms interfere less and less with my life.

80.3% - 7. My services and supports from Community Mental Health are helping me in my recovery.

Additional comments regarding recovery:

My therapist Devin is wonderful and I feel comfortable talking with her. Thanks!

The staff at Stanton House are awesome in taking care of _____. They do a great job.

Self Determination has shifted my life from "can't" to "can". It's huge.

I am doing the best I can and do get a large amount of support and training at CCMH. Thank you.

I have very disabling depression & anxiety. Crystal help me understand it better.

VISIT US ON THE WEB
www.cccmh.org

AGENCY HIGHLIGHTS

Clubhouse International Accreditation



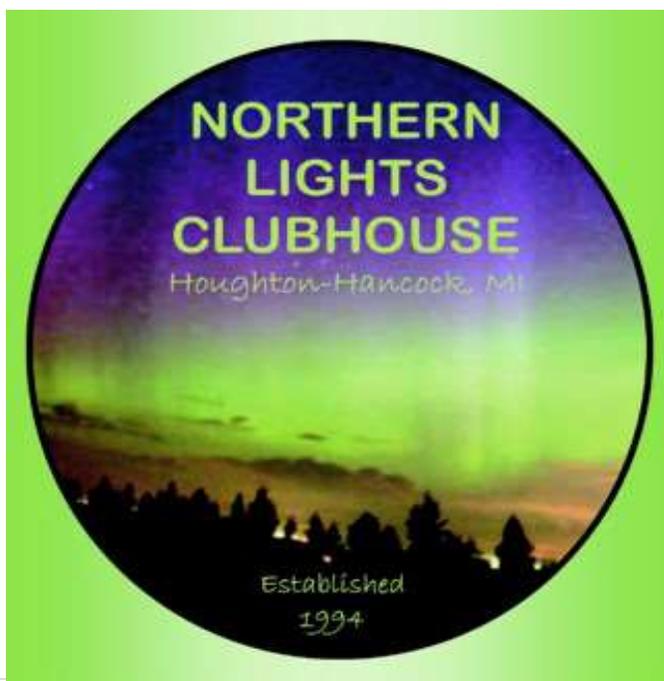
Northern Lights Clubhouse is an evidence-based, psychosocial rehabilitation program for adults with mental illness. Members and staff work side by side to carry out all the tasks necessary to run the program, while developing relationships and engaging in meaningful work. Northern Lights Clubhouse is part of a network of 46 clubhouses in Michigan and over 300 throughout the world in 38 different countries.

Northern Lights Clubhouse achieved International Accreditation status in October 2018, which is a huge accomplishment! During the past three years, colleagues (members and staff) were very busy. We received instruction at clubhouse training bases in St. Louis and Worcester, studied the Clubhouse International Standards, developed and carried out action plans, and completed an extensive self-study

and questionnaire. Faculty from Clubhouse International visited us in May 2018 to review our self-study and tour our program, before awarding us International Accreditation. They also gave us ideas to continue improvement, and Clubhouse colleagues have had many meetings and group discussions about how to carry them out.

In the past few years, Northern Lights developed a transitional employment program and incorporated employment into their culture. As a result, the number of members who have jobs has increased. Clubhouse now has a wellness committee that has helped implement healthier lunch and snack choices and walks in the community during the lunch hour. The work-ordered day has been strengthened, and members have increased the amount of time that they spend at clubhouse engaged in the work-ordered day. These are just some of the many positive changes that have occurred at Northern Lights.

Having an accredited clubhouse ensures that Northern Lights provides an environment where members feel welcomed and valued as productive members of our community. This is important to help members achieve their full potential. Members at Northern Lights are rightfully proud of their efforts to make their clubhouse a place where they feel needed and experience a sense of ownership and belonging.



To learn more about Northern Lights Clubhouse, visit our Facebook page at: facebook.com/nlch1994 or Clubhouse International at clubhouse-intl.org.



2018 Recovery Lecture Series

Each year the Institute coordinates the annual Recovery Lecture Series, sponsored by Copper Country Mental Health and the Rice Memorial Clinic Foundation. Trauma recovery was the focus of the 2018 lecture. According to the National Institute of Mental Health, as many as eight percent of adults will experience post-traumatic stress disorder (PTSD) at some point in their lives. Emerging treatments bring hope for recovery from the debilitating symptoms of PTSD that can seriously impair social, occupational, physical, and cognitive functioning.

On June 27, 2018, retired USAF Intelligence Officer and trauma survivor Trish Russell shared her recovery story to afternoon and evening audiences. She spoke to over 150 people about her healing process after trauma and introduced the audiences to the ARC Journey, a three-step post trauma recovery plan. Trish specializes in empowering business women to serve their clients, be present with family, and engage their community.



Institute Highlights

The Institute provides a variety of training, education, and prevention programs to address both mental health and substance abuse. In 2018 the Institute provided numerous presentations and newspaper articles on a variety of topics, including wellness, Mental Health First Aid™, substance use, healthy eating and recovery. We also participated in local wellness fairs with appropriate information for the audience in attendance.

Some of our programs reach children in local schools and cover topics such as social-emotional health, which leads to academic and relationship success. We also address childhood obesity, physical fitness, nutrition, and healthy food choices and provide parents with information to reinforce the lessons their children are learning.

Below is more detail on four other projects:

Integrating Health into the School Improvement Plan

This is a joint project with the Michigan Department of Health and Human Services and the Michigan Elementary and Middle School Principals Association to provide training and health education instructional materials for the Michigan Model for Health™ Curriculum. The project also makes available onsite staff training in the Whole School, Whole Community, and Whole Child model, and provides consultation and technical assistance in conducting the Healthy School Action Tool needs assessment. This assessment is used to create a health-related school improvement goal and strategic plan that will be included in their 2018-19 School Improvement Plan. This project also works with schools to strengthen their Local School Wellness Team.

Fit Together

This is a pilot program supported by a Mental Health Block Grant awarded by the Michigan Department of Health and Human Services, which connects consumers of Copper Country Community Mental Health services with area fitness opportunities in order to reduce health risks, manage symptoms, and decrease stigma. Through our

collaboration with area fitness businesses and instructors, consumers can try classes such as yoga or cardio drumming, learn how to use gym equipment, consult with a personal trainer to formulate a fitness plan, and try an outdoor activity like biking or kayaking. In 2018, the program had 32 enrolled and active participants for the six-month pilot, exceeding the goals of the proposal and leading to more funding to continue the program into 2019.

Act4Health

We implemented this project as a pilot with the Michigan Fitness Foundation, Health & Wellness Innovations, and the Michigan Health Endowment Fund. It is a free online tool that includes:

- Dashboards to track activity, diet, and other health indicators and monitor progress toward goals.
- Personal health coaches to offer advice, support, and motivation.
- Action plans based on individual health needs and goals.
- A calendar of upcoming educational, motivational, and recreational events.

Copper Country Act4Health registered 193 users through outreach efforts that included free fitness and cooking events, and a presence at local farmers' markets, health fairs and expos. We also completed two focus groups of Act4Health users which supplied valuable feedback for improving the online tool.

Mental Health First Aid™

This is a training that teaches participants how to help people developing a mental illness or in a mental health crisis. The Institute provided four Mental Health First Aid™ trainings last year: one for people living and working with youth, two for people living and working with adults, and one with Veterans and their family members. In total we trained 54 Mental Health First Aiders, including parents, providers, law enforcement, EMTs, professionals from the medical community, school counselors and human service providers. The program is supported by the Rice Memorial Clinic Foundation.

Flood Outreach

The Father's Day 2018 flood that occurred in the Copper Country was an unexpected and large-scale event. The damage was extensive. Businesses, homes, property, roads, trails, and vehicles were damaged or destroyed all around the area. Bridges and culverts washed out, sink holes appeared, and mud and rocks were everywhere they shouldn't be. Pictures, videos, news reports, and neighbors shared information and support throughout the event and in the days and weeks that followed.

We recognized a community need for mental health support and organized supports for the community. The people of this area are very resilient and cohesive; however, a natural disaster of this magnitude leaves not only physical effects in its wake, but it also influences the mental health and wellness of the people who experienced it.

Clinicians were trained in Psychological First Aid through The National Child Traumatic Stress Network, and two dates for walk-ins were scheduled in July. The service was confidential and did not require paperwork to be completed. Handouts on parenting tips, relaxation, healthy coping strategies, and strengthening social connections were provided to all participants. Current needs were assessed and referrals were made to our access center (NorthCare) and/or Dial Help as needed.

We also planned a free community forum where Copper Country Mental Health and Dial Help staff presented information about recognizing symptoms of trauma, secondary trauma, traumatic grief, and coping with trauma. "Copper Country Strong: Health After Disaster" was held on September 17, 2018 from 5:30 pm to 7:00 pm at the Houghton High School auditorium. Both TV6 News and the Daily Mining Gazette attended and reported on the event over the following days. We look forward to continuing to support the Copper Country as we recover from the Father's Day flood.

MyStrength

Would you use a web-based tool to help you track different areas of your life like your mood, exercise, sleep and more? Do you want to be able to set goals for yourself that include small steps? Do you want to do it from the comfort of your home in your pajamas at midnight or with your cup of morning coffee? If so, MyStrength may be a tool that will benefit you.

MyStrength is an evidence-based, free self-help resource that uses the internet to support consumers in developing skills. This same tool also addresses self-care for staff. MyStrength offers a mind-body connection perspective, is interactive, has been proven to show positive results, is personalized, and is available 24/7/365. Additionally, the program offers hope and help in ways that are easy to connect with in our mobile and busy world. MyStrength addresses a wide variety of concerns, such as depression, anxiety, stress, substance abuse, chronic pain, and sleep concerns.

The platform has a community that offers positive inspiration. It also has a database of short video clips to help you meditate or learn more about a specific topic. This tool can be used to set goals in therapy but can also be used by anybody on their own terms. It's kind of like Pinterest meets Facebook.

This tool is available to staff, consumers, and community members. To see for yourself, go to mystrength.com and use the code NCNCOMMUNITY. MyStrength is also available to use as an app for Android and IOS products in the respective app stores.

Self Determination 101

It's been said that Calculus is a simple idea stretched into thousands of complicated examples. At the core, the idea of self-determination, or self-directed services, is similarly simple. That is, giving the maximum amount of control over the provision of mental health supports and

services back to service recipients and their families. But the nuts and bolts can get a little complicated.

Self-determination is a product of person-centered planning. This approach shifts power back to the person at the center of the plan of service. This means that the person receiving services, or their family, hires a staff person of their choosing to provide their services. That staff person must pass pre-employment screening and complete training, just as Copper Country Mental Health staff do; however, the family hires, schedules, and sometimes fires their own staff.

Companies known as fiscal intermediaries pay the staff and perform other employment functions. Our agency currently has contracts with two such companies to provide these services.

Because Medicaid funds are used for these services, it is critical to follow Medicaid rules. We help consumers develop 168-hour schedules and plan services to ensure that that Medicaid standards are met. We currently have 17 people across the four counties that receive some of their services in this fashion. These services include taking people into the community to increase independence and providing respite to caregivers. Families have described these services as life-changing.

Trauma Committee

For the past two years, CCMH staff and a consumer representative have met regularly to discuss how we as an agency can better work with people who have lived through traumatic experiences. There are several ways we have made progress toward that goal in the past year:

- We added a trauma screening and assessment for adults to our intake process, so that we now screen and assess for trauma in both children and adults.
- We already offer an evidence-based treatment for children dealing with trauma (Trauma-Focused Cognitive Behavior Therapy), so we focused on therapies we could offer to adults in addition to our

usual services. As a result of those discussions, we will offer Seeking Safety in 2019, a group therapy that is evidence-based.

- We organized a training by trauma expert Ambrosia Jackson. In July 2018 she offered a "Trauma 101" class so that all our staff, not just therapists, could learn to recognize trauma and respond to it effectively.
- We recognized that our staff who help people who have lived through trauma can themselves be traumatized by hearing about events such as abuse and neglect. This is called secondary traumatic stress, or STS. Staff who are affected this way can be less effective in helping others, so we organized supervision groups led by our Outpatient Director. These groups help supervisors recognize STS not only in themselves, but also in staff. In the spring of 2019 we plan to have another expert in trauma provide further training to supervisors.
- 61 consumers completed a Trauma-Informed Consumer Survey. This survey identified two main areas where we can improve: Making sure consumers feel safe and providing them with opportunities to make suggestions. We already ask consumers about their satisfaction with services, but we now make an extra effort to ask consumers about what would make them safe. We also put signs up to draw attention to our suggestion boxes, which we check regularly.

If you would like to learn more about trauma, a good place to start is <https://learn.nctsn.org/>.

Autism Program

The Autism Program is one of the newer programs at CCCMH, providing services for individuals through 21 years old diagnosed with Autism Spectrum Disorder. As laid out by the Michigan Autism Spectrum Disorders State Plan of 2012, the program provides Supports Coordination and Applied Behavior Analysis services to qualifying children and young adults. Clinicians and direct staff work



with consumers and their families to teach a wide range of skills, from food preparation and daily living skills, to cognitive and language abilities, to teaching safe and appropriate alternatives to dangerous behaviors. The goal is for them to succeed in school and social environments and become more independent. The number of individuals served is constantly changing, as some “graduate” from the program and no longer require our assistance. Others begin our services so that we can help them achieve the most independent, fulfilling lives possible!

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 for children and adults 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 increase his economic self-sufficiency and/or to engage in meaningful activities such as school, work, and/or volunteering.

Wraparound

Wraparound is a structured approach to service planning provided 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 is a particularly effective approach in serving children served by multiple systems

CODE OF ETHICS

CCMHSB Adopted 8/29/01, Revised 7/27/16

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:

- ***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***

Code of Ethics continued...

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.

Code of Ethics continued...

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.
- ◆ We ensure employees, and clinical and non-clinical contractors are not excluded from Federal or State Health Care Programs.

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.

CCMHS BOARD OF DIRECTORS

James Tervo Chassell
31 years on Board
Board Chairperson

Pat Rozich Hancock
28 years on Board
Board Vice Chairperson

James Fyfe Ontonagon
11 years on Board

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

Barry Fink Houghton
6 years on Board

Richard Bourdeau Mass City
4 years on Board
Ontonagon County
Commissioner

Kathleen Johnson
4 years on Board Lake Linden

Zach Edgerton Houghton
3 years on Board

Sandra Gayk Allouez
2 years on Board
Keweenaw County
Commissioner

Albert Koskela Calumet
6 years total on Board
Houghton County
Commissioner

Catherine Paavola Pelkie
1 year on Board

Jacquelyn Treadeau L'Anse
Appointed in December, 2018

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