

COMMUNITY REPORT

Fiscal Year 2020

10/1/2019—9/30/2020

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

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.



Inside this issue:

- ◇ *Note from our Board Chairperson—page 2*
- ◇ *Success Stories in Autism ABA—pg 3*
- ◇ *Independent Facilitation - pg 4*
- ◇ *Northern Lights Clubhouse— The Challenges of 2020 and How We Overcame - pgs 6 & 7*

And more . . .

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 2020. We have a new format this year and hope that you find it interesting and easy to read.

No one needs any reminder of what a difficult year 2020 was, but there was also much good that took place. Even though we had to stop meeting face-to-face for many of our services, staff found creative ways to support people and carry out our mission. Below you will read about how our Clubhouse members reached out to each other, and hear two success stories from our Autism program. Our community-based and residential programs continued face-to-face, with all the safety precautions in effect. We are proud of our staff and their commitment to the health and safety of the people we serve.

Our funding to provide services to people who do not have Medicaid continues to be strong. We encourage anyone who believes they need services, regardless of insurance carrier, to call NorthCare Access at 888-906-9060 to determine if they qualify for services.

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

Pat Rozich, Board Chairperson

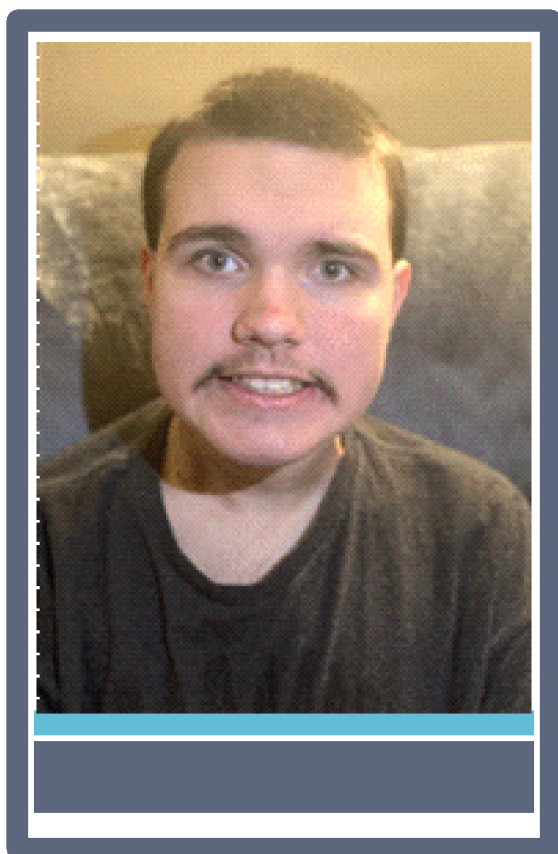
SPECIAL THANKS TO THE RICE MEMORIAL CLINIC FOUNDATION

At this time, we wish to extend our gratitude to the Rice Memorial Clinic Foundation and its Board Members. Since 1962 they have provided support to Copper Country Mental Health Services, enabling us to obtain many of our facilities and expand services and programs to further help the citizens of Baraga, Houghton, Keweenaw and Ontonagon Counties.

Hats off to the Rice Memorial Clinic Foundation for all the good you do!!!

Autism Benefit Program Success Stories

One of the programs greatly affected by COVID was the Autism Benefit, which provides Applied Behavior Analysis (ABA) to children and young adults with Autism. Despite the challenges of switching to video, we continued to see people grow, and are happy to share the successes of two young people.



M.G. (pictured) is a 16-year-old who has worked with our Autism program since 2016. Since March he has participated in two-hour video sessions, five times per week, which he transitioned to without difficulty. His mother states that she is "very pleased with ABA services, the skills

that he is gaining, and the ability to adapt to virtual services." She also reported that "he looks forward to his sessions every day." While participating in telehealth services he has mastered 17 of the 20 programs designed for him. He is actively engaged in his sessions, even when the programs are difficult, and enjoys earning things he likes.

An 11-year-old boy, M.K.G., started with ABA in August 2020, and began with one-hour video sessions, three times per week. Initially, he was unwilling to participate during therapy and would engage in tantrum behaviors upon joining the sessions. His mother reported severe self-injurious and aggressive behaviors in the home and at school, which caused him to be removed from his classroom environment frequently.

Currently, however, he is actively involved in his ABA sessions and completes complex tasks such as sweeping, washing dishes, and brushing his teeth without hesitation. His mother recently reported that his challenging behaviors had "decreased significantly and are almost non-existent," which will allow him to be more involved with his family, classmates, and community.

INDEPENDENT FACILITATION AT CCMHS



Aunica Bolen, Ontonagon Supervisor (L), & Gena Penegor, Independent Facilitator (R)

Independent Facilitators assist people with person-centered planning. By participating in pre-planning activities, they ensure that supportive people are invited. They also help gather information about community resources important for completing a person-centered plan. Their role is to get to know the person they are helping, working with them and the supports coordinator to design a plan that reflects what is desired. At the person-centered meeting, the independent facilitator keeps the meeting on track and focused on the outcomes important to the person receiving services.

While independent facilitation is a required option for individuals receiving mental health services in Michigan, there are many barriers to people choosing that option. For example, getting people trained and supported in independent facilitation.

We are fortunate at CCMHS to be working with the Arc of Midland and the Developmental Disabilities Institute at Wayne State University to support people that want to become independent facilitators. An initial class of three people in Ontonagon County were trained in September 2020, and a second class of

three from Baraga County will complete the training in March, 2021.

If we have an independent facilitation star in the agency, it is Ontonagon's Gena Penegor. She was trained with the first group of people in 2010 and has been facilitating several plans per year ever since. Gena shares that her favorite part of facilitating plans is creating a graphic representation of the plan for the person at the center of the plan. She states, "The wall chart just gives people a better idea of what is in their plan." Gena shares that the training offered by Wayne State this September was very different from what she received 10 years ago. "Well, it was Zoom training on the computer and I had never done that before." Additionally, a new system of training people and certifying them at different levels is being used. She summed things up by stating, "I like doing it, it's helping people."

We very much appreciate Gena!

Update from the Trauma Committee

The Trauma Committee is made up of CCMH staff from a variety of programs, and a consumer representative. Its purpose is to review CCMH practices and make sure we are interacting with individuals and staff from a trauma-informed perspective. Many people who seek services in the community mental health system have been traumatized in some way, but therapists and other helpers are often hesitant to ask about trauma, for fear of causing upset. Not gathering information about trauma, however, can lead to less effective help.

Our goal at CCMH is to screen every person seeking help at the time of intake and annually, and we assess further as needed. We offer evidence-based services to children (Trauma-Focused Cognitive Behavior Therapy) and adults (Seeking Safety) and Eye Movement Desensitization and Reprocessing. Because healthy staff are key to effectively helping others, CCMHS supports staff to help prevent and minimize the effects of Secondary Traumatic Stress (STS). STS occurs when helpers



who hear about the trauma of others begin to experience traumatic reactions, such as difficulty concentrating and sleeping, nightmares, and relational problems. CCMHS provides education to staff on STS and support to supervisors in recognizing its early signs.

A big project for the Trauma Committee in 2021 is getting feedback from staff and individuals served about how trauma-informed we are in areas such as creating a safe and supportive environment, assessment and planning services, and involving current and past consumers. Once we have the results, we will identify needed changes, so we can be more effective in our mission. We will have this completed in the next few months and will put the results on our webpage. Be sure to take a look!

Click here to visit us on the web:

 www.cccmh.org



Northern Lights Clubhouse

The Challenges of 2020 and How We Overcame

On a typical day at Clubhouse, members begin coming through the doors at 8:00 a.m. and start their day off with a cup of coffee and visiting with their colleagues. Conversations can be heard regarding what people did the night before, or what they have planned for the day. Clubhouse is not only about socializing though; members can also be seen getting things organized for the day, and at 9:00 the morning work-ordered day meeting happens. During this member-run meeting, members and staff sign up for various tasks that need to take place to run the Clubhouse. Tasks include grocery shopping, preparing lunch, cleaning, accounting, billing, outreach, producing our newsletter, and working at the reception desk. These tasks are essential for running the program, and members build meaningful relationships while completing these tasks alongside their colleagues. Having meaningful work and relationships are important components of recovery. In addition to work-

ing at Clubhouse, members receive supports to assist them to return to work in the community. They participate in wellness activities during the lunch hour, have evening and weekend social activities, and celebrate holidays together.

What was familiar changed in March of 2020. With the arrival of COVID-19, suddenly members could no longer meet at the Clubhouse. The Clubhouse community was left with the question of how they could continue to support each other during these uncertain times. The group realized that Clubhouse is more than just a building; it was about the people, and if they were unable to meet in person at our building, it was still important for to continue to



Future Clubhouse Location

support one another. Immediately, a conference call line was set up allowing members to check in and support each other. Members decided to schedule twice-a-day phone calls. Monday through Friday, in the morning and afternoon, members and staff join the conference calls to offer one another support and friendship.

During this time of social distancing and staying safe, these phone calls have been instrumental in helping our clubhouse community feel supported and connected, as well as offering some structure to the day. Clubhouse has held these calls on holidays when many of our members are alone. In addition to these well-attended calls, staff have been available to take calls from members during business hours and have been making individual outreach calls to members. Clubhouse members continue to receive support with benefits, employment, housing and other needs during this time.

We all know there is light at the end of the tunnel, and we will eventually be meeting back in person. And what makes this even more exciting, is that when Northern Lights Clubhouse resumes in person services, we will be in our new location! We have been in our current building for 25 years and we have outgrown our

space. At the end of 2019 we looked at a building at 200 Quincy Street in Hancock, which is a historic bank building. We closed on the purchase in March of 2020. This recently renovated building offers large open, light filled spaces, and will give us with three times the space, allowing us to provide more opportunities to our members and allow for future growth. Our new building is in downtown Hancock, which is more centrally located for our members and will give our program more visibility to the community.



Clubhouse's New Front Entry Area

Although 2020 presented us with many challenges, in true Clubhouse fashion, we faced them head on and continued to unite and support one another. We look forward to good things ahead in 2021 and to hosting an open house in the future to share our new Clubhouse with the community.

CONSUMER SATISFACTION SURVEY RESULTS

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 their quality of life. One way to measure this effort is through the Annual Consumer Satisfaction Survey.

We sent out 898 questionnaires and 183 were returned, for a response rate of 20.4%.

Last year's response rate was 19.6%. The overall satisfaction rate was 96.6%, which is up from last year's rate of 94.7%.

Results from the Consumer Satisfaction Survey Questions:

- | | | |
|-------|-----|---|
| 99.1% | 1. | Appointments are scheduled at times that work best for me. |
| 95.7% | 2. | I am informed of my rights. |
| 95.1% | 3. | I feel better because of the services received. |
| 93.0% | 4. | I know what to do if I have a concern or complaint. |
| 97.4% | 5. | Staff is sensitive to my cultural/ethnic background. |
| 92.4% | 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 |
| 98.6% | 9. | I am satisfied with the help I received when calling the crisis line after 5pm Monday to Friday or on weekends. |
| 98.1% | 10. | I would recommend these services to a friend or relative. |

Some of the comments received from surveys:

"The Lakeside House does a good job."

"I received top notch services from you."

"Dr. Miller is an excellent doctor. He works with me & my fiancé."

In January 2015, seven questions were added to the regional survey to learn about a person's recovery journey with us. We received 148 surveys with the recovery section completed. The overall satisfaction rate was 79.6%, which is up from last year's recovery rate of 79.4%.

Results from Recovery Questions:

84.0%	1.	I am hopeful about my future.
92.4%	2.	I am willing to ask for help.
82.8%	3.	I believe that I can meet my current personal goals.
93.2%	4.	I have people I can count on.
56.1%	5.	Coping with my mental illness is no longer the main focus of my life.
64.0%	6.	My symptoms interfere less and less with my life.
84.5%	7.	My services and supports from Community Mental Health are helping me in my recovery.

Additional comments from the Recovery questions:

"Everyone that I have talked to at Mental health are very helpful and very friendly.

"I love Sue!"

"I am so grateful for the services I've received from CCMH. With support & help - I can participate in life again. I'm not suicidal everyday. I actually have hope for the future! I cannot say thank you enough! It has been a long process - but I have help & support through it."

"(Individual's name withheld) is doing better since working with CCMH."

We'd like to thank the following individuals for their contributions to the 2020 Annual Report: Mike Bach, Sarah Heikkinen, Chad Johnson, Julie Maki, Taryn Mason, Sarah Rousseau, Susan Serafini, and Mick Sheridan!

Institute Highlights 2020

The Institute delivers training and prevention services (Mental Health and Substance Abuse) to reduce risk factors, increase resiliency, and promote wellness. We coordinate orientation and annual training for CCMH staff and staff at local agencies who serve CCMH consumers. This year we delivered public presentations until in-person trainings were halted due to COVID-19. However, we continued to submit 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.



Moving More, Eating Better is a program funded by a Supplemental Nutrition Assistance Program education grant through the Michigan Fitness Foundation. Its goal is to reduce disease risk by encouraging better nutrition and increased physical activity in adults with intellectual/developmental disabilities living in our adult foster care (AFC) homes. AFC direct care staff from several of our homes participated in ***Cooking***

Matters classes, which give participants a more advanced understanding of nutrition, tools for influencing consumer food choices, and hands-on cooking instruction. Residents at 5 AFC homes took part in ***Linking Lessons***, an 8-week



course that included discussion and activities to help them make healthier food choices and try a new physical activity each week. Staff at each home worked together to find ways to support healthy choices. They implemented changes such as the purchase of lawn games, a healthy activity/recipe suggestion box, a weekly cooking activity for consumers, and short movement breaks through the day.

Fit Together is a pilot program supported by a Mental Health Block Grant awarded by the Michigan Department of Health and Human Services. It connects adult consumers of CCMH services with a primary diagnosis of serious mental illness to area fitness opportunities.

Continued on page 11

Telehealth: A New Way to Connect During COVID

Through our collaboration with fitness businesses and instructors, individuals tried classes such as yoga or cardio drumming, learned how to use gym equipment, consulted with a personal trainer to formulate a fitness plan, or did an outdoor activity like biking or kayaking. Fit Together served 63 participants in 2020.

Mental Health First Aid™ trains participants how to help someone experiencing a mental health crisis. The Institute offered one Mental Health First Aid training this year in Ontonagon. To date we have trained over 300 Mental Health First Aiders, including parents, law enforcement, EMTs, medical community, school counselors and human service providers. This program is made possible by CCMH and the Rice Memorial Clinic Foundation.

Botvin's LifeSkills is a substance abuse prevention program for students in 6th, 7th, and 8th grades in Houghton, Hancock, Dollar Bay, Ironwood, Bessemer, and Wakefield-Marenisco schools. It is focused on drug abuse, coping with anxiety, peer pressure, communication skills, and other skills that help youth navigate tough decisions.

Health Education implements the Michigan Model for Health® curriculum in school districts in Baraga, Houghton, Keweenaw, Ontonagon, and Gogebic counties.

Communities That Care is a group of community stakeholders who study local youth data on health risk, then develop coordinated prevention efforts to help youth succeed. A NorthCare contract enables us to coordinate these efforts in Ontonagon and Gogebic Counties.

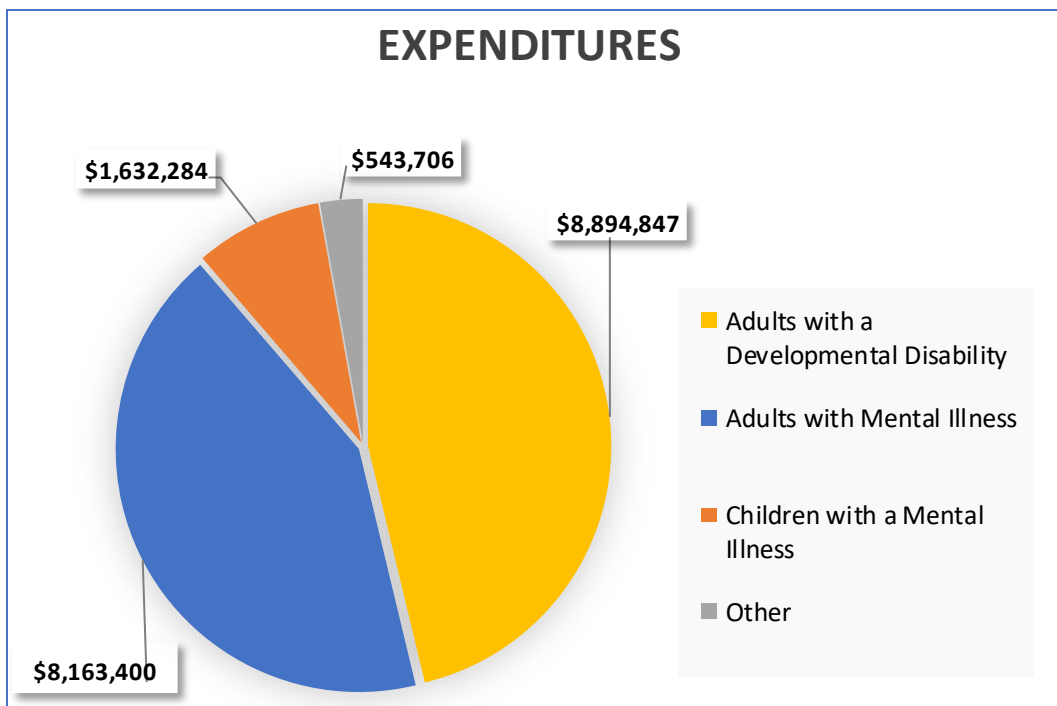
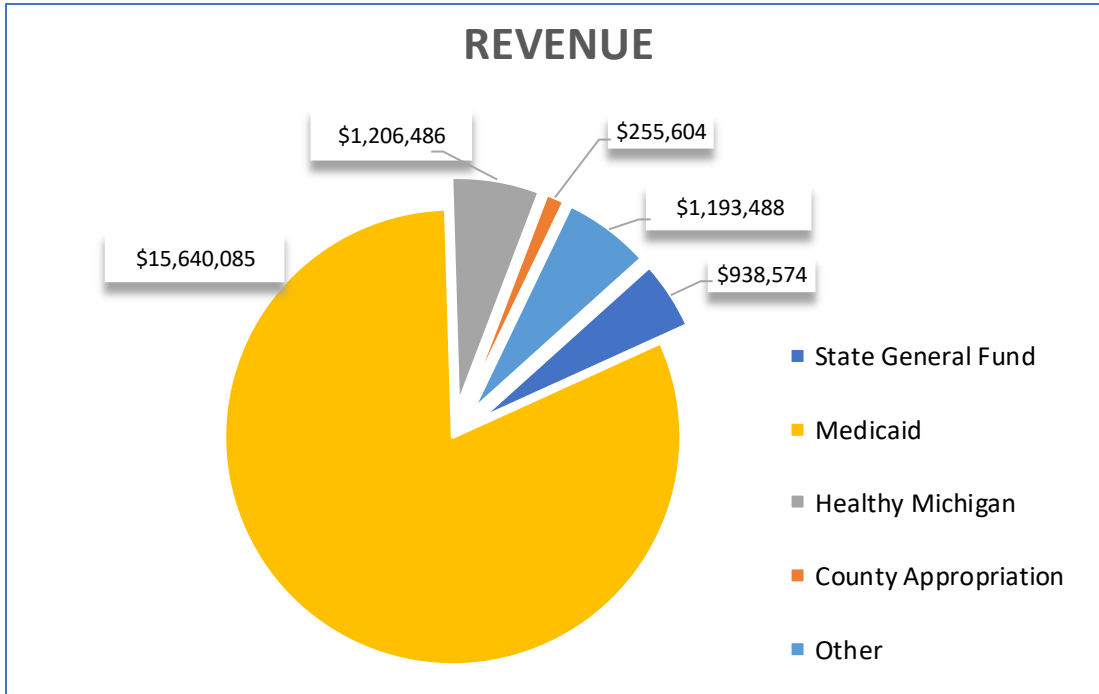
Telehealth means providing health services that have traditionally taken place face-to-face through video or audio technology. CCMH has used telepsychiatry for several years, but when COVID hit last March we had to rethink how to offer services like child and adult therapy, case management, and Clubhouse. An obstacle to telehealth was billing rules that required face to face contact, but these rules were recently changed to allow phone or video contact. This allowed people to get help without the risk of getting COVID. For example, rather than drive to one of our offices for a meeting with the therapist, the therapist would either call on the phone or talk to the person through a video program.

People's responses to telehealth has been mixed. Some children find this way of communicating preferable to meeting face to face. Therapists have come up with creative ways of getting kids involved in therapy, such as playing interactive games, reading books, and completing crafts together. Other people miss the personal contact and have trouble navigating technology, such as attending a Zoom meeting.

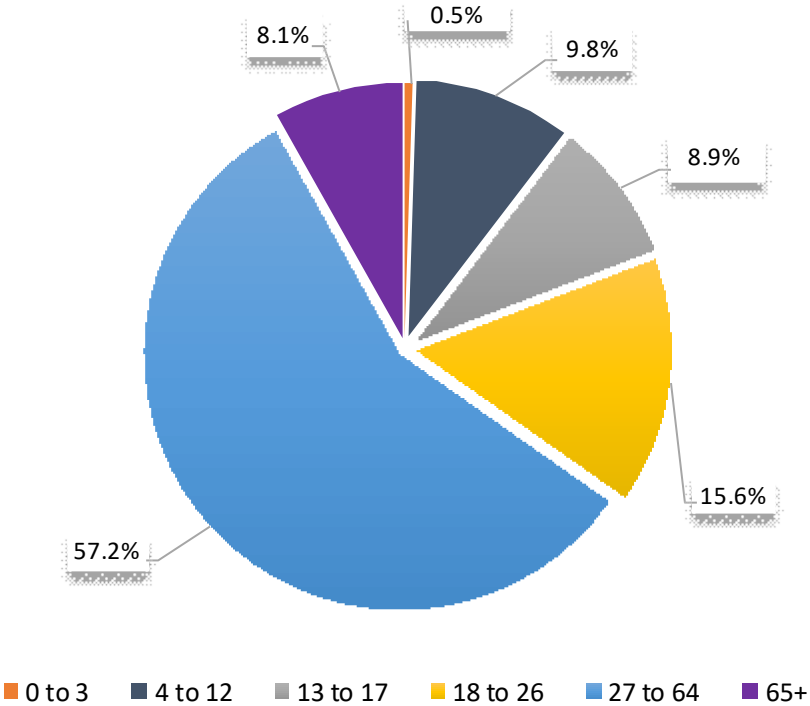
Will telehealth continue when it's safe to meet in person again? We don't know, but it's possible that it's here to stay as an option for those who prefer it. We are conducting a survey to find out what people like and don't like about telehealth, and how we can improve it. We will put our survey results on our website at cccmh.org, so be sure to look for them.

FISCAL PROFILE

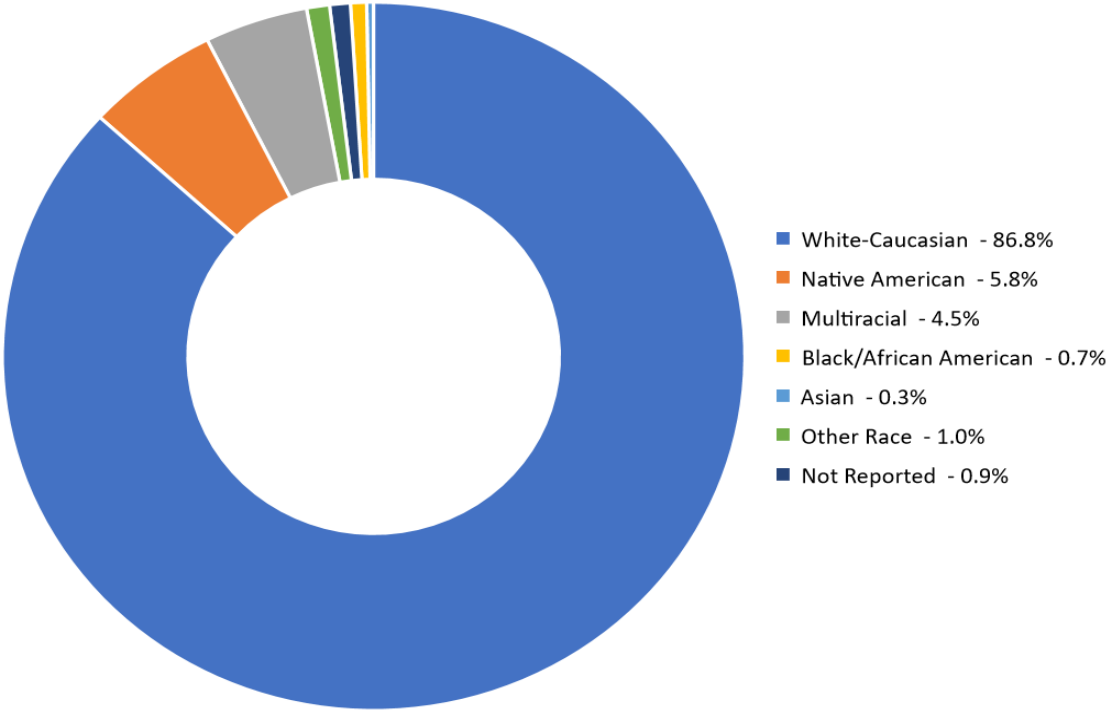
Utilizing a budget of \$19,234,846, Copper Country Mental Health Services provided services to 1,004 individuals from October 1, 2019 through September 30, 2020.



CONSUMERS BY AGE



RACE / ETHNICITY



Board of Directors

As of 9/30/2020

James Tervo Chassell

33 years on Board
Board Vice Chairperson

Pat Rozich Hancock

30 years on Board
Board Chairperson

Michael Koskinen Baraga

10 years on Board
Board Secretary
Baraga County Commissioner

Barry Fink Houghton

8 years on Board

Albert Koskela Calumet

8 years on Board
Houghton County Commissioner

Richard Bourdeau Mass City

6 years on Board
Ontonagon County Commissioner

Kathleen Johnson Lake Linden

6 years on Board
Board Treasurer

Zach Edgerton Houghton

5 years on Board

Sandra Gayk Allouez

4 years on Board
Keweenaw County Commissioner

Catherine Paavola Pelkie

3 years on Board

Jacquelyn Treadeau L'Anse

2 years on Board

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:

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

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