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Phyllis King and Brenda Peterson recently resigned their positions on the Board. A special **THANK YOU** is extended to both of them for their outstanding service and support as members of the COPE Board of Directors.

COPE's Mission is to provide emotional support, crisis intervention, and information and referral services to Ozaukee County and the Greater Milwaukee area by maintenance of 24-hour telephone helplines, a website, information and referral database, and development of educational materials and programs.

## From Kathy...

2008 was a great year for COPE - our 30<sup>th</sup> year in the listening business! With a new phone system, our listeners answered a record 26,240 phone calls. COPE's information and referral database of resources for Ozaukee County was updated. As promised, we began delivering the Ozaukee County Resource Directory, A Guide for Human Services in November 2008. To date, more than 850 directories have been distributed throughout Ozaukee County.



2009 brings new challenges. We are up to the task because of the generous support of the many donors listed in this newsletter and in the enclosed annual report. We can already boast that this year's 10<sup>th</sup> Annual Take-A-Break Luncheon held on February 10<sup>th</sup> at Ozaukee Country Club was our most successful ever.

As we move into Spring, we look forward to making a difference to many who need our services. We will develop a new marketing plan to more effectively spread the word about our Hotline. We are committed to ongoing training for our listeners in both the call process and in resource location. We will continue to upgrade and update our information and referral database of resources. **A recent caller who struggles with mental illness remarked that he can't believe that "there is a place that he can call where people will actually listen" to HIM.** Please know that we are ever grateful to you for your part in making that possible. Happy Spring!

### A COPE Success Story

In 2008...  
 90.8% of Hotline Callers knew their next step at the end of their call to COPE.  
 96.1% of callers felt less stressed by the end of their call.

*Calls to the COPE Hotline are confidential. All identifying details have been eliminated.*

Susan (not her real name), an overwhelmed mother from Ozaukee County, recently called the COPE Hotline with many concerns. She was worried. She had lost her job and was seeking employment. She also needed help for a special needs child. As the COPE listener let her tell her story, Susan calmed down. After discussing possible options, the listener checked COPE's up-to-date resource database. She gave Susan a number of resources that could provide assistance. Some of these included the food pantry at Family Sharing of Ozaukee County, employment assistance from Workforce Development, financial assistance from Ozaukee Works, special assistance from the ADRC (Aging and Disability Resource Center of Ozaukee County). The caller sounded relieved and seemed happy to know her next step. She planned to start contacting the service providers and promised to call back for more help if she needed it.



the Ozaukee County H•O•T•L•I•N•E  
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Celebrating 30 Years of Listening!

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Spring 2009

# COPE

## Hot Off the Press!

Community distribution of COPE's Ozaukee County Resource Directory began in November 2008. This guide for human services contains an up-to-date database of information and referral services that are available for Ozaukee County residents. The directory is available to all county service providers, school districts, churches and governmental agencies free of charge. The project was underwritten through a grant from the Charles E. Kubly Foundation, a public charity devoted to improving the lives of those with depression and promoting access to quality mental health resources.

It is COPE's goal that the community will benefit from this comprehensive listing of social and human services that are available to all Ozaukee County residents. COPE continues to receive requests for additional copies. Please call 262-377-1477 if your agency or place of business would like a copy. Supply is limited. The directory is available on the COPE website at [www.copeservices.org](http://www.copeservices.org). In addition, COPE provides an interactive online database of resources for the Ozaukee County community that is continually updated. This can also be accessed from the COPE website.



Staff works on distribution of the Ozaukee County Resource Directory.

Shown: Maria Tate, Jo Heckenbach, Katrina Cox



### COPE Listening Services

Information, Referral & Crisis Intervention

#### 24-Hour Hotlines

Adult Line	Teen /Home Alone Line
262-377-2673	262-377-7786
1-800-540-3139	1-800-924-7786

Call for Senior Support Telephone Visits

### COPE STAFF

Kathy Schmit  
*Executive Director*  
 Nancy Bell  
*Outreach Coordinator*  
 Katrina Cox  
*Administrative Assistant*  
 Anne Crandall  
*Volunteer Support Specialist*  
 Joette Heckenbach  
*Resource and Senior Support Specialist*  
 Mindy Pelisek  
*Volunteer Manager*  
 Ray Schroeder  
*Hotline Manager*  
 Maria Tate  
*Office Manager*

the  
 Ozaukee  
 County  
 HOTLINE

“To the world you may be one person, but to one person, you may be the world.” Anonymous

The buzz words are CHANGE, SERVICE, VOLUNTEERISM and HOPE. Powerful words that when put into action have the potential to make a difference for the individual, the community and the world. COPE's trained volunteer listeners are here for our callers and hope to make a change through their volunteer service.

If you would like to find out more about being a COPE listener, please call the COPE administrative office (262-377-1477) for more information.  
Next Training Sessions: Summer/Fall 2009



Board Members (L-R) Steve Carlton, Carol Wilson, Rev. Robert McClelland

## COPE Welcomes its Newest Board Member

Carol Wilson is the CEO of Heartland Labs & AV Envirotech located in Glendale. Her educational background includes English, psychology, accounting and taxation. A resident of Ozaukee County for over 30 years, Carol and her husband Ed have two children. Carol believes that “in these days of far flung families, face paced lives, and economic distress, there is, more than ever, a compelling need for emotional support, crisis intervention, and resources.” She is glad to be part of “an organization that can prevent tragedies” in people's lives.

Steve Carlton and Rev. Robert McClelland were re-elected at the Annual Meeting to serve another term as Directors. Mr. Carlton will continue as Chairman of the Board.

If you know a senior in our community who would benefit from regular phone call visits from the COPE Senior Specialist, please call the business office for information.  
262-377-1477

## COPE NOTES

### GRANTS

*Gratitude, Thank You and Kudos.....*

\$1000 from the Greater Milwaukee Foundation's Mequon/Hiram Schmitt Fund for Volunteer Training.

\$1000 from the International Paper Foundation for volunteer recognition and on-going training.

\$1838 from The Service Club of Milwaukee for school and youth outreach.

\$2000 Outreach Grant from Lumen Christi Congregation

\$7000 from the Ryan Memorial Foundation for hosting of COPE's interactive resource website and for after-hours Hotline coverage

\$7064 from the Charles E. Kubly Foundation for the development and printing of the 2008 COPE Resource Directory



Mindy Pelisek,  
COPE's new Volunteer Manager

COPE's Volunteer Team has a new member. Mindy Pelisek assumed the position of Volunteer Manager in October 2008. She brings a business degree from UW Madison and a resume packed full of volunteer experiences to her new role. Mindy lives in Mequon with her husband Dave and their three sons. Filling out the team is Ray Schroeder, now Hotline Manager, and Anne Crandall taking the role of Volunteer Support Specialist. COPE is proud of this talented threesome. They are responsible for recruiting, training and supervising the volunteer staff of listeners.

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Jean Crane - Artist

Eve's Garden

Faye's

Debra Feldman

Fire Ridge Golf Club

Firefly Photography - Lori Kenny

Form & Fitness Health Club

Kathy Freidman - Artist

Gold & Gems Jewelers

Goody Two Shooz

Beth Hoffman

Clare Karr - Artist

Karen Kobrick

Jan Krystkowiak

Larry's Market

Massage Envy - Mequon

Milwaukee Bucks

Milwaukee Wine School - Jessica Bell

Kathleen Nelson - Artist

Dorine Nemoir

Cindi Cruciani Nemke

Freddie Ochs - Artist

Brenda Peterson - Artist

Rockwell Automation

Betty Rubner - Artist

Schmit Ford-Mercury of Thiensville

Kathy & Tom Schmit

Debbie Sommer - Artist

Jan Spero

Starbucks Coffee - Mequon

Kitty Sturrock - Artist

Wooden Goose

Kyle Zubatsky - Artist

## 2009 Take-A-Break Luncheon

The 10<sup>th</sup> annual luncheon “COPE....From the Heart” was a success on all fronts. The day was beautiful - a rarity for February 10<sup>th</sup> - and the crowd had a touch of Spring Fever. Everyone enjoyed the camaraderie of friends, a delicious lunch and our guest speaker, Ben Merens. He spoke to the crowd about the “Art of Listening” and how people are “dying to be heard.” The raffle and silent auction items were outstanding with most packages containing a piece of original artwork from our talented and supportive local artists.

A special THANK YOU to our sponsors, guest speaker, raffle donors, patrons, attendees and committee members who together made this year's event the best ever! COPE raised a record \$15,500 which will help support our Hotline.



Silent Auction -  
“Cheer for the Home Team”  
Game tickets to the Bucks & Brewers along with sport's paraphernalia



(L-R) Anne Crandall,  
Jim Wisniewski,  
Felicia Radke,  
Bunny Hooten

Luncheon Committee (L-R)  
Debra Feldman,  
Linda Bergemann,  
Kathy Schmit,  
Nancy Bell,  
Betty Rubner,  
Jan Spero  
Missing: Anne Crandall,  
Karen Kobrick



## Our Generous Contributors

SEPTEMBER 2008 THROUGH FEBRUARY 2009

Every effort has been made to ensure the accuracy of this list. If you find an omission or error, please contact the COPE Administrative Office at 262-377-1477 so we can make the appropriate correction. Luncheon Sponsors and Raffle Donors are listed on p.4 with Luncheon Highlights

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In Memory of Geraldine A. Lee  
(Aunt Honey)  
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