

2009 Board of Directors

Steve Carlton
Chairman
(US Bank)

Tim Carr
(Morgan Stanley)

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Vice-Chairman
(Arandell Corporation)

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Mary Burke Ryan

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Treasurer

Jan Spero

Carol Wilson
(A&V Inc.)

Jim Wisniewski
(Humana, Inc.)

History:

COPE Services, Inc. was incorporated as a non-profit organization as defined under section 501 (c)(3) of the Internal Revenue code in November of 1978. COPE has had a continuous contract with Ozaukee County since April 1981 to provide 24-hour access to crisis intervention and information and referral services.

HOW TO BECOME A COPE Volunteer Listener:

Training sessions are held 2 times a year – Spring and Fall. They include 20 hours of classroom work and 8-12 hours of on-HOTLINE training. Watch for specific dates in local newspapers and on message boards throughout Ozaukee County. Please call 262-377-1477 to arrange an interview prior to the beginning of a training session.

24-hour Hotline: 262-377-COPE
Home Alone/Teen Line: 262-377-7786
Call for Senior Support Specialist



262-377-COPE

COPE Staff:

Kathy Schmit
Executive Director

Nancy Bell
*Outreach
Coordinator*

Katrina Cox
Hotline Assistant

Anne Crandall
*Volunteer Support
Specialist*

Joette Heckenbach
*Senior Support and
Resource Specialist*

Mindy Pelisek
Volunteer Manager

Ray Schroeder
Hotline Manager

Maria Tate
Office Manager

Mission:

The mission of COPE Services is to provide emotional support, crisis intervention, and information and referral services to Ozaukee County and the Greater Milwaukee Area. This mission will be accomplished by maintenance of 24-hour telephone helplines, a website, information and referral database and development of educational materials and programs.



Help yourself to the caring connection.

COPE ANNUAL REPORT 2009

*31 Years of
Listening and Caring*

885 Badger Circle, Grafton, WI 53024

Administrative Office: 262-377-1477

Fax: 262-377-7370

Email: hotline@copervices.org

www.copervices.org

IN 2009 THERE WERE 21,863 HOTLINE CALLS

COPE provides 3 Hotline services:

- Hotline for Adults
 - Teen/Home Alone Line for Teens/Youth
- Senior Support Specialist

Outcomes:

- Percentage of callers who felt less stressed at the end of the call – 96.9%
- Percentage of callers who knew the next step at the end of the call – 96.3%

Caller Concerns:

Addiction/Dependency	4.0%
Basic Needs/Legal	1.2%
Community & Family	0.9%
Crisis: Urgent Concern	0.4%
Information & Referral Only	1.0%
Health Care Information	0.5%
Anger Management	2.6%
Anxiety/Insecurity	21.7%
Depression	11.4%
Grief/Loss	1.8%
Loneliness/Isolation/Idleness	30.1%
Paranoid/Hallucinations	10.7%
Prank/Test calls	0.2%
Relationship Problems	10.1%
Senior Support	2.6%
Sexuality/Related Concerns	.8%
TOTAL	100.0%

In 2009...

- COPE's Outreach Coordinator gave 104 classroom presentations in Ozaukee County schools to 2,351 young people.
- COPE trained and added 15 new volunteer listeners for its Hotlines.
- Crisis calls increased by 71% from the previous year.
- 51% of callers were female and 49% were male.
- Ages of callers:
 - 1.1% - ages 17 and under
 - 4.8% - ages 18 - 34
 - 63.1% - ages 35 - 54
 - 25.6% - ages 55 - 64
 - 5.4% - ages 65 and older

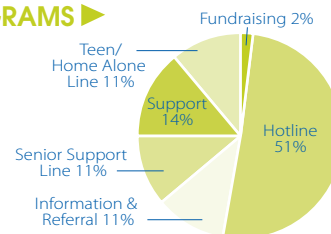
COPE maintains a computerized information and referral database serving the Greater Ozaukee Area. In 2009, COPE Listeners made referrals to 122 programs. A resource site is available on the COPE Website:

www.copeservices.org

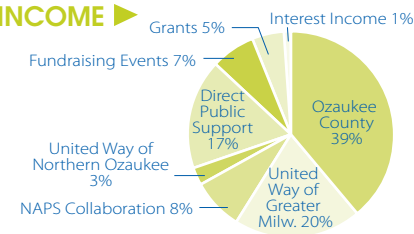
2009 Actual vs. 2010 Projected Budget

REVENUE	2009 Actual	2010 projected
Allocation-Ozaukee County	86,900.03	86,900.00
Allocation-United Way of Greater Milwaukee	21,560.00	21,900.00
Designated Contributions	11,454.30	11,000.00
Alexis de Tocqueville Society	10,100.00	10,000.00
Allocation-Nurturing & Parenting Support	17,925.00	18,275.00
Allocation - United Way of Northern Ozaukee	6,500.00	6,500.00
Direct Public Support	37,166.25	36,000.00
Fundraising Events	16,167.30	23,000.00
Grants	11,393.64	21,107.00
Interest Income	2,173.05	2,000.00
TOTAL Revenue	221,339.57	236,682.00
EXPENSES		
Bank Charges	370.34	375.00
Conferences, Conventions & Meetings	921.71	950.00
Depreciation	5,287.07	5,500.00
Dues & Memberships	860.00	870.00
Equipment/Tech support	1,164.55	1,200.00
Insurance Expenses	2,622.16	2,700.00
Insurance: Workers' Comp (Fringes)	590.00	600.00
Internet	570.12	600.00
Miscellaneous Expenses	526.90	550.00
Occupancy/Rent, Maintenance	20,001.50	20,640.00
Office Supplies/copy & fax	3,591.71	4,500.00
Outreach: Advertising/Printing/Website/etc.	15,220.65	25,850.00
Payroll: Taxes (Fringes)	10,065.78	10,400.00
Payroll: wages	120,136.07	119,975.00
Payroll: Wages- Holiday	3,637.71	5,107.00
Payroll: Wages-Sick & Personal	470.36	500.00
Payroll: Wages-Vacation	7,334.54	10,215.00
Postage	2,195.29	2,300.00
Professional fees-Accounting/Audit	1,100.00	1,100.00
Telephone - 800 Lines	785.23	850.00
Telephone-local lines/after-hours coverage	17,518.60	17,600.00
Travel Expenses	1,518.86	1,550.00
Volunteer Expenses	2,512.22	2,750.00
Total Expenses	219,001.37	236,682.00
surplus/deficit	2,338.20	

PROGRAMS



INCOME



2009 Major Donations, Grants & Sponsorships (\$500 or more)

- Anonymous
- Danette & Steve Carlton
- Cedarburg-Grafton Rotary Foundation
- Charles E. Kubly Foundation Grant
- Christ Church-ELCA
- Crossroads Presbyterian Church
- Cathy & Tom Czaja
- DentaQuest
- Greater Milwaukee Foundation's Mequon/Hiram Schmitt Fund Grant
- Greater Milwaukee Foundation's Nemacheck Family Fund
- Harris Bank
- International Paper Foundation Grant
- Kelben Foundation, Inc.
- Laura Logan/Meadow Lark Storage
- Lumen Christi Congregation
- Mequon-Thiensville Sunrise Rotary Club
- Mueller Funeral Homes of Ozaukee
- Quarles & Brady, LLP
- Ralph J. Huiras Family Foundation
- Ryan Memorial Foundation
- Joan Schmit
- Schmit Ford-Mercury Corporation
- Service Club of Milwaukee Grant
- Jan & Tom Spero
- St. John Lutheran Church
- Thiensville-Mequon Lions Club
- U.S. Bancorp Foundation
- United Way of Greater Milwaukee's COPE designated contributors (\$500 & over):
 - Marianne & Bill Arpe
 - Danette & Steve Carlton
 - Anne & Ted Crandall (Alexis de Tocqueville Society)
 - Christine & William Krugler (Alexis de Tocqueville Society)
 - Dorine & Mike Nemoir
 - Sheila Quinnes
 - Mindy & Dave Pelisek
 - Lisa & John Pendergast
 - Mary Burke Ryan
 - Carlene Murphy & Andrew Ziegler (Alexis de Tocqueville Society)

2009 Fundraisers

Take-A-Break Luncheon	\$15,556.23
Lobsterfest participation	\$611.07
TOTAL	\$16,167.30