

# COMMUNITY REPORT

Fiscal Year 2021

10/1/2020—9/30/2021

**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:*

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- ◇ *Northern Lights Clubhouse New Location Well Worth the Wait - 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 2021.**

**A major theme of 2021 was safely resuming face-to-face services, as well as offering some services through telehealth to individuals who chose this. Within this Annual Report you will read a summary of a survey that asked about satisfaction with telehealth services. We also highlight the opening of our new Clubhouse building, Youth Peer Support Services, a new committee on Recruitment and Retention, and more.**

**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 he or she qualifies for services.**

**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**

## **SPECIAL THANKS TO THE RICE MEMORIAL CLINIC FOUNDATION**

**At this time, we want 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.**

**Many thanks to the Rice Memorial Clinic Foundation for all the good you do!!!**

# *When COVID gives you lemons ...*

The old saying is that ‘when life gives you lemons, make lemonade,’ and the Covid-19 pandemic gave us all lemons in the past year. Trying to balance consumer and staff safety with providing effective face-to-face services has been difficult.

Bringing 10 or 12 Baraga County day program members together for skill building in a confined space clearly is not a safe activity in the pandemic environment, so that program was suspended early in 2020. But how to provide services safely?

The Chinese word for crisis is composed of two characters, one representing danger and the other opportunity. This crisis compelled us to reinvent the program into something resembling a combination of the BRAVO, Community Support Program, and Supported Employment Programs in place in Houghton County.

Given the pandemic environment of January 2022, that has meant community-based support activities and skill building are almost entirely provided on a one-to-one basis for maximum safety. This has

required a great deal of flexibility on the part of staff as daily plans and schedules are subject to significant change with little notice. The experienced staff that work at the Baraga County Center continue to meet that challenge.

We have been able to continue volunteering at the Copper Country Humane Society three days per week, working at the L’Anse Sentinel two days per week, and supporting people attending a community art class at The Village Gift Store in L’Anse on a weekly basis. Staff also continue to support people that need help with shopping, medications, laundry, as well as other community support activities. What a great example of making the best out of a difficult situation!

By Mick Sheridan



We'd like to thank the following individuals for their contributions to the 2021 Annual Report: Mike Bach, Angela Cline, Christina Gardner, Jordan Gherna, Chad Johnson, Sabrina Loven-Gulick, Julie Maki, Taryn Mason, Sarah Rousseau, Susan Serafini, & Mick Sheridan!

# TELEHEALTH SURVEY YIELDS POSITIVE RESULTS

We completed a survey in 2021 to determine whether people are satisfied or dissatisfied with telehealth services and why. These are services such as therapy, case management, and psychiatry that were received over the phone or through a video application, rather than in-person. Sixty-nine out of 338 surveys were returned, for a return rate of 20%.

## Survey Questions

1. Have telehealth services made services more accessible to you?

If Yes: What have been your barriers in the past with accessing services?

2. Have you experienced any barriers with telehealth services?

If Yes: What barriers have you experienced?

3. When the pandemic subsides, would you like to see telehealth services continue?

Why or why not?

## Findings

About 75% of respondents reported that telehealth services have made mental health services more accessible, that they

did not experience barriers to these services, and that they want them to continue into the future. Receiving services via telehealth helped overcome barriers to in-person services such as transportation and health problems. However, some people preferred in-person services for reasons such as feeling more comfortable in-person and trouble with the technology required for telehealth. Currently we are offering both in-person and telehealth services for therapy, case management, and psychiatry. We will continue to do so as long as billing rules make this possible.

## Comments From Survey:

- ◇ “I believe it is a great option for people like myself who are homebound to still have this available to them.”
- ◇ “Because it is so much easier for someone like me, who’s depression has made her agoraphobic and paralyzed with anxiety and unable to engage in many other forms of social communication. I have been unable to keep a lot of my therapy appointments. It is much easier to answer the phone and keep my appointments.”
- ◇ “I don’t feel comfortable with in-person group sessions. I would still participate in DBT via online. In person, I would not.”
- ◇ “Having an option to do both would be nice.”

# YOUTH PEER SUPPORTS GETS PERSONAL

For the past two years I have worked as a Youth Peer Support. Youth Peer Support Service (YPSS) is a unique and wide-ranging service available to youth and young adults from sixth grade to age 26. Peers Support Specialists (Peers) are between the ages of 18 and 28 and receive training in order to connect with youth, inspire hope, encourage them to find and use their voice effectively, promote youth having an understanding and ownership of their services, and reduce stigma and feelings of isolation. Peers aim to do this by strategically sharing about their own journey with mental health and receiving mental health services. This gives youth a non-judgmental space to be heard and gain a different kind of support as they continue on their journey.

A session looks different depending on the youth's age, needs, and what direction they want to go in. Conversation might be about hobbies, favorite shows, relationships, frustrations about the effects of mental health, what youth want for their future, difficult situations, and goals they are working on. Having youth communicate and decide what they are needing and acting on it.



I love having the chance to connect with youth and the different things they are feeling. Even though no one's journey is the same, it can be wonderful to meet someone who can understand what you are dealing with even a little. I know for me personally, talking with people who dealt with similar things made me feel so relieved and less alone. I had someone who could give me hope when I was struggling in my darkest spots, because they got through theirs. It gave me space to be really authentic and honest without having to worry about being judged and dismissed. It created a space where, even if for a moment, things weren't so heavy as I connected, shared, and enjoyed time with these important people in my life.

Perhaps YPSS could help connect you or a youth you know with someone that could point out there is a light at the end of the tunnel, and that they can make it there.

By Christina Gardner

Click here to visit us on the web:

 [www.cccmh.org](http://www.cccmh.org)

# New Clubhouse Well Worth the Wait!

In June 2021, Northern Lights Clubhouse opened for face-to-face services for the first time in 14 months. Not only was it great to meet in person again, we were very excited to be gathering in our new building! After a few years of searching, we found a new building on the main street of Hancock. This historic, art deco era, former bank building, provides us with three times the space of our old location.

Members are enjoying the newly renovated space, with its high ceilings and large windows. Providing a space that conveys a sense of dignity and respect is an essential component of the Clubhouse model of recovery. This new space will be instrumental in helping clubhouse members rebuild their lives.



Clubhouse colleagues shared their thoughts about the new building:

- ◇ I love the new building. I really like having more space to work in.
- ◇ I like coming to downtown for Clubhouse it gets me out of my circle. I like having the nice views from the new building and it is much more comfortable. I've noticed positive changes in people's attitudes.
- ◇ I love coming to the new Clubhouse. It is such a beautiful and professional looking building. Coming here makes me feel important, like I matter.
- ◇ I am thankful to have clubhouse to go to. The environment is so open and bright. It makes people feel good.
- ◇ Coming to the new Clubhouse makes me feel like a million bucks! I just love it here.
- ◇ I really like the new Clubhouse and appreciate that someone cares.
- ◇ I feel much more comfortable and relaxed in the new building. It is so spacious bright. This really helps me with my depression.
- ◇ The new Clubhouse makes everyone feel more at ease.
- ◇ The new building will help with growing our Clubhouse which is such an essential program for our members.
- ◇ The new Clubhouse is awesome. It makes us even better than ever!



## Clubhouse in Lights 2021



## RECRUITMENT & RETENTION WORKGROUP

Copper Country Mental Health has developed a workgroup that consists of staff who bring points of view from a variety of agency areas, such as Clubhouse, direct care professionals, therapy, nursing, and administration. These people have been selected to assist with bringing suggestions, ideas, and thoughts to the administrative team and build off the existing benefits we have at the agency.

In addition to a generous health, vision, and dental insurance package, paid time

off, and retirement plan, some of the other staff benefits we offer include: a one-time pay stipend for referral of employment, sign-on bonus for certain positions, educational articles and training for both supervisors and staff on burnout, focus groups for staff, and longevity leave.

**Our mission is simple:  
"To recruit, retain, and  
promote. One person, one  
employment opportunity,  
and one department at a  
time = ONE TEAM!"**

We are excited to dive into the New Year with a well-rounded group, and get some fun and exciting suggestions to help further improve staff recruitment and retention.

# 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 894 questionnaires and 164 were returned, for a response rate of 18.2%.

Last year's response rate was 20.4%. The overall satisfaction rate was 91%, which is down from last year (96.6%).

## Results from the Consumer Satisfaction Survey Questions:

- 96.1% 1. Appointments are scheduled at times that work best for me.
- 90.7% 2. I am informed of my rights as a CMH service recipient.
- 96.1% 3. I feel welcomed and comfortable where I receive services.
- 95.7% 4. Staff speak in ways I can understand easily.
- 86.6% 5. I know what to do if I have a concern or complaint.
- 87.8% 6. Staff are sensitive to my culture/ethnic and spiritual background.
- 84.9% 7. Staff are sensitive when I am discussing my past.
- 86.8% 8. I am aware of the types of services available.
- 88.5% 9. I was able to get the type of services I feel I needed.
- 94.6% 10. My wishes about who is and who is not given information about my treatment are respected.
- 93.7% 11. I feel involved in my care and included in the decision-making process regarding my services.
- 95.1% 12. I feel staff see me as a whole person and address all of my needs.
- 82.0% 13. I am satisfied with the telephone crisis service when calling the crisis line after 5 p.m. on weekdays and/or on weekends.
- 94.1% 14. I am able to communicate with my CMH provider easily.
- 92.7% 15. I would recommend these services to a friend or relative.



## Some comments received from the Satisfaction Survey:

*"The services are very helpful for people in need. There are times when we need help in life to make us feel like somebody that is important and cared for, and it helps deal with life."*

*"Staff are very polite, professional, and kind."*

*"Devin is amazing! She has been so great for us. She is validating and empathetic. I am happy to have been working with her for over a year now."*

The Recovery Survey section showed an overall satisfaction rate of 78.4%. This is down from last year's recovery rate of 79.6%.

### Results from Recovery Questions:

- |       |  |
|-------|--|
| 74.5% | 1. I am hopeful about my future.   |
| 89.0% | 2. I am willing to ask for help.   |
| 74.3% | 3. I believe that I can meet my current personal goals.  |
| 88.8% | 4. I have people I can count on.   |
| 79.6% | 5. I feel coping with my mental illness is easier to do now than it was when I began services. |
| 60.8% | 6. My symptoms interfere less and less with my life.   |
| 81.7% | 7. My services and supports from Community Mental Health are helping me in my recovery.        |

## Additional comments from the Recovery questions:

*"I find the staff to do what they say and they really care for (individual's name withheld)."*

*"I feel Crystal and DBT Skills Class have been extremely helpful in my healing from PTSD. Crystal has been very patient with me and the staff has been nice. Thank you for these services."*

*"Things are definitely better than they used to be. Still recovering though."*

*"Conference calls have been encouraging and helpful to us. And helpful to (individual's name withheld)."*



# Institute Highlights for 2021

The Institute delivers Mental Health and Substance Abuse training and prevention services to reduce risk factors, increase resiliency, and promote wellness. We publish newspaper articles on a variety of topics, including wellness, goal setting, stress, burnout, group counseling, youth peer support specialists, and how to make healthy changes. We also coordinate orientation and annual training for CCMH staff and employees at local agencies who serve CCMH consumers. Following is a description of some of our programs:

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

**Fit Together** connects adult consumers of CCMH services who have a diagnosis of serious mental illness with area fitness opportunities and nutrition coaching. 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. There were 67 participants enrolled in Fit Together in 2021.

**Health Education** training and support focuses on school districts in Baraga, Houghton, Keweenaw, Ontonagon, and Gogebic counties to implement Michigan Model for Health<sup>®</sup> curriculum. Children receive comprehensive health education, including instruction in social-emotional health which leads to academic success, improved relationships, and a reduction of childhood obesity. Funding is through a contract with Copper Country Intermediate School District.

**Living Healthy in the Western UP** consists of multiple curricula provided to elementary schools and to adults with intellectual/developmental disabilities living in our adult foster care (AFC) homes. Residents at 5 AFC homes took part in an 8-week course that includes discussion and activities designed to help them make healthier food choices and try a new physical activity each week.

**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, included parents, providers, law enforcement, EMTs, members of the medical community, school counselors and human service providers. This program is made possible by the Rice Memorial Clinic Foundation.

# FAMILY SUPPORT FOCUS

The Family Support Subsidy is a program through the State of Michigan that provides financial assistance to families who care for their children with severe disabilities or autism. Families who qualify for the program receive a subsidy of \$229.31 once a month. The subsidy can be used to help pay for special expenses such as additional therapies, special equipment, transportation costs, respite care, clothing, diapers and general household expenses.

The program is coordinated by a local coordinator from each CMH in the state of Michigan who also determines eligibility for each family. To qualify for the program the family must complete an application & meet the criteria which include:

Having an educational eligibility category\* of:

- ◆ Cognitive impairment
- ◆ Severe multiple impairment or
- ◆ Autism Spectrum Disorder

\* The educational eligibility category is determined by the child's school or local ISD.

The family's annual taxable income must be \$60,000 or less and they must provide proof of this by submitting their most currently filed MI 1040 tax return form.

The family must complete a renewal application each year prior to their child's birthdate & they can do so until the child is 18 years old. A family is no longer eligible for the subsidy if they:

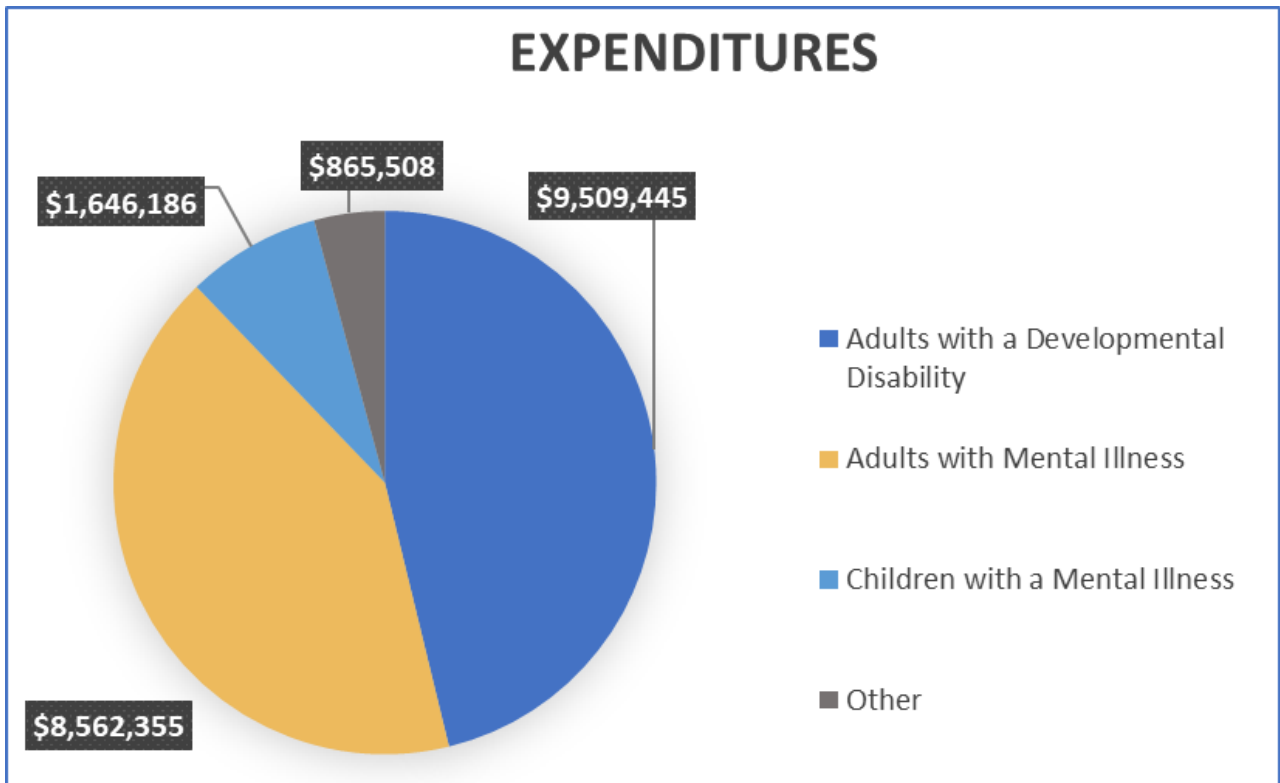
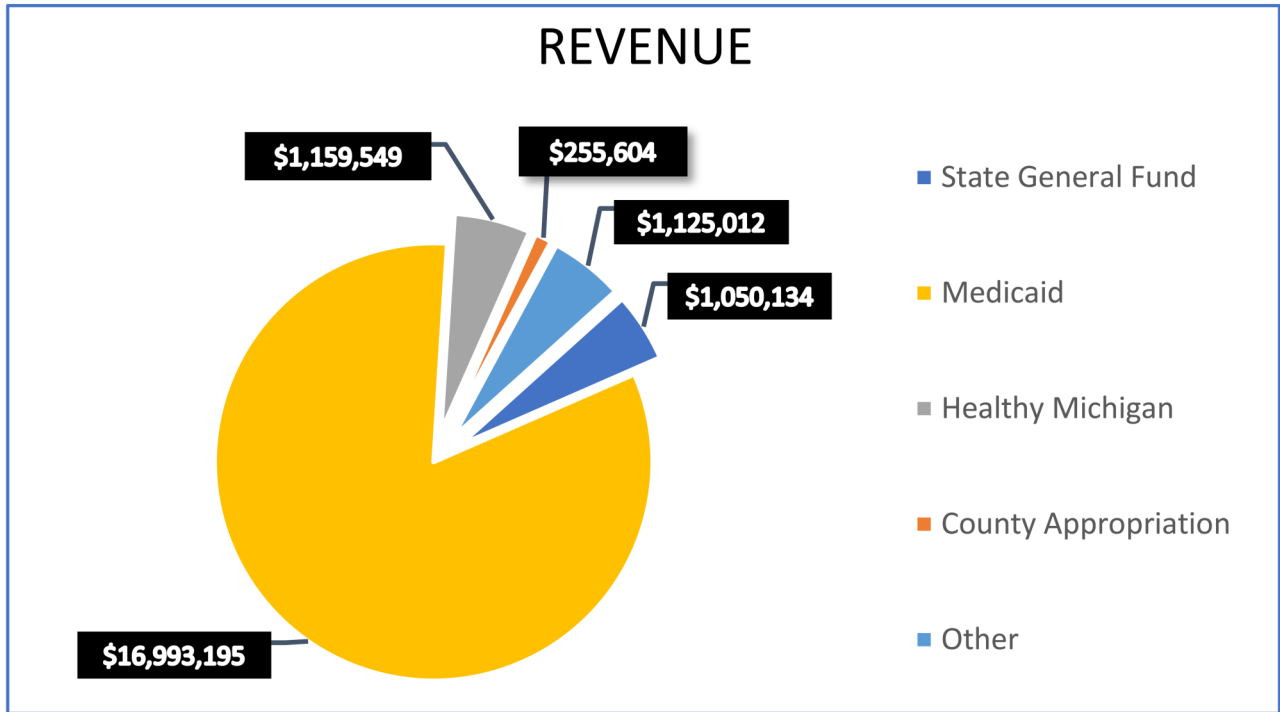
- ◆ Move out of state
- ◆ Their annual taxable income exceeds \$60,000
- ◆ The child has been placed outside of the family home
- ◆ The child no longer meets the educational eligibility criteria or is no longer enrolled in school

Outreach is done annually by the local coordinators from each CMH to schools, ISD's, DHHS offices, local support programs, and children's programs to encourage families to apply. Children do not have to be enrolled in CMH services to be eligible for the subsidy. Currently, there are 28 children enrolled in the FSS program through CCMHS. For more information on the FSS Program, contact Angela Cline, Local FSS Coordinator, at 482-9400.

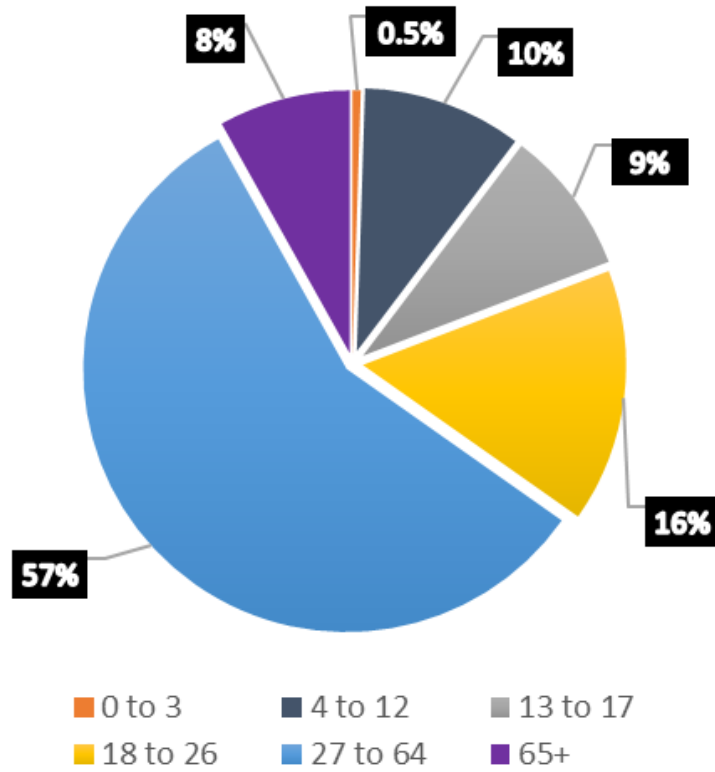


# FISCAL PROFILE

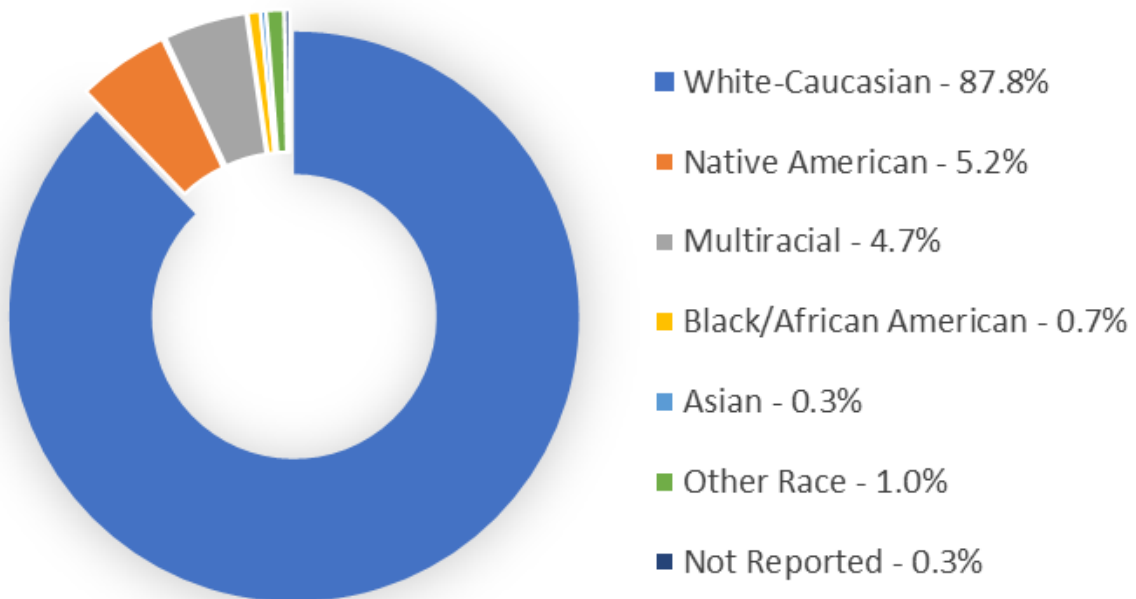
Utilizing a budget of \$20,583,494, Copper Country Mental Health Services provided services to 1,018 individuals from October 1, 2020 through September 30, 2021.



## CONSUMERS BY AGE



## RACE / ETHNICITY





# Board of Directors

As of 9/30/2021

**James Tervo** Chassell

34 years on Board  
Board Chairperson

**Pat Rozich** Hancock

31 years on Board  
Board Vice Chairperson

**Michael Koskinen** Baraga

11 years on Board  
Board Secretary

**Barry Fink** Houghton

9 years on Board

**Albert Koskela** Calumet

9 years on Board  
Houghton County Commissioner

**Richard Bourdeau** Mass City

7 years on Board  
Ontonagon County Commissioner

**Kathleen Johnson** Lake Linden

7 years on Board  
Board Treasurer

**Zach Edgerton** Houghton

6 years on Board

**Catherine Paavola** Pelkie

4 years on Board

**Katherine Carlson-Lynch** Mass City

1 year on Board

**Randy Eckloff** Allouez

1 year on Board  
Keweenaw County Commissioner

**Gail Eilola** Pelkie

1 year on Board  
Baraga County Commissioner

## 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