2017 HIGHLIGHTS

- Clients and family members participated in a Recovery Self-Assessment to measure their progress in recovery plans and how well the agency’s programs and staff promote recovery. The consumer questionnaire consisted of 12 questions scored on a 5-point scale, with 5 being the highest. The average score was 4.28. This was a positive reflection of NCCMH being a recovery-oriented system of care.

- NCCMH has achieved national performance standards for timely access to services. This indicator includes an initial assessment within 14 days of request, first ongoing assessment within 30 days of request, and re-assessment every three months. NCCMH consistently meets the 95% standard. This high performance score is due to a dedicated and proactive team who ensure that new clients are assessed and re-assessed within the required timeframes.

- NCCMH has conducted training for new practitioners at NCCMH, and within the evidence-based program that teaches the technique of Eye Movement Desensitization and Reprocessing Therapy (EMDR). The basic theory of EMDR is that when persons experience very distressing events, the memory of the events remains unprocessed. EMDR works to reprocess the memory, resulting in employment of more than 682 additional people. Several million more were spent on goods and services in the area.

- NCCMH funded more than $14.5 million in service contracts resulting in employment of more than 650 local residents. More than $24.1 million in service contracts were funded for the evidence-based program that teaches the technique of EMDR. The basic theory of EMDR is that when persons experience very distressing events, the memory of the events remains unprocessed. EMDR works to reprocess the memory, resulting in employment of more than 682 additional people. Several million more were spent on goods and services in the area.

- NCCMH has implemented quality improvement plans for indicators that did not meet the expectations. NCCMH has implemented quality improvement plans for indicators that did not meet the expectations. The agency has consistently met the 95% standard for timely access to services. This high performance score is due to a dedicated and proactive team who ensure that new clients are assessed and re-assessed within the required timeframes.

- NCCMH has achieved the expectation of 95% for each indicator except hospital readmissions which had an expectation of 85%. NCCMH has achieved the expectation of 95% for each indicator except hospital readmissions which had an expectation of 85%. This is due to the agency’s focus on improving quality and meeting the expectations.

- NCCMH has provided the Michigan Department of Health and Human Services with quality improvement plans for indicators that did not meet the expectations. NCCMH has provided the Michigan Department of Health and Human Services with quality improvement plans for indicators that did not meet the expectations.

- The average survey score was 4.03 for 209 questions, which consisted of 32 questions scored on a 5-point scale, with 5 being the highest. The average survey score was 4.28. This was a positive reflection of the agency’s programs and staff promoting recovery. The consumer questionnaire consisted of 12 questions scored on a 5-point scale, with 5 being the highest. The average score was 4.28. This was a positive reflection of NCCMH being a recovery-oriented system of care.
2017 Highlights

Ways to Engage: How many behaviors and attitudes exist which may result in a lack of coordination of care and services? The Missaukee County Homeless Continuum of Care has implemented the “Cell Phone Game” to empower the public to identify places that may need assistance.

Adult Foster Care Living

A Light Turns On

Since he was a toddler, nickel dioptrick has had difficulties with communication, sensory issues, and interacting with others. He was diagnosed at an early age with autism and severe intellectual disorder and is not verbal. As such, when he was upset or hurt, he did not have the ability to let others know, with words, what was wrong. Instead he might bang his head, hit himself or others, or scream. These behaviors can be significant and cause injury. He did not always like to be touched, deliver eye contact, or be in the same room with other people.

Nick lived with his mother and father until August of 2008 when, at age 18, he moved into Arbordlight, an Adult Foster Care (AFC) home, with Carol Pratt and her staff, who provide community living supports and personal care to Nick and his four roommates.

For nine years Nickel lived with his mother and father until August of 2008 when, at age 18, he moved into Arbordlight, an Adult Foster Care (AFC) home, with Carol Pratt and her staff, who provide community living supports and personal care to Nick and his four roommates.

Collaboration is Key

With our dedicated staff, supportive board, and collaboration from community partners, North Country Community Mental Health (NCCMH) continues its mission to ensure the provision of behavioral health services that improve the quality of life in our communities.

We are proud to celebrate our sixth year of partnering with Alcona Health Center by integrating behavioral health specialists into Alcona’s primary care practices in Harbor Springs, Indian River, and Dorrington. We also expanded our services offering, through a partnership with Oakland Mental Hospital by providing behavioral health specialists for their family and adolescent practice in Traverse City.

We are again, fortunate to receive Mental Health Block Grant funds to staff a Jail Consultation position that supports our county sheriff department by providing consultation and jail diversion services. We too opened our services to individuals being placed in the new electronic health record, which will improve timely access and sharing of information.

The program received 40 new referrals in 2017 and moved 170 participants into readiness and job search for services and had 64 clients actively for services and had 64 clients actively.

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We are proud to celebrate our sixth year of partnering with Alcona Health Center by integrating behavioral health specialists into Alcona’s primary care practices in Harbor Springs, Ubly, and Reese. We also expanded our use of the Orion Munising Hospital by providing behavioral health specialists for their family and pediatric practice at the Munising Clinic.

We are again, fortunate to receive Mental Health Block Grant funding to staff a Jail Consultation position that supports our county sheriff departments by providing consultation and peer support services. We took steps to improve our service in this area by housing our peer staff in an apartment provided to us by the Bay County Heart Foundation. This new apartment allows us to provide high quality care and keep our staff satisfied.

Services are provided to individuals experiencing homelessness in Otsego, Ogemaw, Chippewa, and Emmet Counties. Assistance was provided to 1,245 individuals in these counties and an additional 962 in the counties surrounding the Michigan Department of Health and Human Services (MDHHS) Budget allows for several two-year pilots of the “Me and My Community” initiative. It is the only program of its kind that is designed to increase behavioral and physical health integration, managed by the Medicaid Health Plans, to improve access to care and quality of life for the most vulnerable.

Although it was temporarily stopped, Section 298 of the FY18 Michigan Department of Community Health (DCH) budget allows for the expansion of Mental Health First Aid training in the community. This training helps individuals recognize those who are experiencing mental health concerns and assists them in providing the best level of care, which can help prevent a crisis from becoming acute.

We continued to provide assistance to our network of providers for community living supports and day activity services to achieve compliance with the Federal Home and Community Based Services (HCBS) Rule, which takes effect March 2019. Providers that are not in compliance with the HCBS rule cannot be supported with Medicaid funding, which would disrupt services to the most vulnerable people we serve.

Along with the Community Mental Health Association of Michigan, we strongly advocated against the legislature’s attempt to move funding from the public provider sector and advocated against the Medicaid managed care contracts. This ensures that people with mental illness encasing me. Since that time, I have been working to change the way people think and contribute. But many people I don’t know the words to explain it to you, it makes life much more tolerable. For me.

Over the course of several weeks, participants developed goals for their project, then about potential venues and talk about the people they would like to reach in their communities. They choose a project that they are passionate about and present ideas on how people with mental illness see things. The project also gives the opportunity to learn new skills and abilities, like how to create a visual story, and to share their experiences with others.

In addition to participating in PhotoVoice, Tracy likes to make art. She loves capturing the beauty of ideas and colors to create something you can see. She likes to use this as a creative outlet to express her thoughts and emotions. She loves capturing the beauty of ideas and colors to create something you can see. She likes to use this as a creative outlet to express her thoughts and emotions. She uses negative labels that other people have put on them, often since childhood, and contrast with those all the positive qualities that are really true about themselves. They look at pictures and talk about the people they would like to reach in their community. They share personal stories and talk about their experiences with others. They choose a project that they are passionate about and present ideas on how people with mental illness see things. The project also gives the opportunity to learn new skills and abilities, like how to create a visual story, and to share their experiences with others.

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### 2017 Highlights

- **NCCMH conducted a survey of our clients**
- **Fun Walk for Autism** was again a scale, with 4 being highest. The average are over the age of 6.
- **Services; 25 are under the age of 6 and 23**
- **Clubhouse Conference and continues and benefits counselor from the Disability from Kalkaska and Antrim Counties, as participating in readiness and job search**
- **The program received 40 new referrals**
- **Michigan Department of Health and Human Services (MDHHS) awarded NCCMH over**
- **Springs, Indian River, and Cheboygan. We also expanded our partnership with Otsego**
- **NIHCMF supported Prepaid Inpatient Health Plans to the private Medicaid Health Plans.**
- **We were, again, fortunate to receive Mental Health Block Grant funding to staff a**
- **We were proud to celebrate our sixth year of partnering with Alcona Health Center by**

### 2017 Collaboration is Key

With our dedicated staff, supportive board, and collaboration from community partners, North Country Community Mental Health (NCMH) continues its mission to ensure the provision of behavioral health services that improve the quality of life in our communities.

Our survey results have surprised us,
- **Fun Walk for Autism** was again a scale, with 4 being highest. The average are over the age of 6.
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### Adult Foster Care Living

A Light Turns On

Since he was a toddler, Nick Doherty has had difficulties with communication, sensory issues, and interacting with others. He was diagnosed at an early age with Autism and severe intellectual disorder and he is nonverbal. As such, when he was upset or hurtful, he did not have the ability to let others know, with words, what was wrong. Instead he would throw his head back, hit himself or others, or scream. These behaviors can be significant and cause injury. He did not always know to be looked after, deliver eye contact, or be in the same room with other people.

Nick lived with his mother and father until August of 2008 when, at age 18, he moved into Archeologi, an Adult Foster Care (AFC) home, with Carol Pratt and her staff, who provide community living supports and personal care to Nick and his four roommates.

For nine years in Archeologi, Nick continued to have the same challenges and did not show much movement in interacting with staff or his roommates. However, that started to change last summer. Staff began noticing positive changes in his ability to communicate and his desire to interact with others. Much of Nick’s success has been tied with staff and verbalizes with them to the best of his ability. He often looks staff directly in the eyes, smiles and laughs, and attempts to joke with them. He has become more social with staff and those that he is comfortable with.

Nick started to use sign and is making big strides with other healthcare professionals. He also speaks and looks at signs.

Nick continues to use social media and is very proud of his Accel-Achieve Opps and–he is proud to be able to do something different. He has worked hard to engage with staff and verbalize with them to the best of his ability. He often looks staff directly in the eyes, smiles and laughs, and attempts to joke with them. He has become more social with staff and those that he is comfortable with.

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**Total Revenues**

<table>
<thead>
<tr>
<th>Source</th>
<th>2015 Total</th>
<th>2016 Total</th>
<th>2017 Total</th>
</tr>
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<tbody>
<tr>
<td>Medicaid</td>
<td>$26,985,279</td>
<td>$27,367,289</td>
<td>$27,960,800</td>
</tr>
<tr>
<td>Children with Mental Illness</td>
<td>$3,305,831</td>
<td>$3,451,874</td>
<td>$3,606,687</td>
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<tr>
<td>Board/Administration</td>
<td>$2,591,851</td>
<td>$2,706,320</td>
<td>$2,820,632</td>
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<tr>
<td>State General Funds</td>
<td>$1,830,405</td>
<td>$1,908,794</td>
<td>$1,950,142</td>
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<tr>
<td>Healthy Michigan</td>
<td>$781,215</td>
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<td>$811,225</td>
</tr>
<tr>
<td>Other</td>
<td>$2,732,085</td>
<td>$2,788,184</td>
<td>$2,837,745</td>
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<tr>
<td>Total</td>
<td>$47,021,280</td>
<td>$48,334,908</td>
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**Grants**

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**Expenditures**

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<th>2016 Total</th>
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</tr>
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<tr>
<td>Children with Mental Illness</td>
<td>$1,526,863</td>
<td>$1,633,898</td>
<td>$1,742,316</td>
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<tr>
<td>Board/Administration</td>
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<tr>
<td>Medicaid</td>
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<td>$13,764,570</td>
<td>$13,970,216</td>
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<tr>
<td>State General Funds</td>
<td>$3,508,298</td>
<td>$3,584,749</td>
<td>$3,662,087</td>
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<td>Healthy Michigan</td>
<td>$3,843,052</td>
<td>$3,940,953</td>
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<td>Other</td>
<td>$2,306,808</td>
<td>$2,354,791</td>
<td>$2,402,132</td>
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<tr>
<td>Total</td>
<td>$28,690,570</td>
<td>$29,431,641</td>
<td>$30,543,548</td>
</tr>
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</table>

**Psychiatric Inpatient Utilization**

- Admissions: 331 in 2015 vs. 352 in 2016 vs. 370 in 2017
- Inpatient Days: 4,052 in 2015 vs. 4,402 in 2016 vs. 4,768 in 2017
- Average Length of Stay (in days): 12.36 in 2015 vs. 12.25 in 2016 vs. 12.21 in 2017

**Revenues Expenditures**

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**Total People Served**

- Total Total People Served: 7,060 in 2015 vs. 7,212 in 2016 vs. 7,302 in 2017
- Children with Mental Illness: 748 in 2015 vs. 707 in 2016 vs. 728 in 2017
- Adults with Mental Illness: 2,234 in 2015 vs. 2,304 in 2016 vs. 2,343 in 2017
- Other: 817 in 2015 vs. 815 in 2016 vs. 830 in 2017

**2017 HighLights**

- NCCMH again received block grant funding which enabled two staff to serve as Regional Coordinators for the Parent Management Training Oregon Model, which PAMT is designed to help parents of children who have experienced trauma. NCCMH staff has experience in providing quality training for new practitioners at NCCMH, and within the northern region and Upper Peninsula.

**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.

**Main Locations**

- Emmet County: 1420 Plaza Drive Petoskey, MI 49770 (231) 347-7880
- Charlevoix County: 203 E. Cayuga Charlevoix, MI 49720 (231) 347-5845
- Cheboygan County: 6250 M-66 North Cheboygan, MI 49721 (989) 732-6292
- Antrim County: 625 Court House Drive Antrim County 49615 (231) 347-5845
- Kalkaska County: 205 S. Huron, Suite 4 Petoskey, MI 49770 (231) 467-6407
- Otsego County: 800 Long Lake Blvd. Gaylord, MI 49735 (989) 732-7550
- Cheboygan County: 825 S. Huron St., Suite 4 Petoskey, MI 49770 (231) 347-5845
- Antrim County: 625 Court House Drive Antrim County 49615 (231) 358-1353

**Call 800-834-3393 to access services. TTY: Dial 711**

**NORTH COUNTRY COMMUNITY MENTAL HEALTH**

**Setting the standard for excellence in behavioral health care.**

**Setting the standard for excellence in behavioral health care.**

**Setting the standard for excellence in behavioral health care.**

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2017 HIGHLIGHTS

- NCCMH received 40 additional state grant funding for another year to staff a position for the Oregon Model Training (PMTO) effort. PMTO focuses on trauma-informed care and is an evidence-based program that teaches professionals over the six-county region.

- NCCMH arranged seminars and provided training for 62 law enforcement professionals over the six-county region.

- NCCMH funded another year to staff a position for Jail Mental Health First Aid, a training program that teaches law enforcement, corrections, and other criminal justice professionals how to identify, respond to, and de-escalate a potentially mentally ill criminal justice involved person in crisis.

- NCCMH arranged seminars and provided training for 62 law enforcement professionals over the six-county region.

- North Country Crisis Residential program was expanded to serve as a Regional Community Psychiatric Urgency Center (CPUC) which provides access to crisis services for persons new to the provider network. NCCMH has implemented quality improvement plans for indicators that did not meet the expectations.

- NCCMH met or exceeded MDHHS indicators for 40 of 102 quarterly indicators. The consumer questionnaire consisted of 32 questions scored on a five-point scale, with 5 being the highest. The average survey score was 4.5. This was a positive reflection of NCCMH being a recovery-oriented system of care.

- NCCMH received $23.5 million in service contracts resulting in employment of more than 682 additional people. Several million more were spent on goods and services in the community.

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