

**COPPER
COUNTRY
MENTAL
HEALTH
SERVICES
ANNUAL REPORT
FY 2019**

COPPER COUNTRY MENTAL HEALTH SERVICES



Cari Raboin, M.S., L.L.P.

Executive Director

Kristin McArthur, M.D.

Medical Director

Mike Bach, M.A., L.L.P.

Associate Director

Susan Serafini

Finance Director

Dawn Gibson

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 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 2019. Some highlights include:

- Art classes in Baraga and an update from the Institute
- Ontonagon volunteers and a new therapy group

Thanks to the Rice Memorial Clinic Foundation, we continued our annual Recovery Lecture Series. This year's speaker was Jeremy Gatta, who shared his story entitled, "Independence!" We were inspired by how he overcame obstacles and accomplished his dream of living independently.

For the second consecutive year, Ambrosia Jackson, a Trauma Informed Care Reviewer for the State of Michigan, trained us on trauma. She helped us understand the effects of trauma on the people we serve and how we can take care of ourselves, so that we can be as effective as possible in helping others.

Last year we were happy to report that our waiting list for services to people who do not have Medicaid had decreased, meaning we were able to serve more people who qualify for services. Happily, this funding has been further increased, so that we are now able to serve most people, even if they do not have Medicaid.

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.

Pat Rozich, Board Chairperson

CCMHS FISCAL PROFILE

Copper Country Mental Health Services provided services to 1,011 individuals this fiscal year, utilizing a budget of \$ 18,102,846.

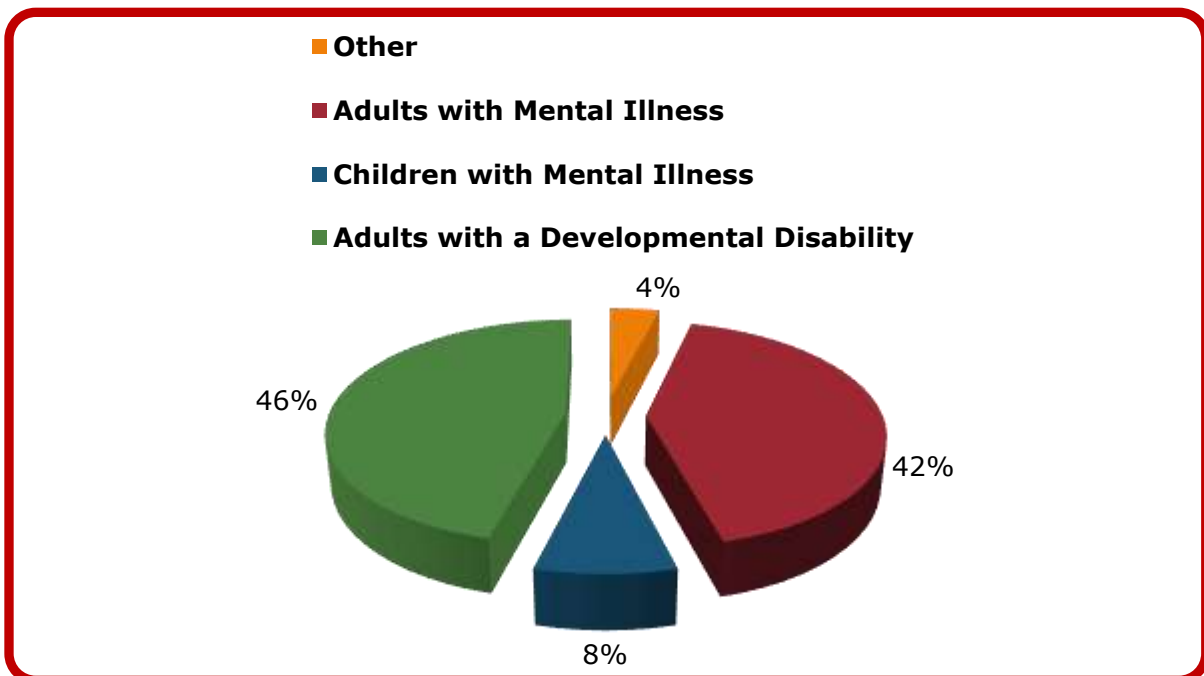
Revenue: October 1, 2018 – September 30, 2019

State General Fund.....	\$815,761
Medicaid.....	\$14,068,145
Healthy Michigan.....	\$1,497,630
County Appropriation.....	\$255,604
Other.....	<u>\$1,465,706</u>
Total:.....	\$18,102,846

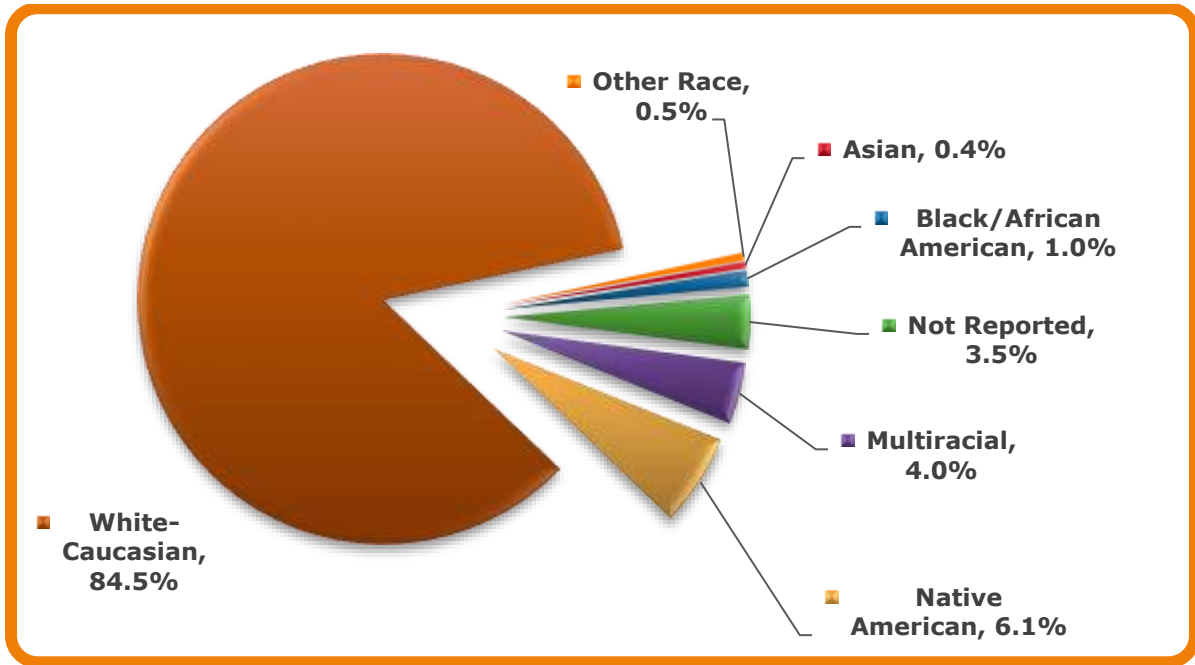
Expenditures: October 1, 2018 – September 30, 2019

Adults with Mental Illness.....	\$7,635,245
Children with Mental Illness.....	\$1,463,559
Adults with Developmental Disabilities.....	\$8,295,466
Other.....	<u>\$708,576</u>
Total:.....	\$18,102,846

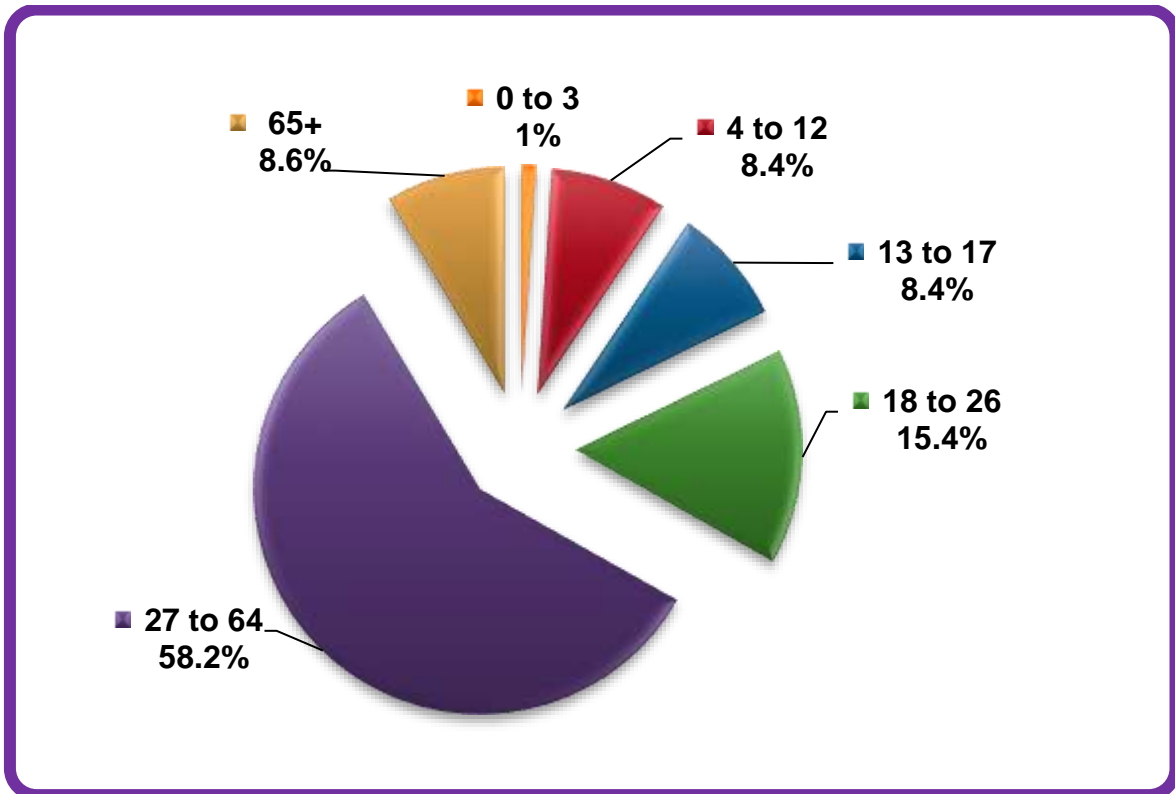
EXPENDITURES BY CONSUMER SERVED



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 947 questionnaires and 186 were returned, for a response rate of 19.6%. Last year's response rate was 24.5%. The overall satisfaction rate was **94.7%**, which is slightly down from last year (96.7%).

Results from specific items are as follows:

98.4% - 1. Appointments are scheduled at times that work best for me.

93.1% - 2. I am informed of my rights.

93.7% - 3. I feel better because of the services received.

94.1% - 4. I know what to do if I have a concern or complaint.

95.2% - 5. Staff is sensitive to my cultural/ethnic background.

98.1% - 6. I was able to get the type of services I needed.

97.8% - 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.

92.4% - 9. I am satisfied with the help I received when calling the crisis line after 5pm Monday-Friday or on weekends.

93.9% - 10. I would recommend these services to a friend or relative.

Some comments from our consumers:

"Thank you all for helping me.

"I am very pleased with the help I am getting."

"They do the best they can to meet my needs and they really listen to what I have to say."

"Great job."

In January 2015, seven questions were added to the regional survey to learn about a person's recovery journey thus far with Community Mental Health. We received 161 surveys with the recovery section completed, and the overall satisfaction rate for that section was **79.4%**. Last year's rate was 76.1%.

Results from the recovery items are as follows:

84.7% - 1. I am hopeful about my future.

90.5% - 2. I am willing to ask for help.

82.4% - 3. I believe that I can meet my current personal goals.

89.9% - 4. I have people I can count on.

62.8% - 5. Coping with my mental illness is no longer the main focus of my life.

61.7% - 6. My symptoms interfere less and less with my life.

84.1% - 7. My services and supports from Community Mental Health are helping me in my recovery.

Additional comments regarding recovery:

"I feel like I have accomplished a lot in my life with the help of Mental Health and the people there. My case worker Kristy has helped me with a lot of things. Thank you."

"I feel I'm learning coping skills."

"Because of the services I've received I am actually moving forward with recovery. I am in awe over how far I've come and how CCMH has been a major part of that. Thank you for helping me get my life back."

VISIT US ON THE WEB

www.cccmh.org

AGENCY HIGHLIGHTS

Budding Artists Enjoy Refining Their Craft

This fall we at the Baraga County Center had the good fortune to begin an art collaboration with Payne Chassen and Bill Steinhardt, co-owners of the Village Gift Store in L'Anse. The couple has a remarkable vision for the store. Bill playfully describes it as an "authoritarian co-op." The business is managed by the couple with input from the 52 collaborating artists. Bill states, "We have no employees here. Artists staff the store and then can place items for sale." In addition to providing a retail space to sell art, the business hosts classes taught by local artists in addition to classes taught by Payne and Bill.

In November Bonnie Huhtasaari, a CCMH staff, began taking people weekly in small groups to attend art classes there. She is very committed to providing support to the aspiring artists and frequently remarks about how much she enjoys the group.



From left to right, Payne Chassen, Instructor, Bonnie Huhtasaari, CCMH staff, and artists T.J. Oakes and April Koivu work on a fused glass project

T. J. Oakes enjoys working in different media but reminds us that some projects require patience. When discussing fused glass, he states, "We won't know if it's any good until it comes out of the kiln." Art students universally describe the classes as one of their favorite components of the CCMH program.

In addition to providing the venue, materials and expertise to the CCMH group, there are numbers of other groups and classes Payne and Bill support. Bill explains, "We think it is so important to give back to this community in the ways we can, we have been so supported here."

***"Art is the Most
Intense Mode of
Individualism the
World has Known"***

Oscar Wilde

Although the collaboration is still in its infancy, it is clear that the partnership is producing valuable experiences for people and has the potential for possible expansion and development.

Institute Highlights

The Institute delivers training and prevention services (Mental Health and Substance Abuse) using a proactive approach to reduce risk factors, increase resiliency, and promote wellness. The Institute this year delivered numerous public presentations and newspaper articles on a variety of topics, including wellness, nutrition, Mental Health First Aid, substance use, disaster trauma, seasonal affective disorder, empathic listening, forgiveness, physical activity, independence, and how to make healthy changes. The Institute coordinates orientation and annual training for CCMH staff as well as staff at local agencies who serve CCMH consumers. Institute staff also represent Copper Country Mental Health at local wellness fairs.

Moving More, Eating Better, a program funded by a Supplemental Nutrition Assistance Program education grant through the Michigan Fitness Foundation, is designed to help reduce disease risk by encouraging better nutrition and increased physical activity among adults with intellectual/developmental disabilities living in our adult foster care (AFC) homes. Direct care staff from several AFC homes participated in Cooking Matters classes, which is designed to give participants a more advanced understanding of nutrition, additional tools for influencing consumer food choices, and hands-on cooking instruction through the use of healthy recipes. Residents at five AFC homes took part in Linking Lessons, an eight-week course which included discussion and activities designed to help them make healthier food choices as well as try a new physical activity each week. In addition, staff at each participating AFC home collaborated to find ways to support healthy choices. Changes implemented included the purchase of lawn games, a healthy activity/recipe suggestion box, a weekly cooking activity for consumers, and including short movement breaks through the day (such as 10 minutes of stretching before lunch, or a walk after dinner).

Fit Together is a pilot program supported by a Mental Health Block Grant awarded by the Michigan Department of Health and Human Services which connects adult (age 18 and older) consumers of CCMHS who have a primary diagnosis of serious mental illness with area fitness opportunities, with the goals of reducing health risks, managing symptoms, and reducing 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 become more comfortable in a gym environment, or try an outdoor activity like biking or kayaking. Fit Together served 43 active participants in 2019.

Mental Health First Aid™ teaches participants how to help someone experiencing a mental illness or a mental health crisis. The Institute offered three Mental Health First Aid trainings this year, including two MHFA trainings for people living or working with adults, and one for those working or living with youth. To date we have trained over 300



Market with a program called “stock healthy shop healthy.” This program distributed recipe samples featuring in-season produce available at the market. Surveys suggest that vendors sold more fresh fruits and vegetables and that customers learned simple ways to cook produce. Community member surveys revealed barriers to eating healthy, which will help inform future health projects.

Communities That Care (CTC) is a collaboration of key community stakeholders who study local youth data involving health risk and develop coordinated prevention efforts designed to help youth succeed. A NorthCare contract enables us to coordinate these efforts in Ontonagon and Gogebic Counties.

UP Health Project is a Michigan Health Endowment Fund project through the Delta-Schoolcraft ISD. It is focused on improving the nutrition, physical fitness and social-emotional well-being of all students, with an emphasis on fifth and sixth graders (Calumet, Laurium, Keweenaw Elementary School; E.B. Holman School; South Range Elementary School; Ontonagon Area Schools; and Wakefield-Marenisco Elementary School).

Integrating Health into the School Improvement Plan 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, and provide onsite staff training in the Whole School, Whole Community, and Whole Child (WSCC) model. In addition, we offer consultation and technical assistance for the Healthy School Action Tool, a needs assessment to assist schools in developing a health-related school improvement goal and strategic School Improvement Plan. This project also works with schools to strengthen Local School Wellness Teams.

Update from the Trauma Committee

At CCMHS, we recognize that many of the people we serve have been through traumatic experiences. We also recognize that our staff who support them can experience what is known as secondary traumatic stress (STS). STS is caused when caring people repeatedly hear stories of trauma from other people, and it can occur in roles such as law enforcement, firefighting, and health care. The symptoms of STS include nightmares, feeling disconnected from loved ones, frequent illness, and low morale. People who experience burnout may have similar symptoms, but STS stems directly from vicarious exposure to trauma.

We want our workers to be aware of what STS is and how to minimize its impact, so that we can provide the highest quality of service. To accomplish this, we provide training to staff and supervisors on the causes and symptoms of STS, as well as how to cope. Support from co-workers and family is an important protective factor, as are having an active lifestyle and hobbies outside of work.

For more information about STS, check out the Professional Quality of Life Measure at ProQOL.org.

Ontonagon Volunteers Contribute to the Community

People from the Ontonagon Center have been giving back to their community by volunteering both in Ontonagon and Houghton counties. Sue Kempen and Kathi Miller are the staff primarily helping day program members volunteer in a variety of sites. Locally Sue and Kathi bring people to the Ontonagon library where they help with discarding old books. They black-out the bar codes, stamp, and box up all the books. Additionally, they bring books to Houghton for the REMC1/CCISD book exchange every Thursday. They do the delivery, pick up, and drop off for the Houghton and Ontonagon libraries.



Ontonagon volunteers, from left: Sue Kempen, Joe Cottenham, Lola Mariacher, Deanna Fooce, David Gourneau, Alfred Godfried, Terry Niva and David Cottenham

Sue and Kathi also assist volunteers at Aspirus Long Term Care every Monday. They bring people there to run the games/activities. The day program members play bingo, dice, bean bag toss, etc. with the elders at the facility. They help the elders retrieve game pieces and help them play the games. While at the facility, they also visit and socialize with those that don't partake in games/activities. Many of the elders have mentioned that they look forward to the visits.

Additionally, Sue and Kathi help day program members with the Fit Together Program at the Aspirus Fitness Center in Ontonagon. All of the members of Fit Together also chose to join the "Waist A-Weigh" contest at the fitness center. Participants weigh in every week and exercise on different machines with the help of the fitness center's personal trainers. Members state that they really enjoy the healthy activity.

Seeking Safety Proves Successful

Seeking Safety is an evidenced-based cognitive behavioral approach to treating the specific difficulties that persons who have alcohol or drug use disorders and Post Traumatic Stress Disorder may face. Linda Najavitis, Ph.D., began the model in 1992, and with its most recent published form in 2002, it has been used successfully with many populations and in varied settings. A key principle of the Seeking Safety model is for consumers to identify safe coping skills, relationships, and responses to thinking and emotions rather than to engage in substance use, self-harm, or reactive emotional states.

February 6th, 2019 marked the first Seeking Safety group held at the Houghton location. This group was facilitated by Outpatient Therapist, Chaya Henkel LMSW, CAADC, who has implemented the full curriculum in a variety of clinical populations and treatment settings. Joining her was CCMH Peer Support Staff Member, Carl Evers, and a Social Work Intern. The group was open to any adult receiving services with CCMH who has experienced trauma and who expressed an interest in developing healthier coping skills.

Group members reported enjoying the Seeking Safety format which includes weekly check-ins, learning new skills, and homework assignments. These assignments were discussed in detail in the group setting with their peers. With the five members completing the modules and graduating from the program, Seeking Safety has proven to be a very positive and successful approach.

We'd like to thank the following individuals for their contributions to the 2019 Annual Report:

Stephanie Blodgett

Chaya Henkel

Julie Maki

Taryn Mason

Brian Rendel

Mick Sheridan

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 for youth and adults 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 CCMHSB Staff. At the core of this code is our belief in accountability and is based on core values of:

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

GENERAL PRINCIPLES

Competence

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

Concern for Others' Welfare

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

Respect

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

Social Responsibility

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

Integrity

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

- ◆ We avoid conflict of interest.

Professional Conduct

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

SPECIFIC PRINCIPLES

Business

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

Pat Rozich Hancock
29 years on Board
Board Chairperson

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

Barry Fink Houghton
7 years on Board

Richard Bourdeau Mass City
5 years on Board
Ontonagon County
Commissioner

Kathleen Johnson Lake Linden
5 years on Board
Board Treasurer

Zach Edgerton Houghton
4 years on Board

Sandra Gayk Allouez
3 years on Board
Keweenaw County
Commissioner

Albert Koskela Calumet
7 years total on Board
Houghton County
Commissioner

Catherine Paavola Pelkie
2 years on Board

Jacquelyn Treadeau L'Anse
1 year on Board

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
TTD/TTY: (906) 482-8037

Rice Memorial Center
CLK Branch
56938 Calumet Avenue
Calumet, MI 49913
(906) 337-5810

Baraga County Center
15644 Skanee Road
L'Anse, MI 49946
(906) 524-5885

The Institute
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