

NORTH COUNTRY



Mission

To ensure the provision of behavioral health services that improve the quality of life in our communities.

Vision

Setting the standard for excellence in behavioral health care.

2016 ANNUAL REPORT

*Serving
Antrim, Charlevoix, Cheboygan,
Emmet, Kalkaska and Otsego Counties*

2016 HIGHLIGHTS

- 'Life with a Mental Illness' was the theme of NCCMH's 19th Annual Run/Walk for Mental Health. The 5K run was a Color Fun Run, and State Representative Lee Chatfield participated in the event. The activities for May is Mental Health also included the traveling art show, area libraries and bookstores featuring books about mental health, the free children's movie 'Inside Out' at a local movie theater, and participation in the Walk-A-Mile Rally in Lansing.
- Supported Housing services were provided to 18 consumers in both independent apartment settings and the Bridge Street transitional housing unit, using grants from the Michigan Department of Health and Human Services (MDHHS) which awarded \$100,000 towards housing for consumers who are experiencing homelessness.
- The Supported Employment program provided employment services to 61 consumers. The program received 29 new referrals for services, had 26 consumers actively participating in readiness and job search activities, and 32 individuals were employed.
- New Horizons Clubhouse received a three-year accreditation through Clubhouse International in June 2016. It is the 15th clubhouse in Michigan to receive accreditation and the second in the NCCMH service area.
- The Petoskey Club attended the National Clubhouse Conference in Washington, D.C. Members and staff participated in seminars and trainings. They also mentor new and established clubhouses in collaboration with Clubhouse Michigan and Clubhouse International.
- The 'Fun Walk for Autism' was again a success with 130 participants. There was the traditional giveaway afterwards due to the support of our participants.
- NCCMH received a three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) for case management and supports coordination, outpatient therapy, crisis stabilization, crisis intervention, Assertive Community Treatment, and community integration. Among the many strengths identified in the report, CARF noted, "Comments from major stakeholders outside of NCCMH were unanimous in praising the organization for its commitment to persons served."
- Autism services were provided to 146 children in 2016. Of this, 55 are currently receiving applied behavioral analysis services, 23 under the age of 6 and 32 over the age of 6.

2016 Farewell

As usual, the year ended with many challenges, but also many accomplishments. We are proud of our successful CARF survey, in which North Country was awarded a three-year accreditation. The survey was successful and the consultation was helpful, but the comments from the reviewers were especially gratifying. One particularly rang true:

"NCCMH staff members demonstrate determination, empathy, advocacy, respect, teamwork and professionalism. They extend themselves beyond scheduled hours and are always available to the clients. The staff members believe in the mission of the organization, and the organization is truly client driven."

An astute summary of our staff!

Other noteworthy accomplishments include block grant awards which enable the agency to go the extra mile in providing housing services, jail consultation and diversion services, child psychiatry consultation through the "MC3" model, and regional coordination for the PMTO – Parent Management Training, Oregon Model – program. We are grateful for the opportunities this funding afforded us and the expansion of jail services is welcome by our local communities.

The agency continues its relationship with local health clinics, including the Alcona Health Centers and the Otsego Health Center, expanding community behavioral health services through the placement of six therapists in these settings. In addition, staff members have participated on the Steering Committee of the Northern Michigan Community Health Innovation Region, an outgrowth of the State Innovation Model, an implementation grant awarded to the Michigan Department of Health and Human Services by the Center for Medicare and Medicaid Services. It has been exciting to participate with staff from other community agencies and health care entities to pursue the improvement of health care services in the region.

As I write this letter, I realize that it will be my last, as I am anticipating my retirement in the very near future. I am proud and thankful to have been the leader of such a fine agency for almost 27 years and to have worked with a wonderful, dedicated group of professionals and a supportive board of directors.



Ed Ginop
Chairperson, Mental Health Board

There have been many challenges and accomplishments over the years and I am grateful for every one of these. I wish all of my coworkers and colleagues success in the future. Thank you and good luck.



Alexis Kaczynski
Director

New Horizons Clubhouse

Accreditation Achieved through Support and Advocacy

Caroline lives on her own in a small town in Antrim County. Almost every day, she wakes up and rides the bus into New Horizons Clubhouse, to work alongside her colleagues in the Business Communications Unit of the club. She gives input, completes many clerical jobs, socializes with her friends, and has begun speaking publicly as an advocate. She knows that she is wanted, needed, and expected at New Horizons.

Before she became a member, Caroline says, “My days were filled with emptiness and nothing to do but wallow in self-pity.” She had experienced great losses and, when those losses piled up, she began questioning her worth. At that time, she attempted suicide: “Why not kill myself and get it over with?” After reaching out for help, she was linked with the clubhouse. Caroline expresses that when she doesn’t feel she has anything to live for, she thinks of her friends at club and how she impacts their lives. “New Horizons has been a lifesaver, it has saved me more than once,” she says. She tutors both reading and math, serves on the advisory board, and was an active participant in the accreditation process.



Caroline is an integral part of New Horizons Clubhouse. What she thinks has value and she has a big impact on many people's lives.

Clubhouse is a consumer-driven program in which the individuals who attend are members. The work day is focused on working side by side with others, volunteering to complete jobs that keep the club running. Lynn Hershberger, New Horizons Director, states, “The work is important, however, recovery happens through relationships. Trust is built working side by side, independence breeds loneliness.” Work and life skills are taught, mentored, and strengthened every day, through making lunch, completing data entry, learning computer skills, and working in the community at Transitional Employment positions. The clubhouse offers meaningful work opportunities throughout each weekday and also offers social activities during the evenings, weekends, and holidays.

The State of Michigan informed all clubhouses that, by 2018, programs need be accredited through Clubhouse International in order to bill their services to Medicaid. New Horizons accepted this positive challenge and set an ambitious goal to become accredited. Members, staff, and advisory board members began a yearlong self-study, a necessary task to learn their own strengths and weaknesses as a club. After working on it for seven months, the self-study was submitted on May 1, 2016, and an onsite accreditation visit by Clubhouse International faculty occurred the week of June 28. After a week of being interviewed, observed, and receiving extensive input, New Horizons received a three-year accreditation.

This distinction ensures fidelity to the model of the evidence-based practice of Psychosocial Rehabilitation as well as allowing clubhouses to continue to provide meaningful services to members like Caroline. “Clubhouse has given me the opportunity to find my voice. Through the encouragement of people at the club, I have learned that what I think has value. I have become a different person. Clubhouse has saved my life and I like who I am now.”

Giving Voice

A Year of Discovery



Poet Terry Wooten helped start the Remembrance Project which captured memories of people who were institutionalized as children.



'Art Speaks,' a new group which involves staff and consumer partners from Petoskey Club, Bergmann Center, Straits Area Services and Crossroads Industries, held its first pop-up art show in December. Lyndsay W. said, "It was awesome to participate in the art display. It made me feel very proud."



A new Northern Advocacy Group, NAG, organized a conference called ShareFest with a keynote about bullying. The planners agreed that planning the event was very hard but was a lot of fun.

exciting event as happened with the first North Country CMH-sponsored, client-created, pop-up art gallery held at Red Sky Stage in Petoskey. From hosting the traveling art show through the years, North Country's Executive Director began to ask how there could be a permanent art center for clients to create and display their work within North Country's six counties. A group of clients, staff, contract providers and community members met to consider this. The group decided to take this first step to engage the public, show them the skills and talents of people with disabilities, and bust some stigma. Over 20 local artists displayed their art. With the art of so many artists in one place, it was evident that when consumer voices are silent or struggling for expression, their art carries a clear statement about who they are, something the Executive Director already knew and valued. Steps are underway to have another pop-up exhibit and eventually to give creative expression a permanent place.

To know you by empowering your decisions

Another effort to give voice has resulted in a new self-advocacy group taking root. The Northern Advocacy Group, NAG for short, started out with a head of steam telling us who they are by organizing the first day-long conference for consumers by consumers which they named ShareFest. What was revealing about the group was the topic they chose for the keynote address: Bullying. Each member showed us their problem-solving and decision-making skills, patience and tolerance, comfort with the leadership role, ability to work hard and compromise and their energy to organize the second annual ShareFest. Watch for it.

To hear your life in poetry

There was a time, not that long ago, when parents were encouraged to place their children with a mental illness or developmental disability in an institution to live. It was meant to be the best course of treatment. North Country staff wanted to give voice to these children, now grown, so we might understand and preserve what it was like for them and so they would know the value of their story.

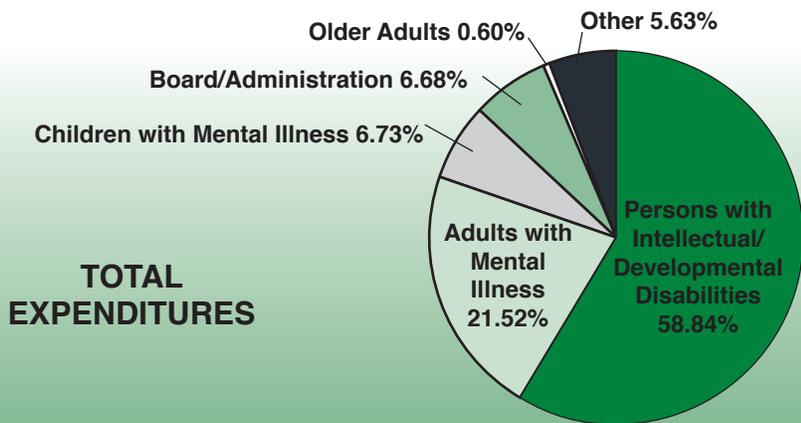
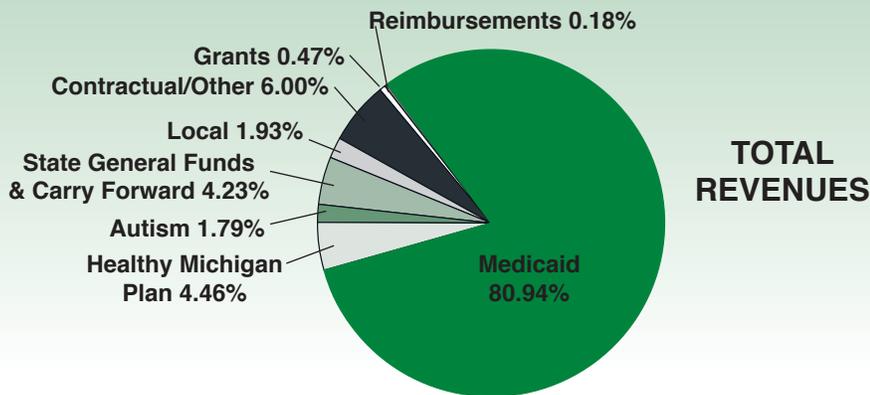
Terry Wooten, a local poet and bard who has created poetry from life stories of the elderly and veterans, was invited to teach his interview techniques to some staff and other local poets and then help to create poetry from these recorded memories. The Remembrance Project was born. The poetry captured the essence of their memories and was shared with the public during three Evenings of Understanding across North Country's six counties. Additional poetry created by four North Country consumers and selected from statewide entries to accompany the Michigan Association of Community Mental Health Board's statewide traveling art show, was also shared. This was a powerful experience for everyone involved, from beginning to end.

To see you through your art

The germ of an idea can lead to an

SERVICE DATA

	FY 2014	% of Total	FY 2015	% of Total	FY 2016	% of Total
Total People Served	3971		3799		3892	
Adults with Mental Illness	2419	60.9	2234	58.8	2304	59.2
Children with Mental Illness	723	18.2	748	19.7	707	18.2
Individuals with Intellectual/Developmental Disabilities	829	20.9	817	21.5	881	22.6
Psychiatric Inpatient Utilization						
Admissions	327		331		363	
Inpatient Days	3962		4026		4532	
Average Length of Stay (in days)	12.12		12.36		12.23	



Revenues

Medicaid	\$ 34,864,333
Healthy Michigan	1,922,086
State General Funds	1,823,584
Local	832,746
Contractual/Other	2,586,325
Autism	768,950
Grants	201,589
Reimbursements	76,424

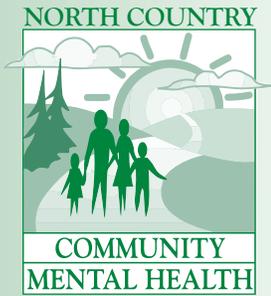
Expenditures

Persons with Intellectual/Developmental Disabilities	\$ 25,302,389
Adults with Mental Illness	9,256,574
Children with Mental Illness	2,892,833
Board/Administration	2,873,660
Older Adults	257,310
Other	2,421,394

Total Revenues	\$ 43,076,037	Total Expenditures	\$ 43,004,160
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2016 HIGHLIGHTS

- NCCMH conducted a consumer survey where satisfaction is measured on a 4-point scale, with four being highest. The average survey score was 3.56; the percentage of consumers that were satisfied (scoring 3.0 or higher) was 94%. Survey results are used to enhance service delivery and drive quality improvement efforts.
- NCCMH met or exceeded MDHHS performance standards for timely access to services on 105 of 112 quarterly indicators. Indicators include: an initial assessment within 14 days of request; first ongoing service within 14 days of assessment; screening for inpatient hospitalization within three hours of request; and follow-up care within seven days after inpatient hospital discharge. The performance expectation is 95% for each indicator except hospital readmissions which is <15%.
- NCCMH funded more than \$14.3 million in payroll for more than 254 employees in Antrim, Charlevoix, Cheboygan, Emmet, Kalkaska, and Otsego counties, and paid \$23.2 million in contractual services leading to employment of more than 617 additional people. Several million more were spent on goods and services in the six-county area.
- NCCMH applied for and received block grant funding for Jail Consultation and Diversion Services, which enabled the hiring of a jail services professional after the position had been empty for three years.
- Block grant funding was received which enables two North Country staff to serve as Regional Coordinators for the Parent Management Training (Oregon Model) effort. PMTO is the evidence-based parent management training model that teaches parents how to better parent their children. As Regional Coordinators, these staff promote the PMTO concept, arrange seminars, and provide training for new practitioners in the agency, the northern Lower Peninsula and the Upper Peninsula.
- Staff participated in efforts surrounding the Community Health Innovation Region. The CHIR is a component of the State Innovation Model, an implementation grant awarded to Michigan Department of Health and Human Services by the Center for Medicare and Medicaid Services. The CHIRs' primary responsibilities are consolidated community health assessment and comprehensive improvement plans and clinical community linkages. North Country leadership participates on the Steering Committee for the Northern Michigan CHIR, along with a number of community agencies and health care entities.
- Child and adult psychiatry services are now provided to the Beaver Island Rural Health Center through telepsych technology, expanding the longtime services offered twice monthly via small aircraft.



1420 Plaza Drive
 Petoskey, MI 49770

2016 Board Members

Antrim County

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 Ed Ginop (Board Chair)

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Craig Crambell
 Sr. Augusta Stratz

Otsego County

Gary L. Averill
 Paul L. Liss
 Ron Iseler

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Main Locations

The Administrative Offices are located at:

1420 Plaza Drive
 Petoskey, MI 49770
 (231) 347-7890

Emmet County

1420 Plaza Drive
 Petoskey, MI 49770
 (231) 347-6701

Charlevoix County

6250 M-66 North
 Charlevoix, MI 49720
 (231) 547-5885

Antrim County

203 E. Cayuga
 Bellaire, MI 49615
 (231) 533-8619

Kalkaska County

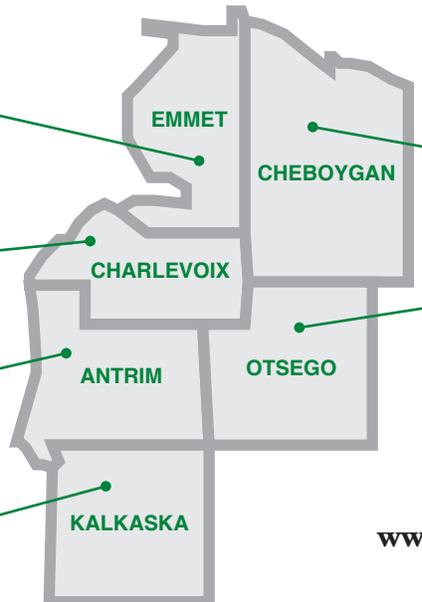
625 Courthouse Drive
 Kalkaska, MI 49646
 (231) 258-5133

Cheboygan County

825 S. Huron, Suite 4
 Cheboygan, MI 49721
 (231) 627-5627

Otsego County

800 Livingston Blvd.
 Gaylord, MI 49735
 (989) 732-7558
 (989) 732-6292



Visit us at
www.norcocmh.org

Call 800-834-3393 to access services.

TTY: Dial 711