

# COMMUNITY REPORT

Fiscal Year 2025

**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*

Inside this issue:

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- *All Access with Andy Garcia, pg. 4*
- *Rice Memorial Board, pg. 6*
- *Intake appointments, pg. 11 — and more!*



## 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.



*Supporting independence in the com-*





## A message from the Board

Dear Community Stakeholders,

The Board of Directors of Copper Country Mental Health Services is proud to present our **2025 Annual Report**—a reflection of the dedication, innovation, and collaboration that continue to shape our mission.

One of the year's most exciting highlights was our participation in *All Access with Andy Garcia*, where the Northern Lights Clubhouse was featured. This opportunity allowed us to share the story of one of our cornerstone programs with a broader audience, shining a light on the impact of community-driven mental health support.

Beyond this milestone, the report showcases the breadth of our work: from expanding community-based programs to strengthening partnerships across the Copper Country. Together, these efforts illustrate not only the scope of our service delivery but also the meaningful difference we are making in the lives of those we serve.

We extend our heartfelt gratitude to the individuals, families, organizations, and partners who walk alongside us. Your commitment ensures that high-quality behavioral health services remain accessible, and your support empowers us to continue building a healthier, more resilient community.

With appreciation,

James Tervo, Board Chairperson



## 🎉 Congratulations and Celebrations! 🎉

In 2026, CCMH will proudly honor the incredible careers of **Susan Serafini, Finance Director**, and **Dawn Gibson, Human Resources Director**. Together, these two remarkable leaders have dedicated over  **fifty years of combined service** to our agency — guiding with wisdom, vision, and unwavering commitment.

Their impact has shaped CCMH in countless ways, and while their leadership will be deeply missed, we celebrate their legacy with gratitude and joy. As they step into retirement, we send them off with heartfelt appreciation and best wishes for the exciting journeys ahead.



***Here's to Susan and Dawn — thank you for everything, and cheers to the next chapter!***





## Copper Country Mental Health Services

### Fiscal Year 2025 Snapshot

At Copper Country Mental Health, we are a community mental health agency serving Upper Michigan. We proudly support individuals and families across four counties: Baraga, Houghton, Keweenaw, and Ontonagon. By reviewing data, we can better understand—and showcase—the positive impact we're making throughout our communities. Take a look at the data below!

Total Number of People served	1132
Total Number of Staff	256
Total Number of Service Hours provided	897,923

#### Clinical Services

# of scheduled intakes	360
# of clinical home/community visits	5252
# of therapy sessions provided	2467
# of psychiatric evaluations provided	134
# of psychiatric sessions provided	2173



#### Emergency Services

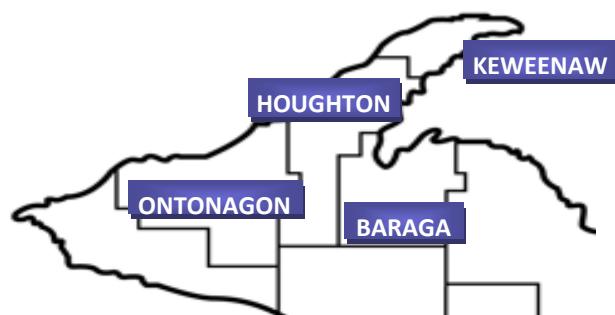
# of crisis assessments	370
# of inpatient hospitalizations	136

#### High lights of our year

*All Access with Andy Garcia* featuring our Northern Lights Clubhouse. Collaborated with Michigan Tech Athletics to bring basketball scrimmages to persons served.

#### Community Support Services

# of people with employment support services	76
# of transports provided	2460
# of medication deliveries	16380
# of grocery shopping trips	696



**1000+ INDIVIDUALS SERVED ANNUALLY**

**4 COUNTIES**

**6 LOCATIONS**

**9 GROUP HOMES**

**1 MISSION**

# ALL ACCESS

WITH ANDY GARCIA

On October 16, 2025, a film producer and videographer from **All Access TV with Andy Garcia** visited our Northern Lights Clubhouse to record a story highlighting the work we do there. **All Access TV** is a film company that provides education about a variety of industries. Their research team reached out to us about sharing our story,

and we were happy to take them up on the opportunity.

Our Clubhouse provides structure, help finding employment, and social connection for adults with mental illness.



Thomas and Tristan from **All Access** talked with our Executive Director, Clubhouse Director, and two Clubhouse members about how Clubhouse is impacting people in a positive way. The end result of their work will be a 5-6 minute video, to be aired on certain public television stations and reach millions of people! Our hope is that it will give a clear idea of some of the great work done here at



Copper Country Mental Health. This work also takes place across Michigan at the 40 other community mental health centers.

*We'll share the video on our website when it comes out, so be sure to keep an eye on [www.cccmh.org](http://www.cccmh.org).*



You can also find the **All Access** website at:

<https://www.allaccessptv.com/>.

*By Mike Bach*



# Transitional Employment (TE)

International model. TE helps individuals with serious mental illness rebuild work skills, confidence, and a positive employment history. Positions are developed and maintained in partnership with community employers, who reserve jobs specifically for Clubhouse members. They typically last six to nine months, are paid at or above minimum wage, and include training and ongoing support, with the Clubhouse guaranteeing job coverage to ensure consistency for employers. Participation is voluntary and individualized, allowing members to gain real-world work experience while preparing for independent or supported employment, increased economic self-sufficiency, and long-term recovery.

Most recently, Northern Lights has partnered with the Hancock Community Hub (HCH), a nonprofit community center in downtown Hancock that serves as a flexible space and gathering place for people, organizations, and businesses. Our TE role at HCH is a custodial position, with duties including routine cleaning, event setup, and other support tasks as needed. This partnership provides members with meaningful, community-based employment and the convenience of being just a block away from Northern Lights. Early experiences in this role have already helped members gain confidence, develop workplace skills, and feel more connected to the Hancock community.

Northern Lights Clubhouse provides its members with a wide array of supports to help them live their lives to the fullest, including assistance with employment. One of the key ways we support members is through Transitional Employment (TE), a time-limited, part-time paid work opportunity based on the Clubhouse



*By Chad Johnson*



## CCMH Satisfaction Survey

CCMH listens and we heard good things! Fifty-three people completed surveys this past year. Survey results indicate that an overwhelming majority (93%) of respondents reported being satisfied with the services they received. Most people (96%) were satisfied that CCMH staff included them in making decisions and goal setting. The lowest recorded satisfaction item was 88% of those served felt that they were better able to do the things that they wanted to do because of CCMH services. If you have comments on how CCMH is doing, we want to hear from you! Ask about filling out a consumer satisfaction survey, or scan the QR codes posted at CCMH service locations.

*By Chris Gelety*





# The Rice Memorial Board

The Board that governs Copper Country Mental Health was formed by the county commissioners from Baraga, Houghton, Keweenaw and Ontonagon Counties on December 20, 1963. In those days, our funding came from the counties and the state of Michigan. Medicaid would not be created for another two years, and the Mental Health Code would not be signed into law for over a decade. But way back then we also had support from a private foundation called the Rice Memorial Clinic Foundation.

Founded in December of 1962 and named after William and Isabel Rice, the Rice Foundation was created to help fund a new site of operations for the Child Guidance Clinic, then operating in Hancock at St. Joseph's hospital. The original intent of the Rice Foundation was to use income from private donations to maintain the Clinic and someday provide additional services.



Those additional services came quickly once CCMH was formed and we started serving adults in addition to children. As we expanded services to our other counties, the Rice Board was instrumental in purchasing and paying for buildings, which allowed us to focus on providing services. Over the decades they have supported us with over \$3,000,000! They have also provided over \$300,000 in scholarships to area students and \$600,000 in support to other local agencies.

CCMH would like to express our sincere thanks to the Rice Board for their amazing support to us and to the community. At the dedication to the Child Guidance Clinic on June 10, 1962, John W. Rice said, "May these keys not only unlock the door to your new quarters, but it is our sincere hope that they will also open the door for a bright future to all who come here for help and guidance."

Thanks to the support of the Rice Foundation, we have helped many individuals and families work toward bright futures!

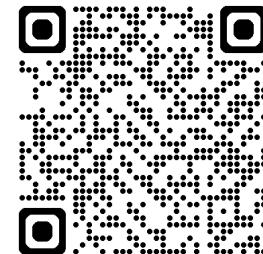
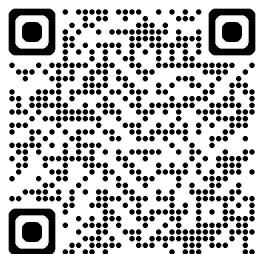
*By Mike Bach*



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website!**



# CCMH Ontonagon

## Lawn Crew

The Ontonagon lawn crew is a vocational program that provides consumers with hands-on opportunities to develop work and life skills. Consumers, with the support of staff, engage in seasonal tasks such as mowing lawns, trimming edges, and raking leaves. The crew is guided by staff who teach safe equipment use, reinforce teamwork, and encourage responsibility, while also helping consumers build independence and confidence.

Beyond the practical work, the lawn crew emphasizes skills like time management, problem-solving, and following directions, which are transferable to other aspects of daily life. These experiences not only foster a sense of pride and accomplishment but also prepare consumers for community employment by giving them real-world practice in workplace expectations and routines, ultimately helping them gain the skills needed to succeed in the workforce.

Overall, the lawn crew promotes personal growth, vocational development, and employment readiness, aligning with CCMH's mission to help individuals increase independence and social skills.

J states, "I enjoy working on the lawn crew because it gets me outside and helps me a lot."

M states, "I like being outdoors, getting fresh air, and having exercise."



By Stephanie Schultz

# Case Management

***Case management is a service that provides a wide range of supports to the consumers we serve.***

Case managers assist consumers through the person-centered planning process and work with consumers to meet their goals. Case managers work with consumers to find housing, attain benefits, coordinate with medical providers, monitor service provision, link to outside agencies, and much more. The main goal of case management is to help consumers to be as independent as possible.

For many consumers, case management services have a positive impact on their life. For example, a consumer came to the area with no place to live and was experiencing a significant decline in their mental health. This consumer was able to connect with CCMH services and began to meet with a case manager. Through the case management service, this consumer was able to attain social security income and stable low-income housing. This consumer is now thriving in their current environment and participating in hobbies that they previously could not. This consumer also had a goal of having their name changed, which, after much assistance from a case manager, they were able to achieve. This consumer expresses gratitude for what the case management service has done for them stating "I want to express how unbelievable helpful this has been for me".



*By Aunica Bolen*

# Waiting in the ER

**In the winter of 2022, CCMH leaders paused to ask an important question:**

*How can we better support community members who find themselves waiting in an emergency room for an inpatient psychiatric bed?*

To answer that, we began by seeking clarity. We started collecting detailed data to understand the true scope of the challenge across our four counties:

- How many people were waiting in emergency rooms during a mental health crisis?
- Why were private hospitals denying admission requests?
- How long were individuals waiting for a final resolution?

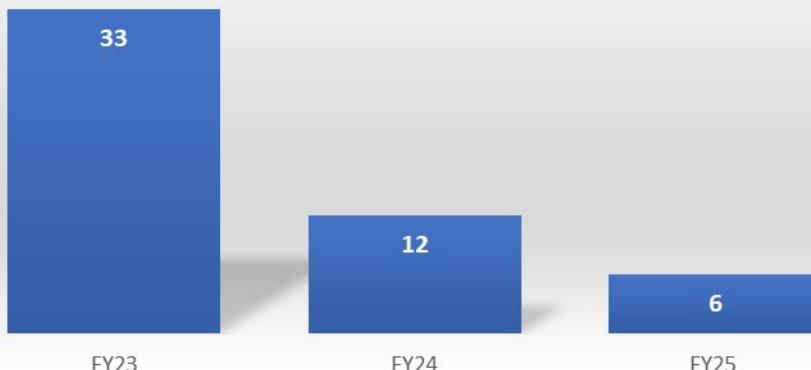
At the same time, we didn't want to wait for answers before taking action. After two days in an ER, our team began providing additional support—connecting individuals with outpatient providers, reviewing possible medication adjustments, and keeping communication flowing between everyone involved. These early steps were designed to bring comfort, coordination, and hope during a stressful and uncertain time.

## **Three years later, the impact is clear.**

The number of people experiencing extended waits for a mental-health-related resolution has steadily *decreased*, as shown in the graph below. This progress reflects the strength of a community that steps up, learns from the data, and adapts to better meet the needs of its members. We will

continue to evaluate and implement changes as needed.

**Total Number of Individuals in Emergency Rooms for More Than Two Days Waiting for Disposition  
- by Fiscal Year**



Please see the Acute Inpatient Psychiatric Hospitalization infographic on the next page for additional data.

*By Leslie Griffith*



# 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.

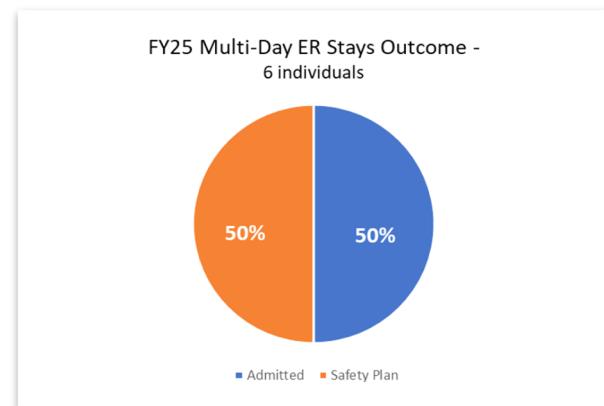
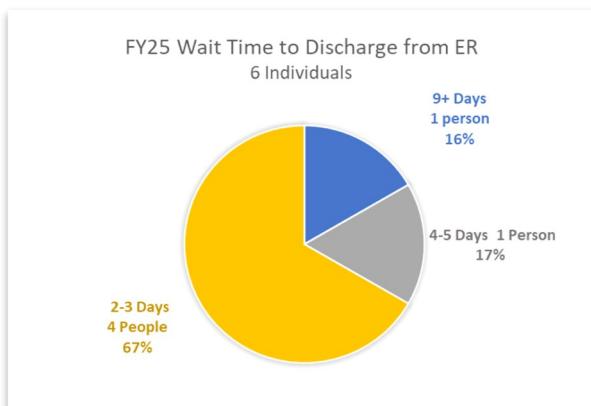
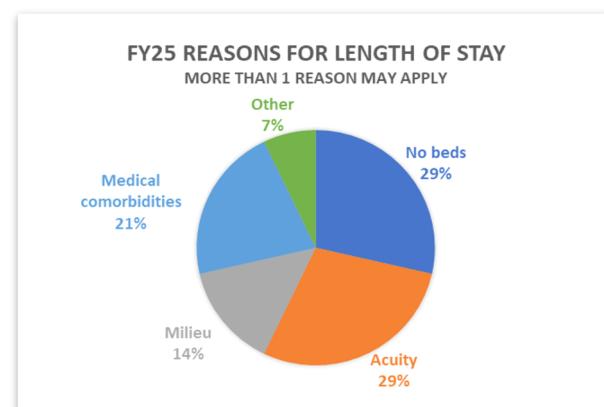
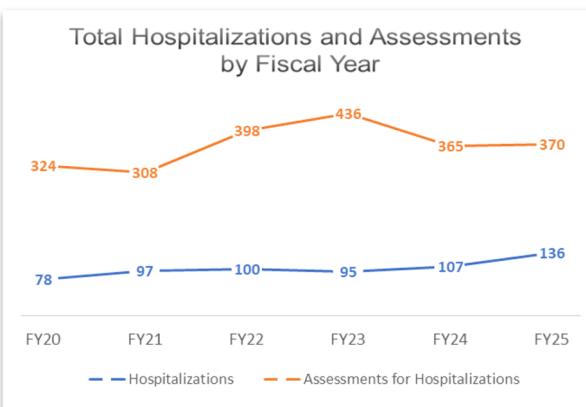
**Where are these located?** There are two inpatient units for adults located in the U.P. There are about two dozen units located downstate, some of which admit children.

**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 listed below

Below is data from **October 1, 2024 to September 30, 2025** 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!



# Intake Appointments

## What to Expect:

The purpose of an intake appointment at **Copper Country Mental Health** is to:

- ◆ *Gather information to determine whether you meet eligibility for services.*
  - ◆ *Learn what types of services you are seeking.*
  - ◆ *Begin understanding your needs and goals.*

Intake appointments are conducted by an **intake worker who is a licensed therapist** (not a doctor).



## Before Your Intake Appointment:

You will typically receive paperwork ahead of time.

- ◆ **Fill out the forms** and bring them with you.
- ◆ **Please arrive 15-20 minute early** to finalize all paperwork.
- **Please bring:**
  - ◆ Your **Medicaid or other insurance cards**
  - ◆ Any **custody or guardianship paperwork** (if applicable)
  - ◆ **Household income information**
  - ◆ The name of your **primary care physician**
  - ◆ A list of any **current medications**

## If the Intake is for a Child

Both **you and your child must attend** the intake appointment together.

## How Long It takes

Most intake appointments last **about 1 to 1.5 hours**.

*By Laura Cooley*



# Outpatient Therapy

If you have never participated in mental health therapy before, it's natural to wonder what the experience will be like at Copper Country Community Mental Health. Some people imagine hypnosis, others picture lying on a couch, and many simply have no idea what to expect. This short article is designed to put your mind at ease and give you a clear understanding of what outpatient therapy actually involves at Copper Country Mental Health.

"EMDR is hard work, but it's helpful. It is long past time that I did this." – Adult Consumer

## Evidence-Based Practices

All of our therapists use what are known as **Evidence-Based Practices (EBPs)**. Simply put, these are treatments and interventions that research has shown to be effective and beneficial for individuals receiving services. These approaches are well-studied, structured, and focused on helping you reach meaningful, measurable improvements in your life. Some of the more common EBPs we use include:

- *Cognitive Behavioral Therapy (CBT)*
- *Trauma-Informed Treatment*
- *Motivational Interviewing (MI)*
- *Dialectical Behavior Therapy (DBT)*

## Beginning Treatment: The Treatment Planning Process

At the start of services, you will work together with your therapist on a process called **Treatment Planning**. During this collaborative step, you will identify the goals and objectives that you want to work on throughout therapy.

Your treatment plan—also called an **Individual Plan of Service (IPOS)**—lays out specific, realistic, and measurable steps toward progress. This ensures that you and your therapist have a shared understanding of what you are working on and how you will recognize when treatment goals have been met.

"I think I have learned that it is important to know other people's boundaries, therapy is helping me"  
- Youth Consumer

## Progress and Discharge Planning

As therapy continues and you work through your goals, your therapist will support you in applying new skills and insights to your daily life. When objectives are completed, you and your therapist will begin discussing a **discharge plan**.

The purpose of discharge planning is to help you feel confident, independent, and ready to use the tools you've gained within the community. The ultimate goal of therapy is to help you become more

independent and self-sufficient while maintaining the progress you've made.

"She has made great strides in the last year." - Consumer  
Guardian

By Jeff Williams

# BRAVO Program

The BRAVO program (Business Recreation Advocacy Vocational Opportunities) provides services for individuals with an intellectual/developmental disability in Houghton County. BRAVO is fortunate to have a fantastic group of staff who are committed to serving our consumers while making things as fun and educational as possible. BRAVO provides services in-home and out in the community by encouraging independence and real-life skills.



From budgeting and groceries to keeping appointments and shopping, one-on-one activities are vital to ensure independence and skill building. We assist in money management and keeping bills paid, teaching how to use a bridge card, meal planning, personal errands, and advocating for the consumer's medical needs by providing transportation and any requested support during medical appointments.

Consumers also can engage in fun-filled activities that may otherwise not have opportunities to do. We offer cooking groups in the kitchen of the Rice Center and socializing with other peers in the community in the

form of peer or group outings (eating at a restaurant, meeting at parks, basketball, cookouts, disc golf, music, metal detecting, crafting, movies and bowling, just to name a few).

**Our visits are as diverse as our consumers, and our team works hard to meet the individual needs of each person by collaborating with their case managers to work toward goals in a direct way.**

*By Sam Menghini*

# 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?

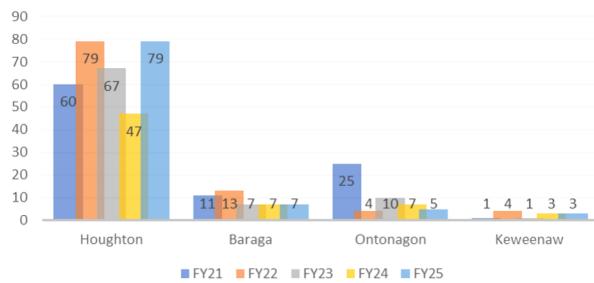
Voluntary: An individual understands their need for treatment and/or are amenable to recommended inpatient care.

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.

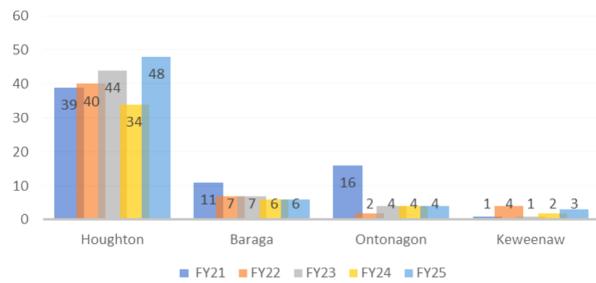
**What does CCMH pay for in relationship to inpatient psychiatric hospitalizations?** CCMH is responsible for the daily rate for each day that an individual is hospitalized. CCMH also pays for the clinician to complete the assessment and bed search.

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

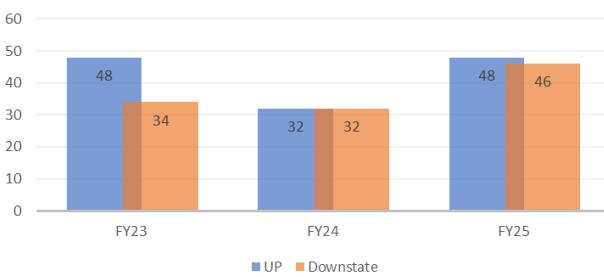
Fiscal Year County Comparison of Law Enforcement Transports for All Individuals



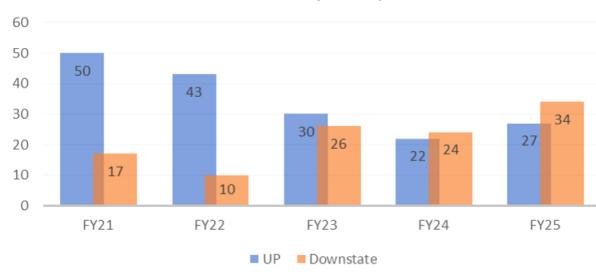
Fiscal Year County Comparison of Law Enforcement Transports for CCMH Individuals



Law Enforcement UP vs. Downstate Transports by Fiscal Year - All CCMH Counties for All Individuals



Law Enforcement UP vs. Downstate Transports by Fiscal Year - CMH Transports only



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





## Institute Highlights

The Institute delivers training and prevention services (Mental Health and Substance Misuse Disorder) using a proactive approach to reduce risk factors, increase resiliency, and promote wellness. 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 6<sup>th</sup>, 7<sup>th</sup>, and 8<sup>th</sup> grades in 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. Consumer participation in Fit Together steadily grew throughout the year. This past year the program served 69 consumers. Fit Together provided funds for bus passes, gym passes, personal training sessions, local trail passes, and event expenses. Four events were held this year.

**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 received 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.



**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 group homes.

**Healthy Schools Healthy Communities (HSHC)** was provided for students in three elementary schools (kindergarten and second grade). *Cooking with Kids* and *Cooking Matters for Teens* 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 500 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 Copper Country Mental Health and the Rice Memorial Clinic Foundation.

*By Taryn Mason*

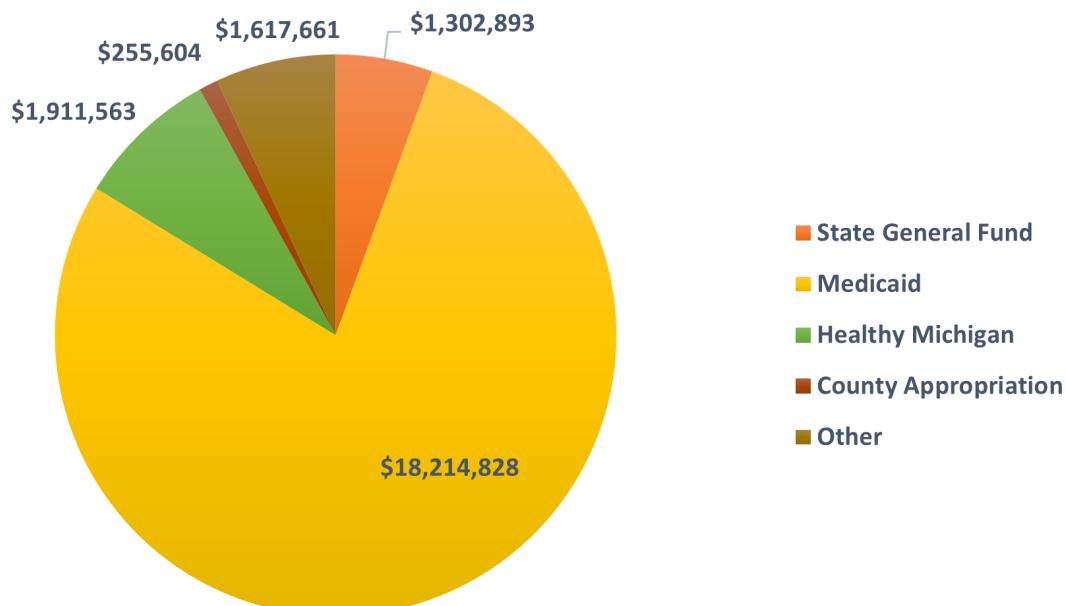


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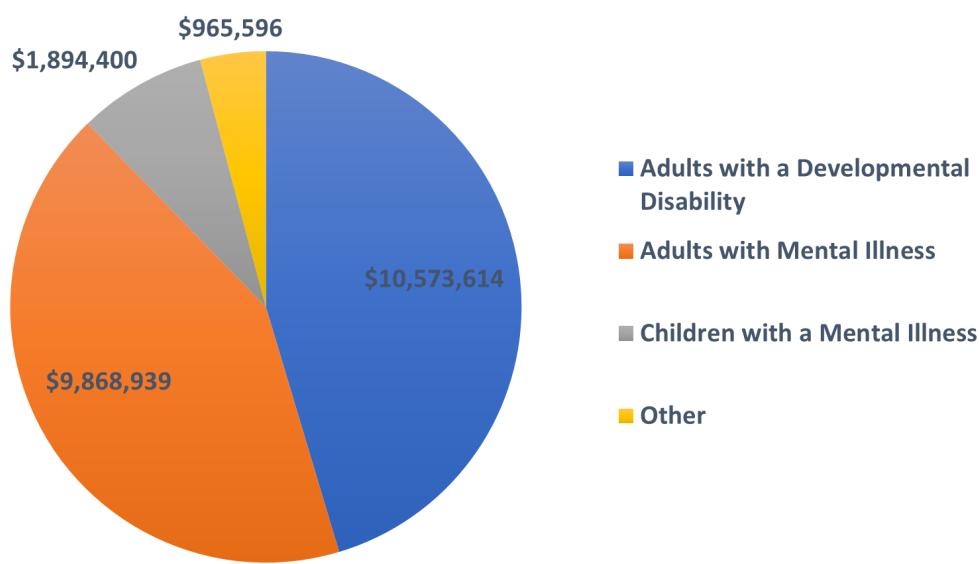
Utilizing a budget of \$23,203,549, Copper Country Mental Health Services provided services to 1,152 individuals from October 1, 2024 through September 30, 2025.

**I****S****C****A****L****P****R****O****F****I****L****E**

## REVENUE



## EXPENDITURES



# Board of Directors

**James Tervo**

*38 years on Board  
Board Chairperson*

Houghton

**Pat Rozich**

*35 years on Board  
Board Vice Chairperson*

Houghton

**Michael Koskinen**

*15 years old Board  
Board Secretary*

Baraga

**Barry Fink**

*13 years on Board*

Houghton

**Richard Bourdeau**

*11 years on Board  
Ontonagon County Commissioner*

Ontonagon

**Katherine Carlson-Lynch**

*5 years on Board*

Ontonagon

**Randy Eckloff**

*5 years on Board  
Keweenaw County Commissioner*

Keweenaw

**Gail Eilola**

*5 years on Board*

Baraga

**Richard Herrala**

*4 years on Board*

Houghton

**Roy Britz**

*4 years on Board  
Houghton County Commissioner*

Houghton

**Linda Pelli**

*1 year on Board*

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-CCMH (2264) or  
(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