

## Save the Date!

COPE Services presents THE ELEVENTH ANNUAL "Take-A-Break" Luncheon

### COPE...From the Heart

Tuesday, February 9, 2010

11:00 AM to 1:30 PM  
Ozaukee Country Club  
10823 North River Road ~ Mequon

Featuring a Unique Raffle and Guest Speakers



**Jim and Carol Ott**  
present...

"A Journey of  
Life and Love"

**Jim Ott**, a well-known broadcast meteorologist and instructor at UW-Parkside, is currently a full-time Wisconsin State Legislator, elected to the Assembly in 2006. Jim is a Vietnam Veteran and received his undergraduate and masters degrees from the University of Wisconsin-Milwaukee. Jim earned his law degree from Marquette University in 2000 and is a member of the State Bar of Wisconsin. His memberships include the American Meteorological Society, Mequon-Thiensville Sunrise Rotary, Mequon-Thiensville Chamber of Commerce, American Legion, Ozaukee County Republican Party, and the North Shore Branch Milwaukee Co. Republican Party.

**Carol Ott**, recently honored with the Counseling and Educational Psychology Achievement Award from the Marquette University Alumni Association, has combined successful careers in nursing and education to help take on one of life's most profound challenges: grief counseling. As associate professor of nursing at the University of Wisconsin-Milwaukee, Carol is a licensed professional counselor, certified grief therapist and registered nurse. She specializes in grief and loss research and counseling and developmental issues across the life span.

Carol's career took a personal turn 25 years ago when her husband passed away, and she began to better understand the grief of others as she was working through her own. She met Jim Ott, whose spouse also had passed away, and the two married. Carol and Jim facilitate an interdenominational grief support group at Lumen Christi Parish in Mequon.



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Fall 2009

# COPE

**COPE is making a difference  
in Ozaukee County, Milwaukee  
and beyond!**

#### Did you know that...?

- The number of crisis calls (mostly suicide) doubled.
- Calls on the COPE Teen Line from Ozaukee County youth increased 60%.
- Over 90% of callers' needs dealt with mental health issues.
- COPE distributed 1000 Resource Directories throughout Ozaukee County.
- Resource referrals increased 52% in the first half of this year.
- 96% of COPE callers had their stress reduced.
- 92% knew their next step by the end of the call.
- All crisis calls received immediate attention with COPE's new Priority Line.
- Milwaukee's 2-1-1 Impact Line referred 831 callers to COPE for emotional support.
- The majority of calls came from persons aged 35 to 54.
- The average number of calls per month on the 24-hour Hotline: 2000 calls

*(The preceding information was compiled for the United Way Report submitted for the period July 2008-June 2009.)*

COPE is proud of the services it provides to the community through the COPE Hotline - supportive listening, crisis intervention and resource referrals to callers. COPE continues to serve the community with the commitment of its Volunteer Listeners, the support of its benefactors and the dedication of its Staff and Board of Directors. Thank you for your part in making this all possible.

### 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  
*Hotline 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

## From Kathy...

I was excited to wake up this morning to a headline in the Milwaukee Journal Sentinel that read "Power of Empathy." Inside followed a story about the benefits of empathy. How appropriate for COPE! Empathy is the foundation of what we do! Hotline callers talk to non-judgmental, empathetic COPE Listeners who understand how they feel and then encourage them to take the next step to find help for their problems. Stress is reduced and many callers stay out of crisis. A COPE call can do more than boost spirits. It can be good for your health – especially your mental health. I know that COPE is making a difference!



In August, along with other United Way agencies, COPE completed its 2008-09 year-end report. Many lessons were learned from demographics, financials and outcomes submitted. Number one is that COPE is having a positive impact on many in our community. 96% of COPE callers had their stress reduced and 92% knew their next step by the end of their call. Also, as shown by an increase in referrals, people are looking to COPE to find up-to-date resources for Ozaukee County residents. Finally, the number of crisis calls has doubled. COPE's trained listeners are truly helping to save lives. I know that COPE is making a difference! To the many donors, friends and supporters of COPE, thank you for your help in making this happen. YOU too are making a difference!

## A COPE Call

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

Karen, a middle-age woman from Ozaukee County, recently called the COPE Hotline. She sounded distraught and overwhelmed. She explained that her home was in foreclosure and that she had huge medical bills to pay. The COPE Listener told her that she was so glad Karen called. Karen settled down a bit and continued by stating that she was not a bad person and these problems should not be happening to her. The Listener agreed and empathized that bad things can happen to good people. She assured her that she was not alone with her problems. They then discussed resources that might be available for Karen. The Listener gave Karen referrals to two agencies that could possibly offer assistance. Karen had now calmed down. Karen thanked the Listener and said that she would call the resources. The Listener invited Karen to call back anytime.

Outcome: Caller's stress was reduced.  
Caller knows her next step.

## COPE Board of Directors

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John Kuhnmuensch, VICE-CHAIRMAN  
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Kathy Schmit, EXEC. DIRECTOR

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.

## COPE NOTES

Gratitude,  
Thank you and Kudos...

To the International Paper Foundation for \$1000 Grant for new marketing materials.

To the Thiensville Mequon Lions Club for their \$1000 "Parade of Checks" donation.

COPE is compiling an email list of supporters. Please email us at [hotline@opeservices.org](mailto:hotline@opeservices.org) and request that your email be added to our address book for updates about COPE. Also, do you know someone that would like to receive this newsletter? If yes, please email us with their mailing and/or email address.

Visit the COPE website [www.copeservices.org](http://www.copeservices.org) for information on volunteer opportunities, special events and news about the COPE Hotline. Also check out the interactive Resource Page which contains an up-to-date listing of human service resources available for Ozaukee County residents.



Become a COPE fan on Facebook.com

## "Home Sweet Home" A 10-year Anniversary Celebration

The Family Enrichment Center (FEC) celebrated its 10-year anniversary at its Grafton location on Tuesday, September 22nd. The event included refreshments, live music, building tours and an opportunity for the community to meet the staff of its nine agencies as well as learn more about their services. COPE, along with the Volunteer Center of Ozaukee County, Ozaukee Family Services and The United Way of Greater Milwaukee (Southern Ozaukee County), is one of the original FEC agencies initially housed at a Cedarburg location. Thanks to an anonymous benefactor, in 1999 their dream of having their own facility with other Ozaukee County human service organizations became a reality at the current Grafton site.

The FEC is a collaborative effort of nonprofit human service agencies providing services to local families and individuals. The agencies work cooperatively, share common conference and work space along with equipment such as a copier and fax machine. The FEC allows member agencies to partner in planning and programming which decreases duplication and minimizes costs. Current participating agencies including COPE are: Advocates of Ozaukee Inc., Big Brothers Big Sisters of Ozaukee County, IndependenceFirst, Lutheran Social Services –Birth to Three Program, Ozaukee Family Services, Ozaukee Works, Volunteer Center of Ozaukee and Youth & Family Project.



The COPE Staff takes time out to enjoy the FEC (L to R) Mindy Pelisek, Joette Heckenbach, Nancy Bell, Ray Schroeder, Anne Crandall, Kathy Schmit and Maria Tate (Not shown: Katrina Cox)

## Friends of COPE

March 2009 through August 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.

### Major Donors\* (\$500 or Greater)

Nancy & Darryl Bell  
Danette & Steve Carlton  
Crossroads Presbyterian Church  
International Paper Company Foundation  
Quarles & Brady, LLP  
St. John Lutheran Church  
Joan Schmit  
Thiensville Mequon Lions Club

### Donors

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### Memorial & Tribute Donations

*In Memory of Daniel Graser*  
Nancy & Darryl Bell  
Katrina Cox

*In Memory of Harold Rand*  
Dorothy Gallun Fine Jewelry, LLC.  
Cherie Driessen  
Estelle & Art Rand  
Kathy & Tom Schmit

*In Memory of Sylvester J. St. Antoine*  
Leigh & Red Benson

*In Honor of Jane & Ed Miller*  
Emily Lamers

*In Honor of Mindy Pelisek*  
Karen Sullivan

## Volunteer Corner

Thanks to a partnership with the UWM Department of Psychology, a number of COPE's new volunteer listeners are UWM students arriving with an understanding of mental health and a willingness to commit hours that make a difference on the COPE Hotline. Their COPE experience is both beneficial for their course work and extremely helpful to the Hotline. Here are two statements from current UWM student volunteers:

I graduated with my Bachelor of Psychology at UWM back in May. I recently just started my first semester of graduate school pursuing my Masters in Community Counseling with the hope of becoming a therapist. I originally became interested in COPE because I thought it would be a great experience for what I'm going to do. Not only that, it's great to have on my resume. Most importantly, I am helping people that need it. So if you are studying psychology, going into the counseling field, or just like helping people, then working at COPE would be an excellent experience and opportunity for you.

In my time at Cope I have learned many lessons that have transformed me as a person. As a listener on the Hotline, I feel more a part of something than I ever have before. We may not be directly saving lives, but by simply listening to our callers we are giving them the support they need to often make it through the day. Not only do I believe that as a volunteer I am helping others, but that the callers have given me the ability to become a more compassionate, understanding and complete person...Even with just a few hours a week, COPE allows students, in addition to other volunteers, the gift of giving back to those less fortunate by simply opening our hearts and giving people an unbiased, non-judgmental outlet for the stress in their lives.