

2010 Board of Directors

Steve Carlton
Chairman
(US Bank)

Tim Carr
(Morgan Stanley)

Debra Rand Feldman

John Kuhnmuench
Vice-Chairman
(Arandell Corporation)

Laura Logan
Secretary
(Meadowlark Storage)

Rev. Robert McClelland

KC Mecklenburg

Dinny Nemacheck

Carol Ott, PHD

Mary Burke Ryan

Harvey Salger, C.P.A.
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 10-12 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

COPE
HOTLINE

262-377-COPE



COPE Staff

Kathy Schmit (2010)
Julie Leutenegger (2011)
Executive Director

Nancy Bell
*Outreach
Coordinator*

Katrina Cox
Hotline Assistant

Anne Crandall
*Volunteer Support
Specialist*

Joette Heckenbach
*Senior Support &
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 2010

32 Years of
Listening and Caring

885 Badger Circle, Grafton, WI 53024

Administrative Office: 262-377-1477

Fax: 262-377-7370

Email: hotline@copeservices.org

www.copeservices.org

IN 2010 THERE WERE 24,713 HOTLINE CALLS

COPE provides 3 Hotline services

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

Age Data

- 0-17 - 0.93%
- 18-34 - 3.65%
- 35-54 - 63.61%
- 55-64 - 23.50%
- 65+ - 8.27%

Gender Data

- Females - 46%
- Males - 54%

COPE maintains a computerized information and referral database serving the Greater Ozaukee Area. In 2010, COPE Listeners made 673 referrals, an increase of 2.4%. Referrals were given for 150 different agencies, an increase of 23%.

A resource site is available on the COPE Website:

www.copeservices.org

Caller Concerns

Report Period: 01/01/2010 through 12/31/2010

Caller Needs:	Count	Percent
Addiction/Dependency	599	2.74%
Basic Needs and Legal	241	1.10%
Community and Family	157	0.72%
Crisis & Suicide Risk	48	0.22%
Information and Referral Only	162	0.74%
Medical	90	0.41%
Anger Management	531	2.43%
Anxiety/Insecurity	5,270	24.13%
Depression	2,455	11.24%
Grief/Loss	209	0.96%
Loneliness/Isolation/Idleness	6,352	29.08%
Paranoid/Hallucinations	2,849	13.04%
Relationship Problems	2,280	10.44%
Senior Support	439	2.01%
Prank	27	0.12%
School Program Follow-up Calls	40	0.18%
Sexuality & Related Concerns	91	0.42%
	100.00%	

Outcomes In 2010

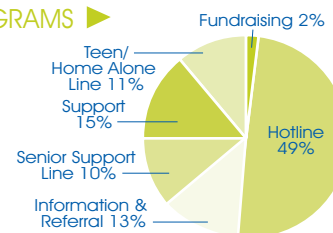
- COPE's Outreach Coordinator gave 114 classroom presentations in Ozaukee County schools to 2,769 students.
- School follow-up calls increased 61.5%
- COPE trained 19 new Volunteer Hotline Listeners.

- % of callers who knew their next step: 97.9
- % of callers whose stress was reduced: 98.1
- % of callers who felt the call helped: 97.8

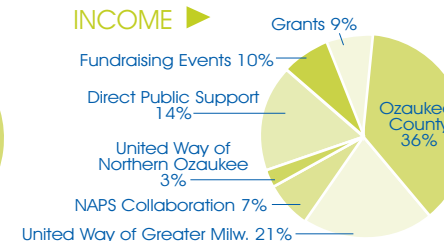
2010 Actual vs. 2011 Projected Budget

REVENUE	2010 Actual	2011 projected
Allocation-Ozaukee County	86,900.00	86,900.00
Allocation-United Way of Greater Milwaukee	21,560.00	21,560.00
Designated Contributions	16,678.18	16,500.00
Alexis de Tocqueville Society	11,650.00	11,500.00
Allocation-Nurturing & Parenting Support	18,134.52	18,130.00
Allocation - United Way of Northern Ozaukee	6,500.00	7,000.00
Direct Public Support	34,127.82	34,140.00
Fundraising Events	23,020.07	20,900.00
Grants	21,145.50	23,000.00
Interest Income	2,236.22	2,250.00
TOTAL Revenue	241,952.31	241,880.00
EXPENSES		
Bank Charges	562.57	600.00
Conferences, Conventions & Meetings	1,522.58	1,525.00
Depreciation	4,665.17	4,880.00
Dues & Memberships	674.00	675.00
Equipment/Tech support	1,038.70	1,025.00
Insurance Expenses	2,676.32	2,700.00
Insurance: Workers' Comp (Fringes)	578.00	600.00
Internet	570.13	575.00
Miscellaneous Expenses	788.94	800.00
Occupancy/Rent, Maintenance	15,520.44	20,850.00
Office Supplies/copy & fax	4,347.88	4,350.00
Outreach: Advertising/Printing/Website/etc.	26,435.17	20,130.00
Payroll: Taxes (Fringes)	10,524.87	10,905.00
Payroll: Wages	125,049.53	129,022.32
Payroll: Wages- Holiday	4,043.24	5,507.20
Payroll: Wages-Sick & Personal	611.98	500.00
Payroll: Wages-Vacation	7,875.30	10,782.80
Postage	2,133.10	2,150.00
Professional Fees-Accounting/Audit	1,000.00	1,000.00
Telephone - 800 Lines/Long Distance	647.29	650.00
Telephone-Local Lines/After-Hours Coverage	17,711.46	18,000.00
Travel Expenses	1,233.50	3,750.00
Volunteer Expenses	2,824.39	2,850.00
Total Expenses	233,034.56	243,827.32
surplus/deficit	8,917.75	(1,947.32)

PROGRAMS



INCOME



2010 Major Donations, Grants & Sponsorships

(\$500 or more) received in 2010

- Anonymous
- Danette & Steve Carlton
- Charles E. Kubly Foundation Grant
- Christ Church- ELCA
- Crossroads Presbyterian Church
- Cathy & Tom Czaja
- Deborah & Thomas Degnan
- DentaQuest
- Family Enrichment Center of Ozaukee, Inc.
- Grace Evangelical Lutheran Church
- Greater Milwaukee- Patrick W. & Lois S. Cotter
- Greater Milwaukee- Nemacheck Foundation
- Greater Milwaukee Foundation, Inc. Mequon/Hiram Schmitt Fund
- Junior Woman's Club of Mequon- Thiensville
- Kelben Foundation, Inc.
- Laura Logan, Meadow Lark Storage
- Lumen Christi Congregation
- Mequon - Thiensville Sunrise Rotary Club
- Mueller Funeral Homes of Ozaukee
- Ralph J. Huiras Family Foundation
- Ryan Memorial Foundation
- Joan Schmit
- Schmit Ford Mercury Corporation
- Service Club of Milwaukee Grant
- Jan & Tom Spero
- St. Boniface Episcopal Church
- St. John Lutheran Church
- Thiensville-Mequon Lions Club
- US Bank- Customer Employee Fund
- Volunteer Center of Ozaukee, Elaine Nulph
- United Way of Greater Milwaukee's COPE designation contributors (\$500.00 & over):
 - Marianne & Bill Arpe
 - Mr. & Mrs. Ridge Braunschweig
 - Brian Cadwallader
 - Kathy & Tim Carr
 - Anne & Ted Crandall (Alexis de Tocqueville Society)
 - Mr. & Mrs. Callen Cummings
 - Debra Rand Feldman
 - Michael Holloway
 - Mr. & Mrs. Brian Kobylinski
 - Christie & William Krugler (Alexis de Tocqueville Society)
 - Darine & Mike Nemoir
 - Kathleen & Richard Nordberg
 - Mr. & Mrs. Thomas O' Connor
 - Mindy & Dave Pellisek
 - Sheila Quinnes
 - Mary Burke Ryan
 - Carlene Murphy & Andrew Ziegler (Alexis de Tocqueville Society)

2010 Fundraisers

- Take-A-Break Luncheon \$23,020.00