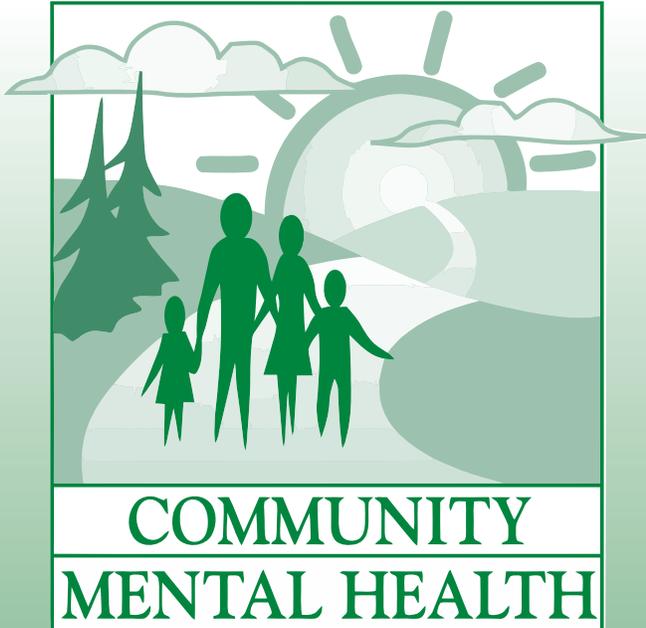


# NORTH COUNTRY



## **Mission**

To provide behavioral health services that inspire hope and promote recovery, resilience, and wellness to eligible residents.

## **Vision**

All community members will have responsive high quality integrated health care leading to a fulfilled life.

# 2018 ANNUAL REPORT

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

## 2018 HIGHLIGHTS

- Supported Housing services were provided to individuals experiencing homelessness in Cheboygan, Otsego, Charlevoix, and Emmet Counties. Assistance was provided to 14 clients in independent housing and the Bridge Street transitional housing units. The Michigan Department of Health and Human Services (MDHHS) awarded NCCMH over \$86,000 in grants for housing for clients who are experiencing homelessness.
- The Supported Employment program provided employment services to 78 clients. The program received 43 new referrals for services and had 72 clients actively participating in readiness and job search activities. 35 individuals were employed competitively in the community.
- New Horizons Clubhouse was awarded a \$2500 grant from the Great Lakes Energy Cooperative People Fund. The clubhouse attended the USA National Clubhouse Conference held on October 14-16, 2018, in Bethesda, Maryland. New Horizons started a Speaker's Bureau, where members share their personal stories of recovery with service organizations in the community. New Horizons will be celebrating its 25th Anniversary in June 2019.
- Petoskey Club strengthened and engaged in local partnerships with a variety of organizations in the NCCMH service area. Petoskey Club attended the National Clubhouse Conference in Bethesda, Maryland. The clubhouse mentored clubhouse programs in Michigan's Upper Peninsula and also hosted meetings for the CMH Art Speaks and PhotoVoice sessions, both working towards diminishing stigma of mental illness.
- 'For Mind, For Body' was the theme of NCCMH's 21st Annual Run/Walk for Mental Health. The 5K run was a Fun Run featuring color throws along the route, which led runners along the Bear River and Little Grand Traverse Bay. Over 215 people participated in the run and walk. Activities for the May is Mental Health Month included free movies and Photo Voice displays throughout the 6 counties, a Day of Recovery Education sponsored by the Northern Michigan Regional Entity, and the annual Walk A Mile Rally at the State Capital in Lansing.
- The 'Fun Walk for Autism' was a huge success with 150 participants! Several area businesses contributed gifts and prizes, and two \$100 gift certificates were awarded. The Fun Walk for Autism is a positive, informative, family event that is enjoyed annually by people with Autism and their allies.

# 2018 *Success & Challenge*

Welcome to North Country Community Mental Health's annual report to the community. In these pages, you'll read Robbin's inspiring story of her road to recovery and her gratitude to staff for their guidance in her journey; you'll learn about the benefits of providing a strength-based, therapeutic residential environment that helps people transition into more independent living arrangements; and you'll see how people are using photographic imagery to tell their stories in hope of dispelling the stigma of mental illness. These are but a few of the many stories of courage, resilience and hope that North Country CMH staff encourage and support.

There were numerous achievements throughout the year; some of which are shared under *2018 Highlights*. We're especially proud of our two internationally accredited Clubhouses – New Horizons and Petoskey Club – for their commitment to the ongoing development of their members, community outreach, and mentoring other Michigan Clubhouses. We also welcomed Catholic Human Services staff into our Charlevoix office, which has enhanced coordination of substance use and behavioral health treatment. With second year block grant funding, we were able to continue enhanced services to our county jails.

While it's good and necessary to focus on our successes, there is also the reality of the challenges we faced. Most significant was the increase in psychiatric hospitalizations and growing lengths of stay. There continues to be a shortage of residential homes in our area that are able to support the high level of need for many of our clients, resulting in costly placements downstate. And, there is the ever-present challenge of inadequate funding, especially State General Funds. We have, and will continue, to advocate with our state and local officials to adequately fund the community mental health system.

Ed and I wish to express our gratitude to our dedicated staff, to our supportive Board, to our community partners, and to the people who put their trust in us to help them along their road to recovery and life's continuum.



*Ed Ginop*  
Chairperson,  
Board of Directors



*Christine Gebhard*  
Chief Executive Officer



# *Intensive Transition Home*

## Gentle Harbor Prepares for Community Life



*L-R: Tia Sager, Candace, Deb Halleck, and Joni Simon.*

Candace is one of the first people to move into Gentle Harbor, North Country's new four-bed transition home for adults with high needs.

Gentle Harbor provides a safe, strength-based environment with a team of specialized staff who are trained in Gentle Teaching, Dialectical Behavior Therapy (DBT) and Trauma Informed therapies. It is an intensive, highly structured program which prepares the residents for a less restrictive living environment after completing the program. The program is designed to provide 12 to 18 months of support, primarily for people who were relocated downstate, in preparation for returning to their home community. Residents contribute to their treatment plan, daily goals and strategies, and learn independent living skills. Each person has access to additional supports as needed, including nursing, psychiatry, outpatient therapy and engagement within the community.

Tia Sager, Gentle Harbor Home Administrator, supervises eleven committed and diligent staff who promote the resident's autonomy and independence.

Tia reports that building relationships with the clients is imperative to their success. All staff utilize principles of Gentle Teaching throughout their daily contact with residents. Residents attend three group meetings each day, with Morning Huddle beginning at 8:30 a.m. and Evening Reflection at 6:30 p.m. Residents are encouraged to utilize skills throughout each day, such as mindfulness, breathing, stress management, or journaling, which incorporates art, DBT wellness and writing. Each resident is paired with two staff who work with them on "Life After Gentle Harbor" goals, meeting each resident where they are in their growth process. These goals create a strategic life plan designed by and for each resident to use the moment they leave Gentle Harbor. Once residents exit the Gentle Harbor program, outreach is continued by the Home Administrator and the two staff assigned to each resident with weekly contact for as long as necessary to promote continued growth, success and well-being. With the emphasis on building relationships, this outreach is instrumental for the continued success of the transition.

Prior to living in Gentle Harbor, Candace spent the majority of her 26 years living in child and adult foster care homes. She experienced severe trauma and loss throughout her childhood, which significantly impacted her ability to function as an adult. Previously, Candace had to have one-on-one staffing no more than five feet away from her at all times, including during personal hygiene tasks, eating, and sleeping, due to the frequency and severity of her self-harming behaviors.

At Gentle Harbor, Candace has participated in her own care. She has received dental care and has access to a primary care physician to address long standing medical issues. She also receives psychiatry and nursing services regularly. Candace has been successful in reducing both the severity and frequency of her self-harming behaviors. She has reduced these incidents from multiple times daily requiring medical treatment to mild incidents 2-4 times per month. She is continuing to work hard to reduce these incidents further by incorporating everything she is learning.

The environment and support Candace receives at Gentle Harbor allow her to have dreams for her future, which include being able to live more independently and have a job. Candace says that she has hope now and feels more positive than she ever has before. She enjoys participating in daily groups and therapy sessions and says the repetition of new materials allows her to apply what she is learning to her daily life. She continues to have times when she feels overwhelmed by her emotions and past traumas, but she has been able to use skills she has been learning to help her through these times. She states that she can be open with staff and be herself; and more important than anything, she feels she is loved at Gentle Harbor. She reports that staff have never put their hands on her at Gentle Harbor except to hug her and this is exactly what she needs. Candace says that she feels that there is hope for everyone and that people should never give up on themselves.

# Robbin's Story

## Sharing to Help Others Have Hope

Robbin Frey is an exemplary model of success and recovery. The road to recovery can be long and difficult for anyone, and can require very hard work for the individual. Robbin came into services in 2016 and during that time participated in individual therapy, group therapy, and psychiatry. She attended religiously and with full participation. She regularly completed homework asked of her and engaged in some very difficult therapeutic discussions. As a result of all her hard work and perseverance towards recovery, she was able to proudly discharge from services after meeting all of her goals.

The following is a letter that Robbin wrote for this Annual Report:

*Thank you, CMH. Without all of you working together with my family, I would not be able to be here today. Nobody ever gave up on me, not Nina, Sam, or Dr. Lapo. They gave me the courage to keep pushing ahead and believing in myself. It has been a long and difficult and emotional journey. But with therapy, groups, homework, meds, and tears and fears, I'm ready to leave the nest and fly alone. It's a wonderful feeling of accomplishment and personal growth. There will be sad days, but nothing I can't ride the waves through. If you trust and embrace the people around you, and believe in yourself, you too can beat mental illness and say I did it. A special thanks to my niece, Steph. I love and thank you.*



*Robbin is living proof that recovery is possible.*

## PhotoVoice

# Perspectives on Life with a Disability

"Community Connections: Seek to Understand" was the theme of the second series of PhotoVoice classes made possible with a generous donation from the Petoskey-Harbor Springs Community Foundation. Eight clients learned and shared experiences about stigma, discrimination and inclusion. Then, through the power of their photographic imagery and words, they captured these thoughts to share with the community for public awareness. We thank the area venues which have graciously served as hosts of the Photovoice shows.



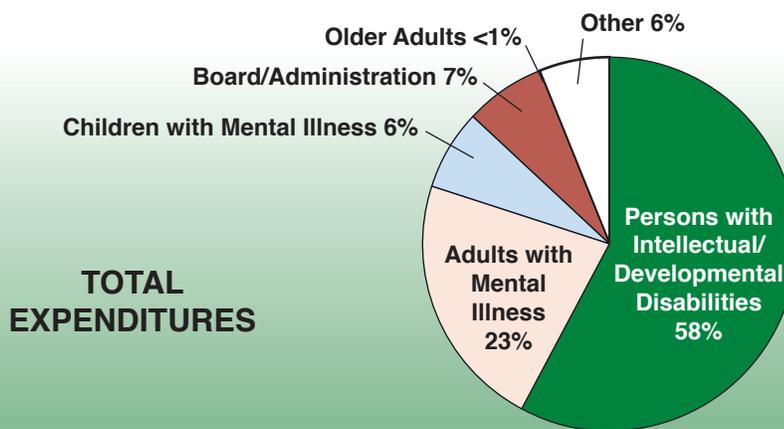
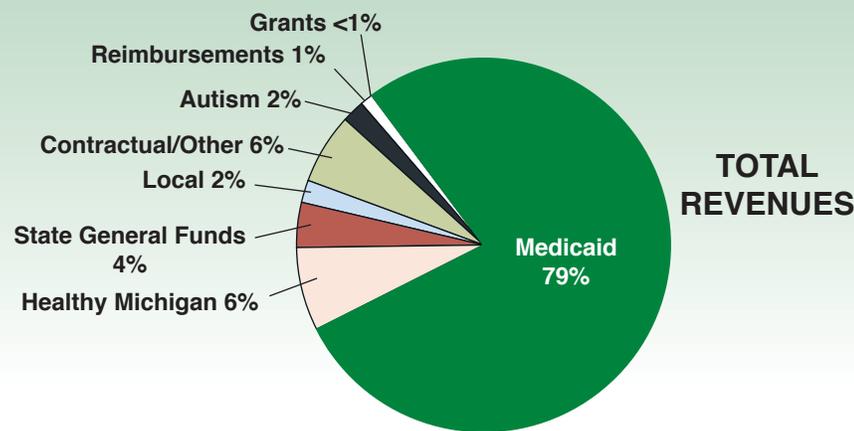
One of the PhotoVoice messages:

*This is a photo of suitcases. It represents always going from one place to the next. Hospitals, crisis residential, AFC home, supportive living apartment, then all over again. Mental illness has caused me to feel like I'm always going somewhere or on my way to somewhere. Finally I'm in my own apartment. Still it's scary and feels temporary since I'm on SSDI and have a housing grant to help pay the rent. I'm truly grateful for this help and support but if I could only totally support myself and have a home of my own I could feel like something was permanent.*

– Catherine

## SERVICE DATA

	FY 2016	% of Total	FY 2017	% of Total	FY 2018	% of Total
<b>Total People Served</b>	3892		4035		4029	
Adults with Mental Illness	2304	59.2	2430	60.2	2296	57.0
Children with Mental Illness	707	18.2	728	18.0	813	20.2
Individuals with Intellectual/Developmental Disabilities	881	22.6	877	21.7	920	22.8
<b>Psychiatric Inpatient Utilization</b>						
Admissions	363		477		380	
Inpatient Days	4532		7642		8689	
Average Length of Stay (in days)	12.23		12.30		18.24	



### Revenues

Medicaid	\$ 39,022,427
Healthy Michigan	2,922,718
State General Funds	2,088,995
Local	1,031,625
Contractual/Other	2,684,673
Autism	941,780
Grants	216,149
Reimbursements	387,994

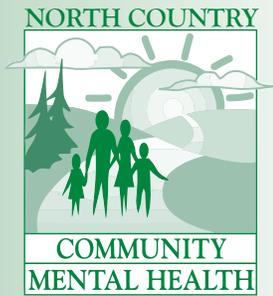
### Expenditures

Persons with Intellectual/Developmental Disabilities	\$ 28,797,467
Adults with Mental Illness	11,498,885
Children with Mental Illness	2,728,328
Board/Administration	3,377,030
Older Adults	248,921
Other	2,914,880

<b>Total Revenues</b>	<b>\$ 49,296,360</b>	<b>Total Expenditures</b>	<b>\$ 49,565,512</b>
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## 2018 HIGHLIGHTS

- In 2018, the Autism program received 121 referrals for testing resulting in 80 evaluations for Autism services completed. Of these, 37 children received Applied Behavior Analysis.
- NCCMH conducted a survey of our clients where satisfaction is measured on a 4-point scale, with 4 being highest. The average survey score was 3.52 and the percent satisfied was 93.2%. This survey data is used to enhance service delivery and drive quality improvement.
- NCCMH met or exceeded MDHHS performance standards for timely access to services on 76 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 expectation is 95% for each indicator except hospital readmissions which is <15%. NCCMH has implemented quality improvement plans for indicators that did not meet performance standards.
- NCCMH funded more than \$15.5 million in payroll for more than 284 employees in Antrim, Charlevoix, Cheboygan, Emmet, Kalkaska, and Otsego counties, and paid more than \$26.3 million in service contracts resulting in employment of more than 781 additional people. Several million more were spent on goods and services in the six-county area.
- North Country Community Mental Health opened Gentle Harbor, a transitional home for people moving back into our catchment area from residential placements downstate. Gentle Harbor provides intensive training in living skills and emotional regulation. Length of stay is up to 18 months. Support to transitions in less restrictive environments are facilitated before and after a move. Two persons successfully graduated this year.
- NCCMH was able to use the second year of a two-year block grant funding cycle to staff a position for Jail Consultation and Diversion services. The Jail Liaison provided 6 Mental Health First Aid for Law Enforcement trainings in Emmet, Charlevoix, and Kalkaska Counties.
- Catholic Human Services is now providing Substance Use Disorder (SUD) Services in the Charlevoix clinic. This Collaboration has improved access to SUD services in Charlevoix County, and has contributed to an integrated model of mental health treatment and substance use treatment.
- NCCMH has been revamping emergency services. Therapists have been hired to provide after-hours emergency services, eliminating the need for daytime clinicians to also participate in weeknight on-call rotation, and reducing canceled appointments.
- We now have 13 clinicians trained in EMDR, a therapy that works to reprocess traumatic memory, using bilateral stimulation such as rapid eye movement or tapping. This greatly reduces the emotionally painful symptoms associated with trauma.



1420 Plaza Drive  
Petoskey, MI 49770



## 2018 Board Members

### Antrim County

Caroline Loper  
Christian Marcus  
Louis Scholl

### Charlevoix County

Joel Evans  
Dennis Priess

### Cheboygan County

Robert Boyd  
Edward Ginop (Board Chair)  
Michael Newman

### Emmet County

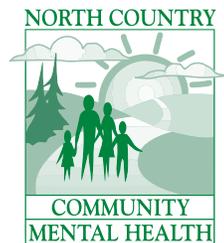
Karla Sherman  
Elizabeth White

### Kalkaska County

Patty Cox  
Sr. Augusta Stratz

### Otsego County

Ron Iseler  
Paul L. Liss



## 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

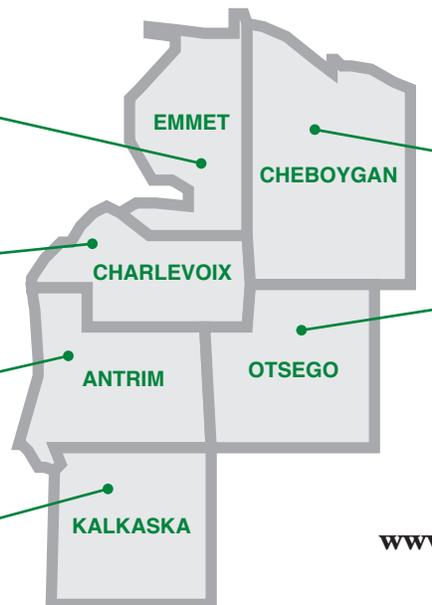
625 Courthouse Drive  
Kalkaska, MI 49646  
(231) 258-5133

### 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.norco cmh.org](http://www.norco cmh.org)

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