

FALL 2010



Help yourself to the caring connection.

COPE presents a new Directory of Resources for the Ozaukee Community

The 2010 Ozaukee County Resource Directory, hot off the press, is being distributed throughout the County this fall. The premiere date was September 21 – during the United Way’s Days of Caring when Rockwell Automation employee volunteers kicked off delivery of the “Guide for Human Services” to county service providers, school districts, churches and government agencies.

The directory provides valuable information about agencies that offer essential services for residents of Ozaukee County. It is distributed free-of-charge thanks to a generous 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 within communities. This project is the result of continual research, verification and updating of information in the COPE database which is also available online. For a “sneak preview,” check out COPE’s website at www.copeservices.org. Local businesses, agencies, doctors, therapists, schools, etc. can call the COPE Administrative Office (262-377-1477) to receive a directory.



Days of Caring
Rockwell Volunteers
Front Row- (L-R) Robin Kiehnau, Alanna Riley, Debby Penkwitz, Andrea Fyhrlund
Back Row- (L-R) Larry Crass, John Kotula, Norm Bandler, Mike Maher, Lynn Fyhrlund

Supportive Listening, Information, Referrals & Crisis Intervention

24-Hour Hotline: 262-377-COPE (262-377-2673)

www.copeservices.org

COPE NOTES

Special Thanks to:

Charles E. Kubly Foundation-
\$3193.00

For funding the printing of the
2010 Resource Directory.

Days of Caring
Rockwell Employees

For distribution of the 2010
Resource Directory



The COPE Volunteers
who day after day man the
phones and connect and care
about our callers.

COPE is compiling an email list
of supporters. Please email us at
hotline@copervices.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 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.

Did you Know?

COPE Facts (July 2009 – June 2010)

- **64%** of COPE calls came from persons between **ages 35 to 54**.
(Research shows that mental illness strikes hardest in the **mid 30's**.)
- Calls from males accounted for **53%** of COPE calls.
- **92%** of callers' needs dealt with mental health issues.
- **64%** of callers live in the lower income levels (under \$22,000).
(Many callers from the lower income groups are living on disability,
often with a mental illness.)
- Resource referrals to callers increased **14.6%** from the previous year.
- **97.9%** of COPE callers had their stress reduced.
- **97%** of COPE callers knew their next step by the end of their call.

COPE is the Caring Connection.

COPE

Senior Moments

**Senior Support Specialist, Jo Heckenbach, shares thoughts on aging
from *Living with Grief* by Kenneth J. Doka**

In each decade of our lives we transition. In our fifth decade we begin life review. We begin connecting our past with our current sense of ourselves. The more we reflect, the greater the detail we will recall. Both pleasant and uncomfortable emotions of varying intensity will assail us. We do this to find acceptance of ourselves. We learn to forgive ourselves for harm done and good not done. We cherish the milestones that the first half of our lives provided. As we better understand ourselves we build the fortitude to meet the difficult years to come. Life review is enhanced with the encouragement of a nonjudgmental, empathetic listener. Often we are our own harshest critic.

**Jo is here to listen to you and
invites seniors to call
262-377-2673 to connect
and reflect.**



SAVE the DATE!

COPE Services presents the
12th Annual
Take-A-Break Luncheon

COPE...From the Heart

Tuesday, February 8, 2011

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

Featuring a Unique Raffle and
Special Guest Speaker

Tracey Weigel

presenting

*"Listening from
the Heart"*

Tracey Weigel, president of United Communication Experts, LLC, is a linguist, a full-time faculty member at Marquette University, a communication consultant and a dynamic speaker. Her programs provide real-world, useful information that will positively affect the way you interact with every person you communicate with on a daily basis. Her presentation, "Listening from the Heart," will highlight both gender and generational differences in communication and promises to be innovative, motivating and entertaining.



Our Generous Contributors

March 2010 – August 2010

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)

Danette & Steve Carlton
Christ Church
Crossroads Presbyterian Church
Ralph J. Huiras Family Foundation, Inc.
Charles E. Kubly Foundation
Mequon-Thiensville Sunrise Rotary Club
St. John's Lutheran Church
Thiensville Mequon Lions Club

In Honor of Elaine Nulph
Volunteer Center of Ozaukee

In Honor of Kathy Schmit
Joan Schmit

Donors

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Alden Taylor
Bob Walerstein
Kathy & Ken Wegner
Carolyn & Jim Wier
Jim Wisniewski
Claudia & James Youngquist

Memorials

In Memory of Virginia Pichelmeyer
Leigh & Red Benson

In Memory of Lucille Stefani
Ellie & Paul Jacobson

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.

COPE

The Staff at COPE is proud to present its comprehensive, eye-catching 2010 Directory of Resources for the Ozaukee Community. This gift is possible because of the efforts of many people – the COPE Staff led by Jo Heckenbach, COPE’s Resource Specialist, who compiled the information, the agencies who took time to provide COPE with valuable program information, the Charles E. Kubly Foundation that funded the project, and volunteers from Rockwell Automation who distributed directories throughout Ozaukee County.

The response to COPE’s 2008 Resource Directory, also funded by the Charles E. Kubly Foundation, was remarkable. Many local agencies and service providers indicated that the directory was extremely helpful and easy to use. They continue to request additional copies for their staff. Not only did that Directory provide an important tool for the community that helped connect people to the services they need, but is also served as an outstanding outreach tool for COPE. Because of the directory, more people recognize the Hotline as a place to call for emotional support, crisis intervention and the most up-to-date resources.

COPE’s statistics tell the story: Over the past two years, many more Ozaukee County residents are using the COPE Hotline. **The number of calls from Ozaukee County callers has increased 57% from two years ago. The number of referrals given out to COPE callers has increased a whopping 114%.** The new Fall 2010 Resource Directory promises more of the same.

The following call is an example of how the COPE database of resources is accessed not only from the directory, but also through the Hotline. The most up-to-date information is always available online on the resource page of COPE’s website, www.copeservices.org. Please “help yourself to the caring connection.”

From
KATHY



Kathy Schmit
Executive Director

THE CARING CONNECTION:

(Names and demographics have been changed. All calls to COPE are confidential and all listeners are anonymous.)

A stressed middle-aged woman (Beth) from Ozaukee County recently called the COPE Hotline. She was worried about finding a way to pay electric and gas bills. She had recently received a



disconnection notice from her utility company. Both she and her young adult children were struggling financially due to medical problems and recent unemployment. The COPE Listener offered much empathy and asked many questions. Using the COPE database of resources, the Listener referred Beth to Ozaukee County Human Services, Ozaukee Works, St. Vincent DePaul, Salvation Army Voucher Program and the Youth and Family Project. The Listener suggested that some of the referrals could offer other kinds of help and encouraged Beth to inquire for other needs, not just utility assistance. Beth was most appreciative and when the Listener wished her well, Beth replied, “God bless you.”



Help yourself to the caring connection.

885 Badger Circle • Grafton, WI 53024



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ORGANIZATION
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ADDRESS SERVICE REQUESTED

VOLUNTEER CORNER

"We make a living by what we do, but we make a life by what we give." Winston Churchill

*Have you been looking for a meaningful volunteer opportunity?
Do you want to make a difference in a person's life?*

Join the COPE roster of dedicated Volunteers!

- Volunteers must be 18 years of age or older.
- Training sessions are offered 2 times a year - Spring & Fall. They include 20 hours of classroom work and 8 to 12 hours of on-Hotline training.
- **Spring Training is scheduled for March 9, 14, 16, 23, and April 13, 2011.**
- Basic computer skills are required.
- Volunteers have flexible hours - they pick the time that is convenient for them.

If you are interested or would like more information on becoming a COPE Volunteer Listener, please call the COPE administrative office at 262-377-1477 or check out the COPE website - www.copeservices.org.



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