

COMMUNITY REPORT

Fiscal Year 2023

10/1/2022— 9/30/2023

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

Executive Director

Kristin McArthur, M.D.

Medical Director

Leslie Griffith, LMSW

Associate Director

Susan Serafini

Finance Director

Dawn Gibson

Human Resource Director



MISSION

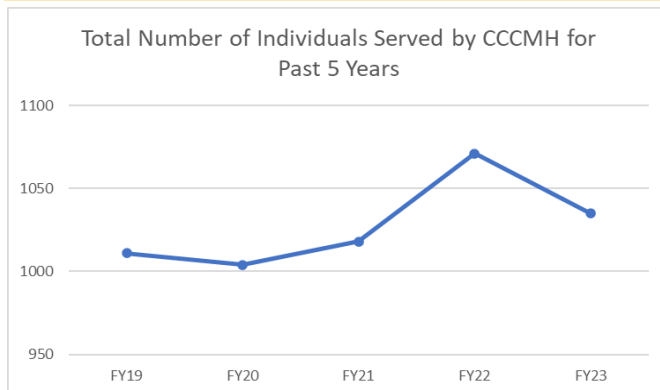
It is the mission of the Copper Country Mental Health Services Board to ensure that appropriate, cost-efficient, and quality behavioral health services are accessible to eligible persons in Baraga, Houghton, Keweenaw, & Ontonagon counties.

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 individuals.



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- * *Nursing Services, pg. 14 & more!*



Supporting independence in the community since 1963!

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 2023.

The report this year focuses on some of our celebrations, changes, and information about the services provided by CCMH. We highlight some of our programs and projects that we do in collaboration with our community partners. CCMH has also been focused on collecting data about some of the areas that people show continued interest in – including law enforcement transports and difficulty in finding inpatient availabilities.

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

James Tervo, Board Chairperson



COPPER COUNTRY MENTAL HEALTH SERVICES
901 W MEMORIAL DR.
HOUGHTON, MI 49931

LETTER TO THE COMMUNITY

In 2005, as part of the shift from a fee-for-service funding of the public mental health system to a managed care model, NorthCare established an Access Center and phone number. For the first time in our history, community members were unable to directly request services from CCMH. However, starting January 3, 2024, CCMH will re-establish an Access Center. People living in Baraga, Houghton, Keweenaw or Ontonagon Counties will be able to call CCMH directly at (906) 483-5555 or 1-877-906-CCMH (2264) to request services. NorthCare will continue to be the managed care organization for specialty mental health services for people with Medicaid, but they will no longer carry out the Access function.

Callers will still complete a 20-25 minute screening, but this will now be with CCMH staff. If people appear to meet criteria for services, we will schedule them for an intake; if they do not, we will help them to find an alternative provider or resource in the community. CCMH is still required by law to direct our services to people with the most severe forms of mental illness or developmental disability. We encourage anyone interested in services to call us, whether or not they have Medicaid.

We are glad to resume Access for our communities! We are looking forward to working with all callers to determine how we can help them or direct them toward community providers and resources. Please visit our website at www.ccmh.org for more information or follow us on Facebook for updates.

60TH ANNIVERSARY EVENT

In August, Copper Country Mental Health closed all offices at noon and hosted a fun event for staff. We also invited board members and previous directors. We had food provided by Border Grill, coffee provided by Biggby, and even a dunk tank that was provided by Superior Rental. It



was very important to have this day with staff to not only celebrate 60 years since our Board was formed, but to thank staff for all that they do/have done.

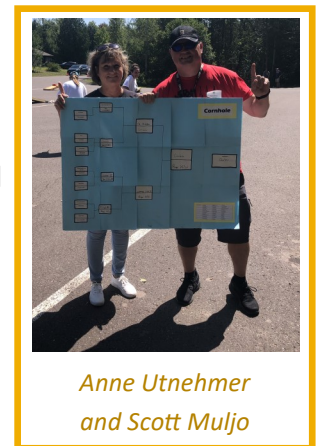
There were multiple game competitions between departments, to which the top three teams were granted a Pizza party, Sundae party or a Donut Party. The overall winner of the games was the Ontonagon center. We also had a cornhole tournament that had 15 teams participate, with Anne Utneher and Scott Muljo crowned as cornhole champions.



Ontonagon Center

All staff that attended the event had their names entered into a raffle. Direct Care staff that were working during the event also had their names entered. There was

over \$1000 spent on prizes for the staff to win. The prizes ranged from gift cards to YETI's, and the top prize was a YETI cooler. Amanda Stromer, one of our Direct Care staff, won the cooler!



Anne Utneher and Scott Muljo

Not only did we want to thank the staff, but we wanted to thank our



community for supporting us for the last 60 years. In the fall, we hosted a coffee and cookie community gathering at all our office locations.



By Eliza Richard

Special thanks to the local businesses listed below for us being able to make our event a success:

- Superior Rental*
- Superior Graphics*
- Biggby Coffee of Houghton*
- Border Grill of Houghton*
- Tadych's Marketplace- Houghton*

CAMP JOSH



The mission of Camp Josh is to provide outdoor recreational opportunities and education for people who have a disability of any kind, focusing on hunting, fishing, and the camp itself. They are a 501(c)(3) Nonprofit Organization and operate on a volunteer basis. They have no paid staff. The camp is located on 40 acres on the Cranberry River in Ontonagon County, and was named after Josh Bader, an enthusiastic young man with a significant mobility impairment, who tragically passed on far too soon. Camp Josh was organized as a 501(c)(3)

in the year 2000. The cabin and grounds were donated by Norman Pestka of Ontonagon.

Camp Josh provides consumers of Copper Country Mental Health with the



opportunity to engage in outdoor leisure activities that they may not otherwise be able to enjoy. Camp Josh volunteers put on two free events per year where consumers can fish and enjoy the outdoors. All equipment is provided and the volunteers, along with CCMH staff, assist the consumers with casting, reeling, and cleaning their fish. Consumers are also able to take the fish they caught home with them to cook. The most recent Camp Josh outing was held in September, where 40 consumers attended and approximately 30 fish were caught. Camp Josh is a valuable organization in our community, and we look forward to continuing to



provide new experiences to our consumers with their help.

By Aunica Bolen

KBIC Collaboration



This summer at the Baraga Center, we were fortunate to be able to collaborate with the Keweenaw Bay Indian Community (KBIC) Tribal Center to provide a community employment opportunity to local consumers.

Some of our consumers have had the opportunity to work at the L'Anse Sentinel the past several years folding newspaper inserts. Aside from that, there have been little to no other community employment opportunities that appropriately fit the needs of some of our individuals with physical and/or cognitive barriers. This leaves many willing consumers without an appropriate opportunity to work and earn money for themselves. The Tribal Center has had an

abundance of old records taking up space in their building that need to be confidentially destroyed. With this collaboration, we have been able to help fill both of these needs!

Our job coaches take consumers to the Tribal Center throughout the week to provide paper shredding on-site. In September alone, they shredded over 400 pounds of paper! Employees at the Tribal Center have been very welcoming and accommodating to ensure a good work experience for our consumers and job coaches.

"I'm pretty excited about the partnership between CCMH and KBIC. I'm proud to be a part of this partnership and it makes me happy to see both sides prosper. Our clients enjoy seeing new faces that are happy to greet them as they come and go. One of our clients asked me if she was 'hired' after working there her first day; she was proud to say she works for the KBIC/CCMH partnership!"
-Shelley Ekdahl, Mental Health Aide

"Several consumers have mentioned they are very happy to be able to shred at the KBIC center. It has allowed staff to coach the consumers working in doing new tasks and tasks differently. Most of the time our consumers get to interact with others who are working at the KBIC as they enter and exit, making it more like an average job place for them. It has given us the opportunity to see who does well in that setting, and who might need something a little different." -Andrew Hildenbrand, Mental Health Aide

By Kimberly Walters

EMPLOYMENT

The job of the Employment Coordinator is to work alongside the consumer to find employment opportunities that not only fit the financial needs of the individual, but also positions that utilize their skills and talents to make for a more fulfilling job experience.

CCMH offers an in-house skill building program. We offer two options:

Working as a member of our cleaning crew.

Which entails working two-hour shifts at minimum wage.

Assist in running the weekly snack cart that is offered on Fridays.

Which entails working three-hour shifts. Eventually, we are hoping to expand these hours.



Each position works to build basic work skills such as work ethic, attendance and working as a team.

Consumer success is what drives community job development. Eric came to CCMH when he was homeless. Now, at 21 years of age, with the help of his case manager and employment coordinator, Eric has obtained a full-time job and an apartment of his own. He began working at the Goodwill store as a cashier and has now moved to a position in the service industry.

We are all very proud of Eric and the hard work he has put forth.

By Ardith Brown



Clubhouse International

Creating Community: Changing the World of Mental Health

Northern Lights Clubhouse offers its own employment program to its members. The Clubhouse Transitional Employment (TE) program is an employment model used for Clubhouse members ready to re-enter the workforce. The member works in the position for 6-9 months and then it is filled with another member, with the Clubhouse retaining that position. Currently, the Clubhouse has a TE shredding position with CCMH and is looking to expand the program into the local community.

Our Clubhouse offers its members the opportunity to attend Job Club and Employment Education meetings. These meetings help our members gain more information on local employment opportunities and fine tune the soft skills needed for these positions.

The Clubhouse also helps its members with reporting wages, resumes, applications, job searches, and interview prep. The Clubhouse celebrates our working members each month with an Employment Dinner that all of our members can attend.

By Scott Muljo

Acute Inpatient Psychiatric Hospitalization

Why is a person admitted to an inpatient unit? People admitted must meet certain criteria, such as imminent risk of harm to self or others due to a mental illness, or being so disorganized they cannot care for themselves.

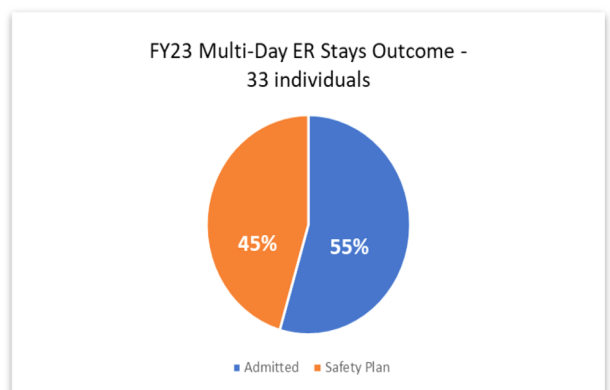
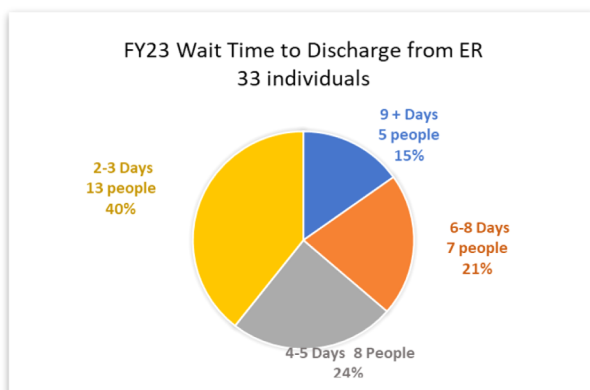
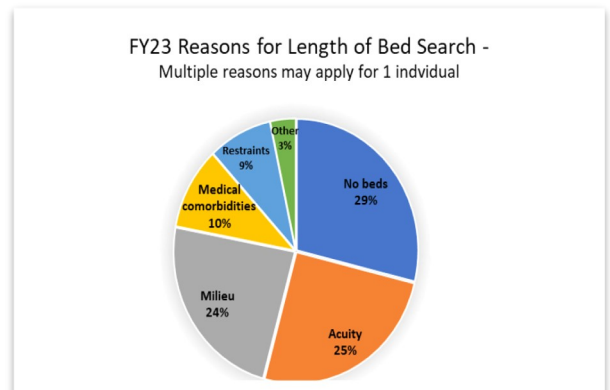
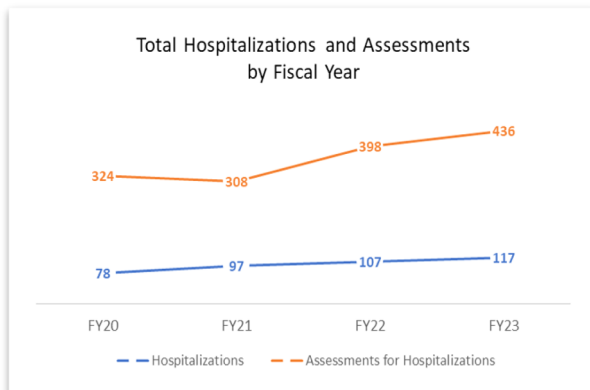
Where are these located? There are two inpatient units for adults located in the U.P. There are about two dozen units located downstate, some of which admit children.

What happens when a person is admitted to one of these units? Most people are in the unit for a week or less. The main goal of admission is to stabilize the person’s symptoms through medications enough to return them to the community for follow-up with an outpatient treatment provider.

Why does it sometimes take days or weeks to get someone from the emergency room to an inpatient unit? CCMH makes the decision whether to hospitalize a person or safety plan them back home within three hours of the time we are contacted by the emergency room. However, psychiatric units do not have to accept patients for whom we request admission. They can deny our request for any reason. The most common reasons they give us are: no bed space, the case is too acute, the unit environment is not appropriate, and the person has serious physical health problems that cannot be managed on the unit.

Below is data from October 1, 2022 to September 30, 2023 on multi-day hospital stays.

Multi-Day Stay is defined as the person staying in the emergency room for two or more days.



To view our frequently asked questions, scan this QR code!



Psychiatric Hospitalization Transportation

Why does local law enforcement have to transport people to these hospitals? Michigan law is very detailed regarding involuntary psychiatric admission, and it describes the process for transporting patients to inpatient units.

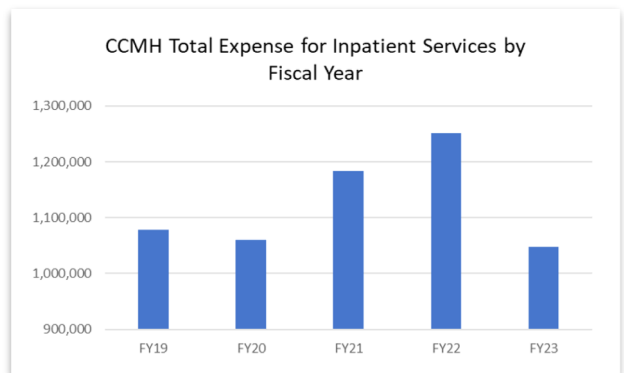
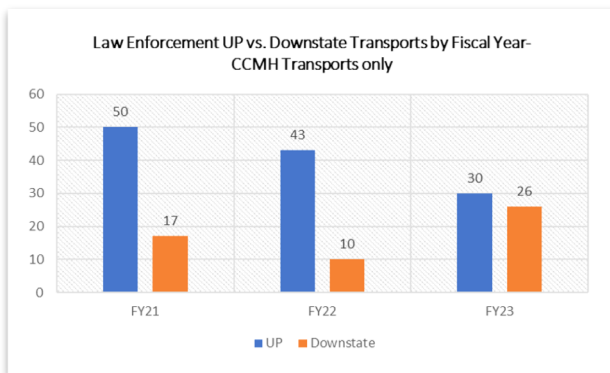
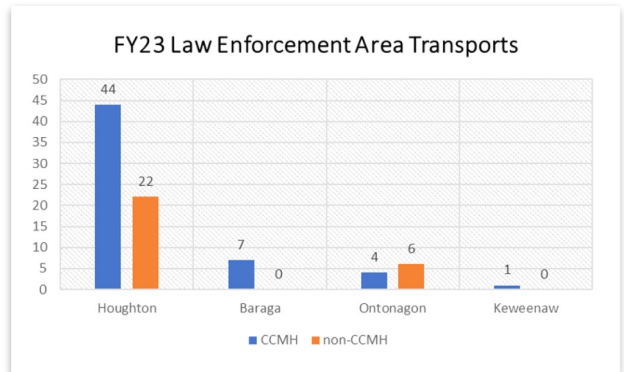
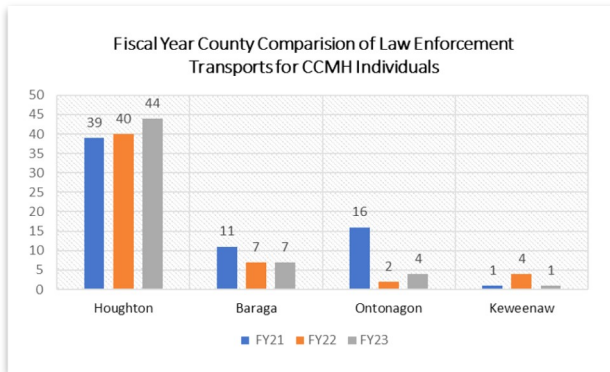
What is the difference between a voluntary and involuntary psychiatric hospitalization?

Voluntary: An individual understands their need for treatment and/or are amenable to recommended inpatient care.

Involuntary: An individual does not understand their need for treatment, and this requires court involvement to temporarily suspend a person's legal right to freedom of movement to ensure necessary treatment steps.

What does CCMH pay for in relationship to inpatient psychiatric hospitalizations? CCMH is responsible for the daily rate for each day that an individual is hospitalized. CCMH also pays for the clinician to complete the assessment and bed search.

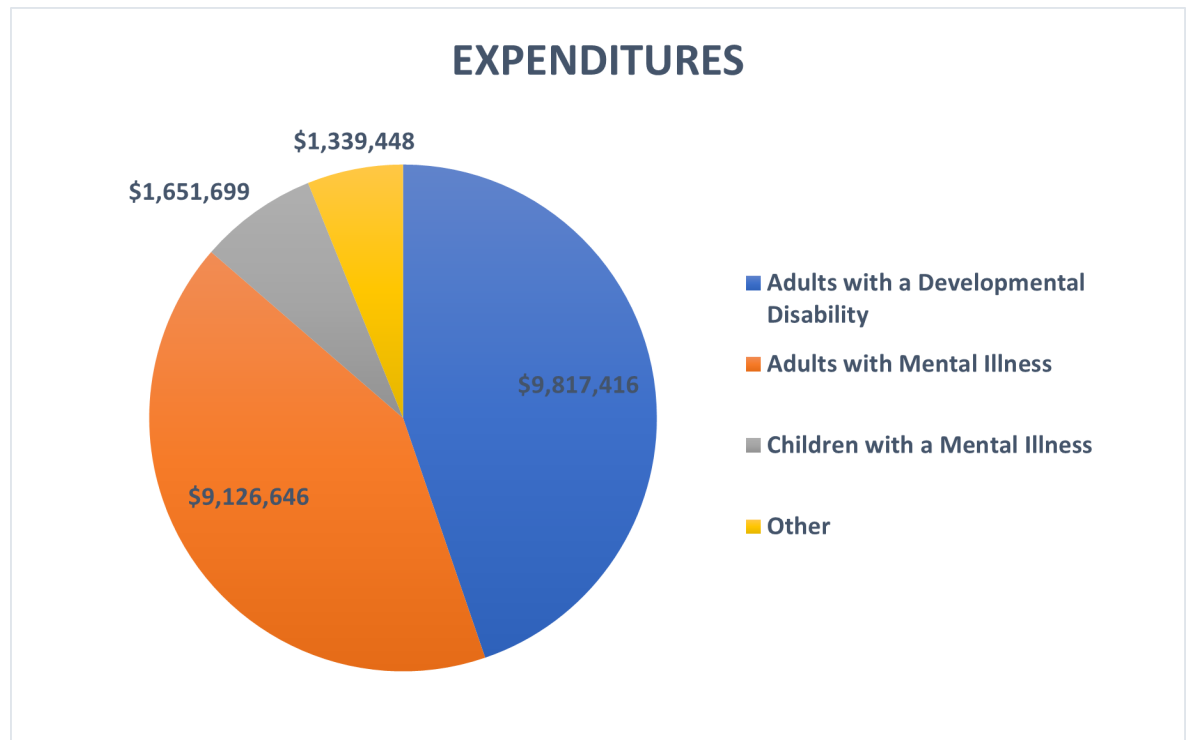
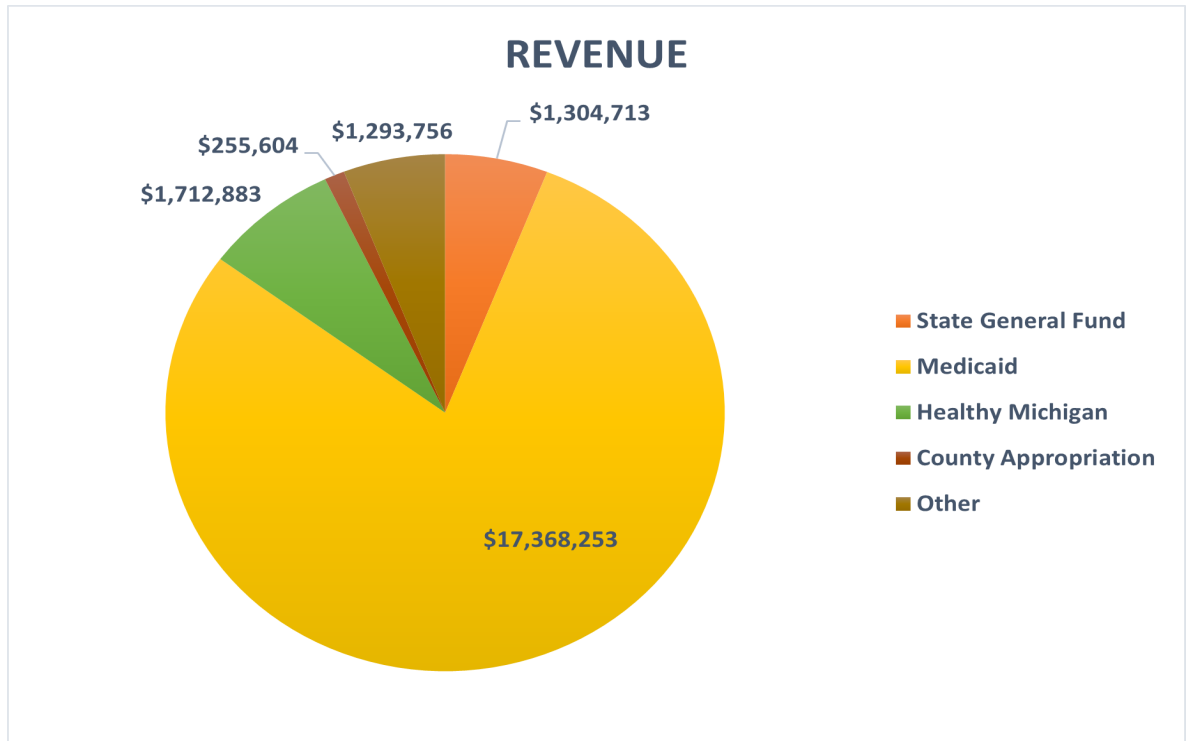
The transport data below was provided by the County Sheriff Offices.



To view our frequently asked questions on our website, scan this QR code!

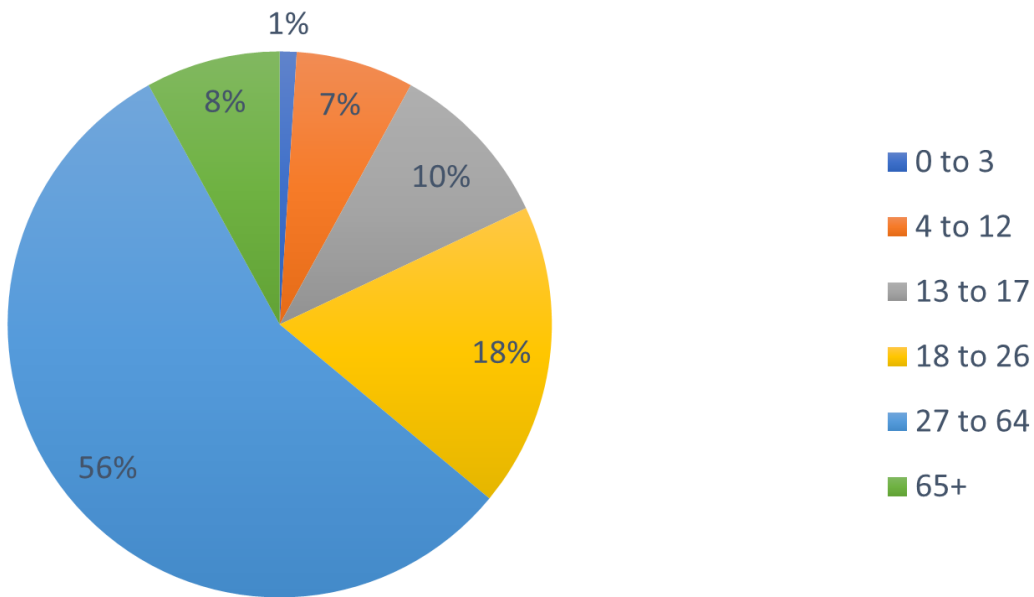


Utilizing a budget of \$21,935,209, Copper Country Mental Health Services provided services to 1,035 individuals from October 1, 2022 through September 30, 2023.

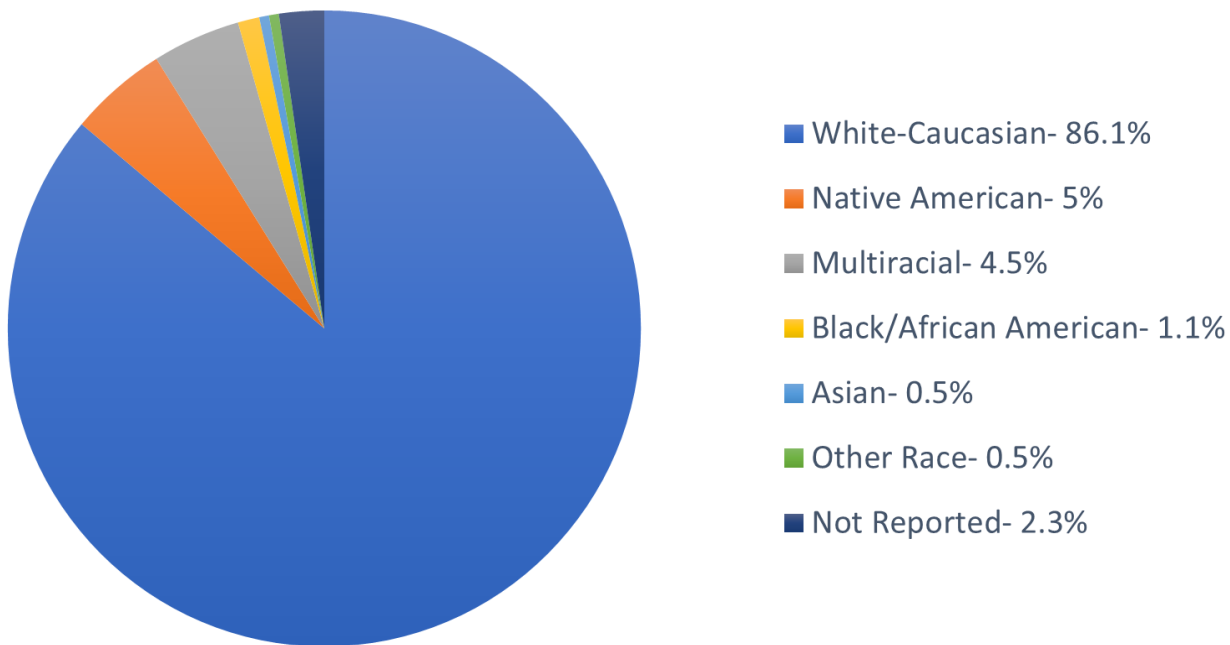




CONSUMERS BY AGE



RACE/ETHNICITY



Office of Recipient Rights

People who receive mental health services in the state of Michigan have the same rights as you and I. When an individual comes into services, they receive additional rights. These

rights are called Recipient Rights. The additional rights granted to recipients in the Michigan Mental Health Code are:

- › The right to be free from abuse or neglect.
- › The right to independent evaluations and consultations, and to see a private physician or healthcare professional at any reasonable time.
- › The right to be treated with dignity, to be treated without discrimination, to have privacy, to practice one's religion, and to get paid for work that is done.
- › The right to send and receive mail; have visitors, use the telephone, and get legal advice.
- › The right to have information about the person receiving treatment kept confidential.
- › The right to have access to information contained in the clinical record.
- › The right to a hearing, to be represented by an attorney, and to discharge planning that assures that appropriate mental health services are provided in the least restrictive setting.
- › The right to be treated in a safe, sanitary, and humane environment.
- › The right to have access to his or her own funds, and to be able to use them as they see fit.
- › The right to have personal property safely kept and to have any rules regarding any limitations on using it clearly stated, consistent, and posted in a place where all can see.
- › The right not to be forced or coerced to take medication, or to take more medication than desired, and the right to be provided with informed consent regarding medication and possible side effects.
- › The right to have a written plan of service developed through a person-centered planning process.
- › The right to refuse treatment unless the law requires it and a court orders it.

Historically, individuals receiving mental health services were not treated fairly by those who provided services. The Office of Recipient Rights exists today to protect and to ensure individuals receiving mental health services are receiving mental health services in accordance with the Michigan Mental Health Code.

Most employees do not intentionally abuse, neglect, or violate the rights of recipients. The Office of Recipient Rights protects recipients from the few that do. Each Community Mental Health Services Program and licensed private hospital has a Recipient Rights Officer. The Rights Officer reviews all allegations of rights violations and all incident reports involving recipients in their jurisdiction. The Office will investigate and can make recommendations about remedial action to the service provider and the responsible Community Mental Health Services Program.

If you suspect a person receiving services has been subjected to abuse, neglect or had their rights violated, it is essential that you report it to the Office of Recipient Rights immediately. Anyone can make a rights complaint! Contact your local Rights Office at (906) 482-9400.

By Erin Mercier

ASSERTIVE COMMUNITY TREATMENT PROGRAM

The Assertive Community Treatment (ACT) program through Copper Country Mental Health, is an evidence-based, team-directed program that helps consumers with a severe and persistent mental illness.

Our goal is to help consumers live independently within their community, while continuing to meet their overall mental health treatment needs in the most person-centered, least restrictive approach possible.

The ACT team includes different mental health professionals with different specialties who treat, support, and provide rehab services daily within the consumer's home. Each team includes a psychiatrist, a nurse, at least 2 case managers, a therapist who also provides substance abuse services as needed, a peer specialist or mental health advocate.

ACT can be extremely beneficial for consumers that have a limited insight into their mental illness, or who are prone to stress, where psychoeducation and therapy supports can often be provided within the context of their living environments, instead of having to come into an outpatient clinic office for a therapy session.

A few other additional services that ACT provides to our consumers are (but not limited to):



- ✦ *Be available around the clock.*
- ✦ *Teach new skills to help them with managing their time.*
- ✦ *Meet at least weekly at the location of the consumer's choice.*
- ✦ *Assistance in their daily lives. (i.e. grocery shopping, medication deliveries, attending medical appointments etc.)*
- ✦ *Support with finding and maintaining employment as well as accessing and attending various education opportunities.*

Consumers that are enrolled in the ACT program saw the number and length of their inpatient hospitalizations go down, as well as the frequency with which they were utilizing after-hours emergency services. They've also reported reduction in overall substance abuse patterns, an increase in medication adherence, in addition to finding more stable housing arrangements, and keeping their annual benefits for longer periods of time.

By Daniel Lawton

What is OBRA?

The **Omnibus Budget Reconciliation Act (OBRA)** of 1987 was passed by the US Congress, who were responding to investigations and published reports concerning abuse, neglect, and a lack of oversight in the care provided to residents in nursing homes.

With a focus on **protecting the rights of residents**, for example, the right to organize resident and family councils, the right to banking, and the right to freedom from unnecessary physical or chemical restraints, OBRA 1987 was an overhaul of the way nursing homes were regulated and set a higher standard for the way care was delivered, as a part of the Nursing Home Reform Act.

Inappropriate admission to nursing homes for vulnerable adults was also a part of OBRA 1987.

Some of the services that a local Community Mental Health (CMH) agency OBRA department provides, in cooperation with the Department of Health and Human Services, include pre-admission screenings to individuals seeking admission to Medicaid certified skilled nursing facilities (nursing homes).

This is to advocate for people with mental illness and/or intellectual/developmental disabilities to receive the appropriate level of care for both their physical and mental health needs in the least restrictive placement setting as possible. This includes reviewing the medical necessity of admission to a nursing facility, and whether there is a need for specialized mental health services.

The heart of OBRA 1987, from this coordinator's perspective, is caring for people in a way that protects their human rights, US citizen rights, and promotes standards for excellence in caring for community.

By Lisa Mulder

Don't have Medicaid, Call Access Anyways

We frequently hear from community members that believe you must have Medicaid in order to qualify for services at CCMH. In 2023, we served 67 individuals who did not have Medicaid and had 16 non-Medicaid individuals on a waiting list. As we

transition into running our own local Access Center, we want to ensure that people know that we serve people who meet eligibility criteria for a serious mental illness or intellectual/developmental disability regardless of their insurance carrier. If someone meets that criteria and does not have Medicaid, they complete an Ability to Pay (ATP) as they may be financially responsible for some of the costs of services. The best way to find out if you qualify is to give us a call at the Access number at 906-483-5555.

By Leslie Griffith

Outpatient and Group Home Nursing

How is nursing utilized within CCMH in Outpatient and Group Homes?

Nursing practices within CCMH is an intersection point between our consumers and their Psychiatrists, Case Managers and Therapists.

Outpatient Departments

Located in Calumet, Houghton, L’Anse and Ontonagon, communication in these departments is key. Reporting symptoms the consumer has had and providing this information to the provider to facilitate assessments and treatment for psychiatric symptom heightening, medication on adjustment(s), laboratory testing, and the utilization of nursing judgment. Communicating with consumer families, guardians, primary care physicians and other departments within CCMH is an ongoing and key component of the care being provided.

Within the Outpatient Clinic, nursing becomes the “hands on” component for adult and pediatric consumers and their providers. Assessing consumer’s vital signs, carefully assessing for signs and symptoms of drug side effects, assessing ongoing or new medical issues, assisting providers with more intensified physical assessments for drug effectiveness or side effects, administering injectable medications and assisting consumers with their ongoing appointment scheduling and the logistics there of are also important medical aspects of the nursing role.

By definition, nursing is “the profession or practice of providing care for the sick or infirm”.

Group Homes

The ultimate goal of nursing services in our local group homes is to provide support to achieve and maintain the highest level of health and independence.

Caring for people who have various medical conditions, disabilities, behavioral health needs, administering medication, monitoring acute and chronic health conditions, facilitating hospice care, coordination with associated healthcare professionals, communicating with other staff members, families and guardians, training, monitoring and implementing new and seasoned staff members are all crucial aspects of nursing in this setting.



*JoEllen Howard,
Group Home RN*

By Bradford Sturtevant

Institute Highlights 2023

The Institute delivers training and prevention services (Mental Health and Substance Use Disorder) using a proactive approach to reduce risk factors, increase resiliency, and promote wellness. The Institute continued to post Facebook information on a variety of topics, including wellness, stress, burnout, suicide prevention 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.

Botvin's LifeSkills substance use disorder prevention training programming for students in 6th, 7th, and 8th grades in Houghton, Dollar Bay-Tamarack City, Ironwood, Bessemer, and Wakefield-Marenisco

schools focused on drug misuse, coping with anxiety, peer pressure, communication skills, and other skills that help youth navigate tough decisions.

Fit Together connects adult consumers of Copper Country Community Mental Health services who have a diagnosis of serious mental illness with area fitness opportunities and nutrition coaching. This program is supported by a Michigan Department of Health and Human Services Mental Health Block Grant. Through our collaboration with area fitness businesses and instructors, consumers can try classes, learn how to use gym equipment, consult with a personal trainer, or try an outdoor activity like biking or kayaking. They also learn about healthy eating and shopping habits. There was 26 participants enrolled in Fit Together in 2023.

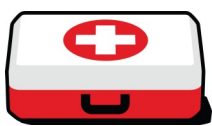


Health Education training and support focuses on school districts within a five-county area (Baraga, Houghton, Keweenaw, Ontonagon, Gogebic) to implement Michigan Model for Health[®] curriculum. Local school children receiving comprehensive health education including skill-based instruction in social-emotional health which leads to academic success, success in relationships and a reduction of childhood obesity. Funding is through a contract with Copper Country Intermediate School District

Living Healthy in the Western UP, a program funded by a Supplemental Nutrition Assistance Program education (SNAP-Ed) grant through the Michigan Fitness Foundation. The program consists of multiple curricula provided to two different populations, elementary schools and adults with intellectual/developmental disabilities living in our adult foster care homes. This year we worked on updating the menus in the group homes.

Taste Move Learn was provided to four of our group homes and Oakhouse.

PE-Nut WUP (Physical Education and Nutrition of the Western Upper Peninsula) was provided for students in two elementary schools (Kindergarten, 2nd grade, and 4th grade). PE-Nut WUP uses a whole-school approach to encourage students, parents, and educators to be physically active and eat healthier.



Mental Health First Aid™ teaches participants how to help someone experiencing a mental illness or a mental health crisis. To date we have trained over 300 Mental Health First Aiders, including parents, providers, law enforcement, EMTs, medical community, school counselors, teachers, pastors and human service providers. This program is made possible by CCMH, CCISD and the Rice Memorial Clinic Foundation.

By Taryn Mason

Board of Directors

James Tervo <i>36 years on Board</i> <i>Board Chairperson</i>	Houghton
Pat Rozich <i>33 years on Board</i> <i>Board Vice Chairperson</i>	Houghton
Michael Koskinen <i>13 years old Board</i> <i>Board Secretary</i>	Baraga
Barry Fink <i>11 years on Board</i>	Houghton
Richard Bourdeau <i>9 years on Board</i> <i>Ontonagon County Commissioner</i>	Ontonagon
Kathleen Johnson <i>9 years on Board</i> <i>Board Treasurer</i>	Houghton
Katherine Carlson-Lynch <i>3 years on Board</i>	Ontonagon
Randy Eckloff <i>3 years on Board</i> <i>Keweenaw County Commissioner</i>	Keweenaw
Gail Eilola <i>3 years on Board</i> <i>Baraga County Commissioner</i>	Baraga
Julie Farmer <i>2 years on Board</i>	Houghton
Richard Herrala <i>2 years on Board</i>	Houghton
Roy Britz <i>2 years on Board</i> <i>Houghton County Commissioner</i>	Houghton

ACCESSING 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:

Access Center
1-877-906-CCCMH (2264)
(906) 483-5555

OUR CLINICS

Rice Memorial Center

901 West Memorial Drive
Houghton, MI 49931
(906) 482-9400
TTD/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