
2024 COMMUNITY NEEDS ASSESSMENT SURVEY REPORT

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INTRODUCTION

Survey Purpose

Copper Country Mental Health Services (CCMHS) conducted a community needs assessment survey in early 2024. The purpose of the survey assessment was to:

- Identify stakeholder perceptions of community mental health needs
- Prioritize the identified community mental health needs
- Determine Copper Country Mental Health’s role in responding to the identified needs
- Fulfill a Michigan Department of Health and Human Services (MDHHS) certification standard that requires community mental health boards to annually assess community mental health needs

Methodology/Procedures

Instrument: An open-ended survey format developed by The Standards Group (TSG)¹ and recommended by the Michigan Department of Health and Human Services (MDHHS) and the Community Mental Health Association of Michigan (CMHAM), was utilized (see page 3).

Procedure: The survey was made available utilizing an electronic version through Google Forms, and the link to the survey was emailed to stakeholders throughout the agency service area, which includes Baraga, Houghton, Keweenaw and Ontonagon counties. Additionally, the QR code/link was available through the agency Facebook page and on our website. The stakeholders were chosen to represent the following areas: justice system; education; primary healthcare; the Michigan Department of Health and Human Services (MDHHS); private mental health and substance abuse provider organizations; public health; and consumers/advocates.

In addition to the survey mailing to stakeholders, the surveys were made available to CCMHS consumers via several options: mailed to all open consumers/guardians, QR codes available in all of our waiting rooms, paper copies in all of our waiting rooms, QR code shared via Facebook and our website. Completion of the survey was voluntary.

The report will be made available to the public on the CCMHS website and printed copies will be available in each CCMHS clinic. A letter containing a summary of the results will be emailed to the original mailing list of stakeholders.

¹A joint effort of the Community Mental Health System, the Michigan Department of Health and Human Services, and the Community Mental Health Association of Michigan to work with consumers and advocates to provide focused attention to the development of recommendations for uniform and consistent administrative, programmatic and business practice standards for state-wide use in serving persons with mental illness and/or developmental disabilities and/or substance use conditions.

Response Rate: A total of 112 stakeholders responded to the survey, including 71 consumers/advocates. This year, respondents could choose more than one answer to each survey question, so percentages add up to more than 100%.

STAKEHOLDER SURVEY

COPPER COUNTRY MENTAL HEALTH SERVICES Community Needs Assessment

COMMUNITY STAKEHOLDER SURVEY

Please provide us with the following information:

1.) Name (optional): _____

2.) County circle all that apply: Baraga Houghton Keweenaw Ontonagon

3.) Stakeholder Category circle only one that best applies to you:

Justice System Education (private or public) Primary Health Care

Private Provider (mental health & substance abuse services) MI Department Human Services

Public Health Department Consumers/Advocates

1.) What do you see as the most significant mental health need currently not being addressed in our community?

2.) What trends have you identified that Community Mental Health should be aware of?

3.) Based on what you have shared, please identify the top three concerns/priorities.

SUMMARY OF SURVEY RESPONSES

1. What do you see as the most significant mental health need currently not being addressed in our community?

| Need | 2024 | 2022 |
|---|------|------|
| Local inpatient/outpatient MH programs | NA | 64% |
| Mental health services for people who do not meet CCMHS eligibility criteria | 50% | 60% |
| Mental health services for children and youth | 35% | 59% |
| More access to psychiatry services | 48% | 53% |
| Services to address the increase in substance/drug abuse | 28% | 34% |
| Services needed for depression and anxiety disorders | 1% | 43% |
| Services for Eating Disorders | 1% | NA |
| Community education and prevention | 25% | 37% |
| Transportation resources | 1% | NA |
| Integrated Care | 2% | NA |
| Other (e.g., services for people with intellectual disabilities; local NAMI group, marriage counseling, immediate access to services) | 7% | NA |

2. What trends have you identified that Copper Country Mental Health Services should be aware of?

| Trend | 2024 | 2022 |
|--|------|------|
| Drug and alcohol use continues to be significant | 42% | 53% |
| A decrease in socialization opportunities | 24% | NA |
| The need for mental health services for those who do not meet CCMHS eligibility criteria | 50% | 56% |
| Increase in children with depression and anxiety | NA | 58% |
| An increase in suicide concerns | 30% | 33% |
| An increase in prescription drug abuse | 24% | 25% |
| Staff shortage | 44% | 24% |
| Need for more inpatient/outpatient psychiatric services | 1% | NA |
| More youth using marijuana | NA | 24% |
| Services for veterans | 1% | NA |
| Other (e.g, coordinated care, training, more resources) | 4% | NA |

SUMMARY OF SURVEY RESPONSES

3. Based on what you have shared, please identify the top three concerns/priorities.

| Top Concerns | |
|---|-----|
| Mental Health Services for individuals that do not meet CMH eligibility | 58% |
| Need for local inpatient/outpatient programs | 1% |
| More psychiatry access | 47% |
| Mental health services for children 0-18 years old | 37% |
| Staffing shortages | 34% |
| Prescription drug abuse | 14% |
| Community education and prevention | 21% |
| Increased substance/drug abuse | 8% |
| Services for substance/drug abuse | 18% |
| Increase in suicide | 20% |

TOTAL RESPONSES BY STAKEHOLDER

| Category | Percent of responses |
|--|----------------------|
| Justice system | 0.9% |
| Education | 3.6% |
| Primary health care | 13.4% |
| Michigan Department of Health and Human Services | 4.5% |
| Private provider of mental health and substance abuse services | 1.8% |
| Consumers/Advocates | 63.4% |
| Public Health Department | 2.7% |

TOTAL RESPONSES BY COUNTY*

| County | Percent of responses |
|-----------|----------------------|
| Baraga | 11.6% |
| Houghton | 75% |
| Keweenaw | 2.7% |
| Ontonagon | 10.7% |

*SOME RESPONDENTS WORK IN MORE THAN ONE COUNTY

SUMMARY

The results of the 2024 Community Needs Assessment Survey compiled in this report illustrate some of the mental health needs apparent in our catchment area. CCMHS understands and takes very seriously the responsibility of being a primary provider of mental health services in the area. We also understand that meeting the mental health needs of a community requires collaboration and cooperation among community partners.

This summary will address the top five concerns identified by stakeholders and discuss CCMHS's ability and capacity to respond to these concerns. Stakeholders responding to our survey identified the following:

1. *More access to mental health services for those who do not meet CCMH eligibility criteria;*
2. *More psychiatric services;*
3. *More mental health services for youth ;*
4. *Staffing Shortages;*
5. *Community education and prevention.*

More access to mental health services for individuals who do not meet CCMH eligibility criteria is the primary concern of stakeholders. Several years ago, our funding to provide services to people without Medicaid was severely cut, and we had to institute a General Fund Waiting List (GFWL). Happily, this funding has increased in recent years, and we have been able to serve 69 individuals in the current fiscal year, 68 individuals in fiscal year 2023, and 89 in fiscal year 2022 off of the GFWL. We currently have twenty-two people on the GFWL. We are also able to provide services to people with MI Health Link who have mild to moderate mental illness.

CCMH added one additional therapist to our Outpatient Services as well as a Homebased Case Manager to address increased numbers of individuals seeking services without the CMH system.

CCMH resumed access screenings from our Prepaid Inpatient Health Plan (PIHP), Northcare Network, in January 2024. With the return of access screenings being completed locally, CCMH has been building our connection and collaboration with our other behavioral health systems and private practitioners, so that we may provide a more specific referral to outside providers when someone does not meet eligibility criteria at CCMH. We have also added additional resources on our private provider resource list and continue to review and add to that list as we are aware of more providers in our area.

The second concern was ***the need for more psychiatric services***. Difficulty recruiting medical students into psychiatry is one factor contributing to a national shortage of psychiatrists. As our staff psychiatrists retired, we were unable to hire new on-site doctors, so we looked to telehealth services. While telehealth is an adjustment for some people, others prefer it. CCMH has been using telehealth services in some capacity for over 9 years, with the majority of psychiatric service

deliveries occurring through telehealth services. CCMH has six psychiatrists, including child/adolescent psychiatry, on staff covering 7.5 days per week of service (1.3 FTE).

Two of our local hospital systems are utilizing virtual on-demand psychiatric services within their emergency departments to address behavioral health crises, including the option to start psychotropic medications. Additionally, one of our counties has law enforcement who are able to access a behavioral health professional via iPad video conferencing when law enforcement is called to a home to address a behavioral health need. That behavioral health professional has the ability to consult with an on-demand psychiatrist. Both of these programs have built in follow-up to ensure on-going connections are made, especially if medications are started or changed. CCMH has supported both of these programs and works closely with our community systems to collaborate and coordinate services.

It is understandable that many stakeholders are very concerned about ***mental health services for children 0-18 years old***. Fortunately, we have been able to serve many children who in previous years would have been put on the GFWL. Through our partnership with a local ISD Project AWARE grant program, we have received referrals from schools regarding children with mental health concerns. Our communities have also been fortunate to see a significant increase in behavioral health staff hired by the school systems. We also continue to provide Home-Based services for both prevention and to children at risk of out of home placement.

Staffing shortages have been an issue that was exacerbated during the Public Health Emergency related to COVID. Additionally, COVID highlighted the national struggles with behavioral health secondary to isolation, financial impact, and more which resulted in a significant increase in adding behavioral health staff into other institutions and systems, such as schools. In a rural area, like the counties that CCMH serves, we saw a limited number of qualified behavioral health professionals try to fill the increased staffing positions available. As a result, CCMH experienced a significant reduction in clinical staff. CCMH focused on making changes to attract employees. These included: sign-on bonuses, referral bonuses, restricting and increasing our pay scales for clinicians, supporting internships and practicums, and utilizing student loan forgiveness programs.

Community education and prevention. Our Training Institute provides education and prevention through several grants. One area of involvement is in elementary schools, where we provide information on coping skills and improving relationships.

Mental Health First Aid™ teaches participants how to help someone experiencing a mental health crisis. To date we have trained over 300 Mental Health First Aiders, including parents, providers, law enforcement, EMTs, members of the medical community, school counselors and human service providers. As mentioned above, we continue to provide prevention Home-Based services.

In conclusion, CCMHS would like to thank all those individuals who participated in this assessment process. Thank you to our stakeholders who took the time to complete and return the survey. We appreciate your feedback.

The results of this report will be reviewed by the CCMHS Management Team and the Board of Directors. Program decisions and actions resulting from the issues addressed in this survey report will be determined by these groups.