

NORTH COUNTRY



COMMUNITY MENTAL HEALTH

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.

Serving

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

2019 ANNUAL REPORT



2019 HIGHLIGHTS

- In March, ProtoCall Services, Inc. was contracted to provide access to our after-hours crisis services. ProtoCall's professional staff provide immediate telephonic crisis support including intervention, stabilization, and linkage to NCCMH emergency services.
- NCCMH implemented telehealth capability to provide psychiatric emergency screenings at five hospital emergency departments. Emergency services staff are co-located at McLaren Hospital weekdays, 24 hours.
- NCCMH created a Children's Crisis Mobile Response team that provides emergency services and supports to youth up to age 21 who are receiving NCCMH services in the home or a community setting. The goal is to support youth and their family through crises and encourage engagement in services while preventing emergency department visits and psychiatric hospitalizations.
- NCCMH is improving integrated whole-person health care through regular care coordination meetings with primary care providers, including Alcona Health Centers in Cheboygan and Harbor Springs, Bellaire Health Center, East Jordan Family Health Center, Otsego Memorial Medical Group, and Thunder Bay Health Center. A Virtual Integrated Patient Record (VIPR) is used to monitor critical health concerns such as medications, labs, and treatment goals.
- Petoskey Club celebrated its 25th anniversary of providing psychosocial rehabilitation services to adults with mental illness.
- Petoskey Club staff and member colleagues utilized a MDHHS training grant to participate in Comprehensive Clubhouse Colleague Training at the Alliance House Training Base in Salt Lake City, Utah.
- Petoskey Club was honored as an exemplary employer at the Clubhouse Michigan Employment Celebration held at the State Capitol with an award presented by our State Representative, House Speaker Lee Chatfield.
- New Horizons Clubhouse received a conditional three-year accreditation (pending submission of its improvement plan) from Clubhouse International in October 2019. The four-day review found the clubhouse "to have many strengths including strong, supportive and respectful clubhouse relationships."
- The Supported Employment program provided employment services to 68 clients. The program received 101 referrals for services and had 67 clients actively participating in readiness and job search activities. 37 individuals were employed competitively in the community.

2019 Success & Challenge

Welcome to North Country Community Mental Health's 2019 annual report to the community. As this report goes to press, our country is in the midst of responding to the rapidly evolving COVID-19 pandemic. North Country is adapting to meet the needs of the people we serve, and to ensure the wellbeing of our staff and our communities.

In 2019 we supported more than 4000 individuals with mental illness or intellectual/developmental disabilities in achieving their goals of recovery, community inclusion, and living self-determined lives. You'll find highlights of the agency's achievements in this report and a spotlight on each county, including a client success story and data on the number of people served and expenditures by population. We applaud these clients who were willing to share their inspiring stories with you and look forward to the day when the stigma of mental illness is a thing of the past.

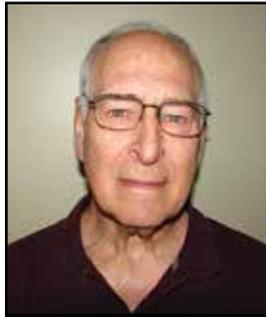
We made significant progress in our three-year strategic plan to advance our information technology infrastructure. Investments included implementing a cloud-based phone system, numerous security enhancements, expanding data intelligence capabilities, and implementing a patient portal and health information exchange through our electronic health record. This investment is crucial for the delivery of integrated behavioral and physical healthcare.

North Country partnered with area hospitals—McLaren Northern Michigan, and Munson Healthcare at Otsego Memorial Hospital, Charlevoix Hospital, and Kalkaska Memorial Health Center—to staff dedicated emergency services specialists for crisis screenings in emergency departments. With the addition of telehealth capability, we are able to respond quickly across our six counties.

Back to the Future (April 2020). The enhancements made in 2019 enabled us to immediately continue client services via telephone and telehealth, and to transition staff working safely from home during the COVID-19 pandemic. I want to express a special note of gratitude to the North Country CMH Board for supporting the

three-year investment in our information technology infrastructure.

Ed and I wish to thank our staff, our community partners, and especially the people we serve for putting their trust in us...*the public community mental health system.*



Ed Ginop
Chairperson,
Board of Directors



Christine Gebhard
Chief Executive Officer



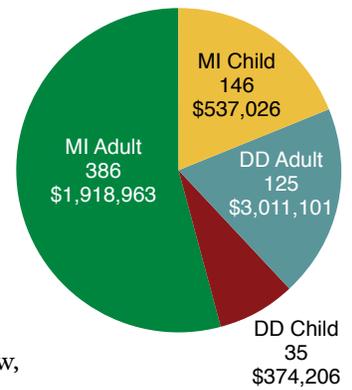


CHEBOYGAN

Making Strides Forward

Abby is a 19-year-old woman with an Intellectual Developmental Disability, Cerebral Palsy, and Epilepsy. Abby needs around-the-clock care which her family has provided throughout her life. Her mother works as a school social worker and her father is a police officer; he's also a football coach. Abby has two younger brothers. Abby didn't qualify for Medicaid until she turned 18; she now has Service Coordination through NCCMH and has been able to get needed equipment and services. Right now, her wheelchair is being re-built from the wheels up. She is getting Community Living Supports, a program that provides someone to take her out into the community two days a week. While this may not sound like a big deal, IT IS. She is no longer completely dependent on her family for meeting all her needs, including socialization. In her way, Abby lets others

know where she would like to go and what she'd like to do in her hometown. She enjoys going to the bowling alley and shopping at Wal-Mart. There is obvious benefit to Abby getting out into the community—at the same time there is enormous benefit to her family, especially her parents. They have more opportunity to take care of themselves, work at home, or take a nap, without worrying about Abby's needs. They know she is getting important leisure time and stimulation. Her favorite things to do? Go to football games to cheer for her brothers and their friends.



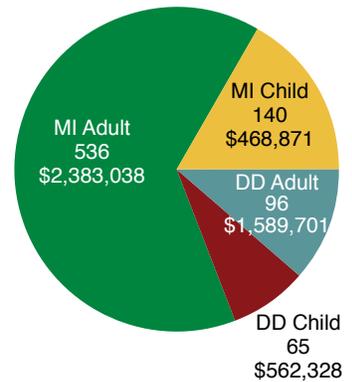
EMMET

Addressing Trauma Opens Door to Hope

Monice came to NCCMH in March of 2018 seeking help for her depression and mood disorder. She had experienced trauma both as a child and adult but had not really dealt with this. She engaged in self-harm when she was stressed, and that was becoming more frequent. Monice used the emergency room on multiple occasions and was finally psychiatrically hospitalized for suicidal ideation. She came to NCCMH upon discharge and began learning skills to use in place of self-harm. Monice received Eye Movement Desensitization and Reprocessing

therapy to help her with traumatic memories in a positive way.

She learned coping skills and improved her self-care. Monice always knew that she was a strong person, and now she is able to work on her own healing. Monice has not cut herself in more than a year, and it has been a year and a half since her last psychiatric admission. She was able to discontinue medications, and reports feeling "so much better." Monice has held a full-time job for the past year and is living independently with her children.



When you are suffering from a mental illness it can drain the color from your life.

Patience and understanding from others as well as from yourself will change your perception. — KATHRYN S.



CHARLEVOIX

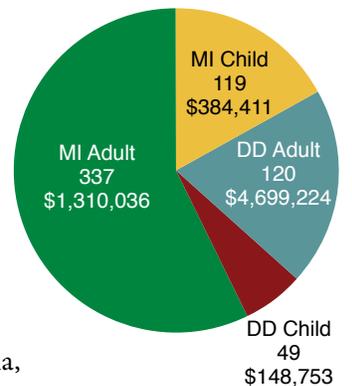
Bringing Healing to New Mom

Healing was my 2019 word. I'd had a traumatic birth with my daughter and plummeted into postpartum depression, which led me to the Infant Mental Health (IMH) program. I struggled with bonding, intrusive thoughts, suicidal ideations, among other symptoms.

Going into IMH, I understood the challenges facing me: open up to trauma, do whatever was asked, heal. For ten weeks I was on my own in 2019, a challenge to test my abilities and skills without help. Armed with homework,

articles, a crisis plan, and every tool available, I thrived. I took what I learned and knew how to use it outside of therapy. Every action, whether we realize it or not, will have an impact on our children. Every choice I've made since becoming a mother will influence my child's life somehow, now or later. The best decision I have ever made was to dig deep, find that little sliver of hope, and start therapy; start working towards the light. I am so thankful that IMH services were recommended for my family. I can honestly say I have no idea where we would be today if weren't for the wonderful therapist helping me untangle the darkness.

Thank you, IMH, for helping my family!



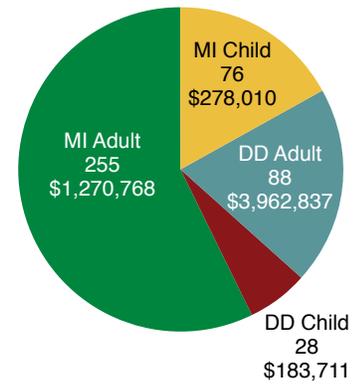


ANTRIM

Determined and Moving Toward Happiness

Mirissa started services with NCCMH in 2017 after being homeless for a period in Florida and then moving to Michigan. She began with outpatient services but because she had multiple psychiatric admissions due to thoughts of suicide, she began working with the Assertive Community

Treatment Team, or ACT, where she received more intensive assistance. With ACT, she embraced recovery and set goals of continuing to live independently. After making progress toward her treatment goals of continuing to live independently and decreasing her symptoms, including concerns for self-harm and thoughts of suicide, she returned to outpatient services. Since then, she has been regularly attending New Horizons Clubhouse and is currently working in one of the Transitional Employment Positions with the Club. Mirissa is doing a great job in this position and enjoys being a clubhouse member. She has worked to save her money and even paid off old debt. Mirissa has not had a psychiatric admission in over a year and is making progress in therapy toward her recovery goal of being happy.

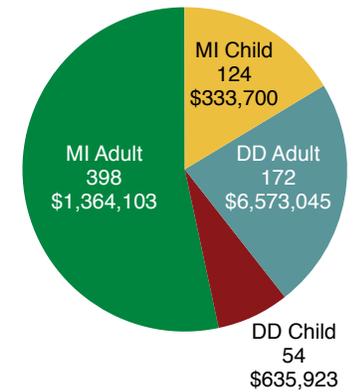


OTSEGO

Recovery, Resilience, and Wellness

When Sam came in for mental health services, he was also facing dire medical problems. His liver was failing and he needed a liver transplant, having had three offers that fell

through. After learning about the living donor program through Henry Ford Hospital, things drastically changed for Sam. Through a generous and brave process, his niece, Destany (18), was able to have 63% of her liver transplanted into Sam; her body will regenerate the lost portion of liver. Sam's surgery took place at Henry Ford Hospital in Detroit in early November 2019. His NCCMH case manager, Sue, was able to be present during his surgery to provide support and encouragement to Sam and his family during this exciting and stressful time. Surgery was a success! Even though there have been challenges, Sam is hopeful and talks positively about his future. His improved physical health has allowed him to focus on his mental health. This has truly been a second chance for Sam and he looks forward to the positive changes in his life and embracing recovery and wellness.



KALKASKA

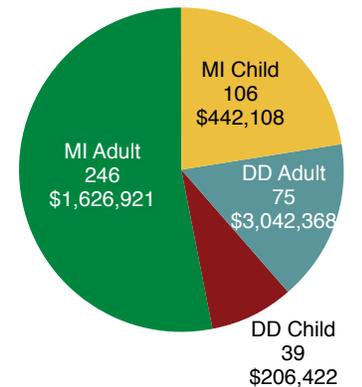
Staying out of the Hospital

Jeff came to NCCMH following a psychiatric hospitalization. Frequent bouts with paranoia and suicidal ideation made it hard for Jeff to accept his mental illness and engage in treatment, resulting in two more psychiatric hospital admissions.

After discharge, Jeff initially had difficulty with being on a court order for treatment.

Through the support of his therapist and case manager, Jeff began to trust staff and embrace services and support. He recognized the need for medication intervention and consistency of treatment and was able to achieve the financial support necessary to meet his needs. He continues therapy to learn about his mental illness as well as to practice skills to heal his past trauma.

Jeff has not had a psychiatric admission in over a year. He expresses gratitude for his NCCMH services, which have led him along his personal path of healing.



2019 HIGHLIGHTS

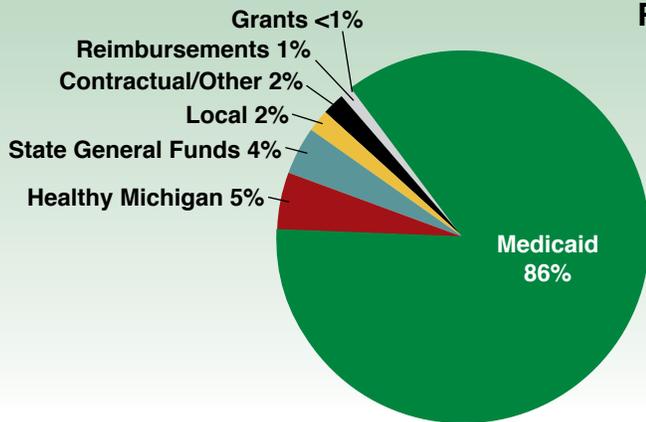
- Supported Housing services were provided to individuals experiencing homelessness in Cheboygan, Otsego, Charlevoix and Emmet Counties. Assistance was provided to 13 clients in both independent housing and at transitional housing units. The Michigan Department of Health and Human Services (MDHHS) awarded NCCMH \$75,000 in grants for housing for clients who are experiencing homelessness. NCCMH was able to assist with both permanent and transitional housing opportunities.
- NCCMH hosted the 22nd Annual Run/Walk for Mental Health. The 5K run featured color stations along the route, which led runners and walkers along the Bear River and Little Traverse Bay. The theme for 2019 was #4body4health. Over 165 participated in the run and several more in the awareness walk through Petoskey.
- NCCMH offered a variety of activities for the May is Mental Health Month in 2019. Activities included free family movies for the community in Gaylord, Petoskey, Bellaire and Charlevoix; PhotoVoice and Art displays at a variety of venues throughout the six counties; a Children's Mental Health Fair in Kalkaska; the movie preview of "Coming Up for Air" hosted at Boyne Mountain; "The Trip to Bountiful" was shown at the Petoskey Friendship Center; and a paneled discussion on Resilience and Trauma Informed Care was held at the Carnegie Building in Petoskey with an open forum discussion; an open house in Cheboygan County.
- NCCMH conducted satisfaction surveys of clients with mental illness who receive services from Outpatient Therapy, Medical Services, ACT, Clubhouse, and Adult and Children's Case Management. Satisfaction is measured on a 4-point scale, with 4 being highest. The average survey score was 3.3 and the percent satisfied with NCCMH services was 90%. For clients with Intellectual and Developmental Disabilities, overall satisfaction was 91% for adults and 76% for children. This survey data is used to enhance service delivery and drive quality improvement efforts.
- NCCMH met or exceeded MDHHS performance standards for timely access to services on 90 of 112 quarterly indicators. Indicators that were met consistently through the year included initial assessments within 14 days of referral to services; first service received within 14 days of the initial assessment for MI adults and children; and adults receiving follow-up care within seven days after inpatient hospital discharge. The expectation is 95% for each indicator except hospital readmissions which is <15%. NCCMH implements quality improvement plans for indicators that do not meet the performance standards for two consecutive quarters.

SERVICE DATA

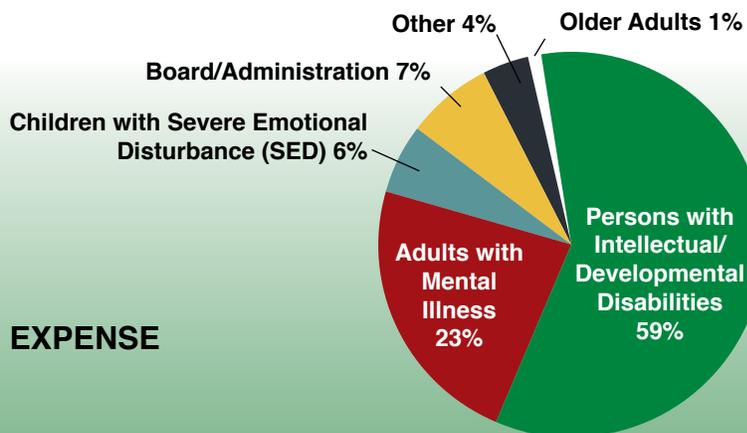
	FY 2017	% of Total	FY 2018	% of Total	FY 2019	% of Total
Total People Served	4035		4029		4080	
Adults with Mental Illness	2430	60.2	2296	57.0	2338	57.3
Children with SED*	728	18.0	813	20.2	734	18.0
Individuals with Intellectual/Developmental Disabilities	877	21.7	920	22.8	1008	24.7
Psychiatric Inpatient Utilization						
Admissions	477		380		510	
Inpatient Days	7642		8689		14948	
Average Length of Stay (in days)	12.30		18.24		11.20	

*SED - Severe Emotional Disturbance

REVENUE



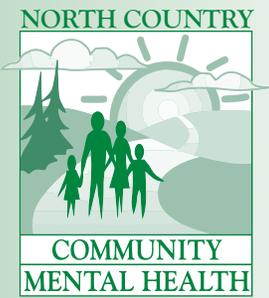
EXPENSE



Revenue

Expense

Medicaid	\$ 44,245,654	Persons with Intellectual/Developmental Disabilities	\$ 30,340,612
Healthy Michigan	2,796,967	Adults with Mental Illness	11,951,008
State General Funds	1,882,282	Children with Severe Emotional Disturbance	3,196,257
Local	1,092,183	Managed Care Administration	3,376,038
Contractual/Other	860,901	Older Adults	87,911
Grants	333,098	Other	2,111,409
Reimbursements	419,218		
Total Revenues	\$ 51,630,303	Total Expenditures	\$ 51,063,235



1420 Plaza Drive
 Petoskey, MI 49770



2019 Board Members

Antrim County

Caroline Loper
 Christian Marcus
 Louis Scholl

Charlevoix County

Robert Draves
 Dennis Priess

Cheboygan County

Robert Boyd
 Edward Ginop (Board Chair)
 Michael Newman

Emmet County

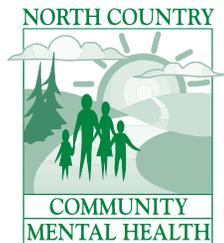
Karla Sherman
 David White

Kalkaska County

Patty Cox
 Sr. Augusta Stratz

Otsego County

Ron Iseler
 Paul L. Liss



Main Locations

The Administrative Offices are located at:

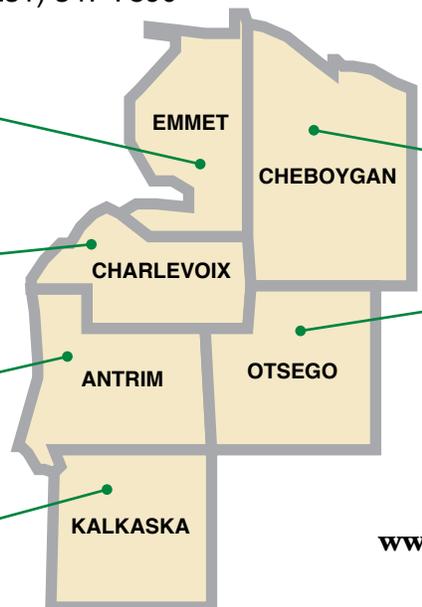
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Visit us at
www.norccommh.org

Funding for this publication was provided by the Michigan Department of Health and Human Services

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