

Day in and day out, I have the privilege to hear our wonderful listeners answer the call, "This is COPE how can I help you?" Not knowing who is on the other end of the line; is today going to be a crisis call, or is it one of the many callers who call us everyday for the support that they need just to make it through the day. Either way, COPE is here to listen, provide resources and ongoing educational programs for teens.

According to the National Alliance of Mental Illness (NAMI) one in four adults, approximately 57.7 million Americans, experience a mental health disorder in a given year. One in 17 has a serious mental health illness such as schizophrenia, major depression, or bipolar disorder and about 1 in 10 children live with a serious mental or emotional disorder.

At COPE, it is our goal to educate the community on Mental Health concerns for our neighbors. By supporting COPE programs it allows our Outreach Coordinator to go into the community and educate our elementary, middle and high school students. Our Senior Support Specialist, reaches out weekly, and makes telephone visits to our senior neighbors to make sure that they are doing ok. If you know someone who needs help, please tell them to call COPE or visit our website. Calling COPE will help you understand that there are resources in Ozaukee County, people who care, and a compassionate listener to help you every step of the way.

In 2010, COPE answered the call 24,713 times, 6,352 calls or 29% were classified as loneliness and isolation, 5,270 or 24% of the calls were anxiety/ insecurity. As a member of this community, it is our responsibility to help our neighbors, through good times and bad. Whatever the situation may be, having a friend who is just a phone call away always makes it easier to get through the day.

Unfortunately, the social stigma and shame associated with mental illness often prevents people from reaching out for help. Hopefully, with ongoing education COPE can help to eradicate this stigma. With your support, COPE can reach a teen, call one more senior citizen or provide one more resource for a neighbor in need; and together we can answer the call.

## From JULIE



Julie Leutenegger  
Executive Director

## THE CARING CONNECTION:

The following call is an example of how the COPE hotline can help. Names and demographics have been changed. All calls to COPE are confidential and all listeners are anonymous.

A stressed middle age man (Tom) calls COPE Hotline on a regular basis. He lives on his own, is educated but suffers from paranoia, and loneliness. The caller often vents about situations in his life that he feels he has no control over. The COPE listener offers much empathy and asks questions about how his day is going, and if he has plans for the rest of the day.

The two main goals for COPE are for the caller to be less stressed at the end of the call, and knows their next steps. As the caller talks (vents) about what he wishes he could do for this day, the listener allows him to express his needs for acceptance and ways that he can be constructive. The listener talks about hobbies that he may have or places that he might want to visit. Because of his mental illness issues, he is not capable of doing what you and I do on a normal basis. Going to the grocery store, walk in the park, or visiting the library, all give the caller such great anxiety, that he has to plan these activities over the course of the week.

The caller agrees to make a plan, and try to stick to it just for the morning, anymore planning than that is overwhelming. The caller states that he is grateful to the listener, and will call back later on in the afternoon, to make a plan for the rest of the day.

Is this a normal call, YES, every time the phone rings, it is a person who needs to vent, find resources or just know that there is someone out there who cares how their day is going. This is COPE, how can we help you.

[www.copeservices.org](http://www.copeservices.org)



Help yourself to the caring connection.

885 Badger Circle • Grafton, WI 53024



## 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 February 2012.**
- 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](http://www.copeservices.org).



262-377-COPE

NON-PROFIT  
ORGANIZATION  
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GRAFTON, WI

ADDRESS SERVICE REQUESTED

FALL 2011



Help yourself to the caring connection.

**ANXIETY**  
has surpassed  
depression in  
adolescents.

- 77% of entering freshman in College have a mental disorder
- 46 % have overwhelming anxiety
- 1 in 4 students have some level of anxiety disorder

## Generalized Anxiety Disorder (GAD)

Generalized anxiety disorder is characterized by persistent, excessive, and unrealistic worry about everyday things.

All children and young adults experience some form of anxiety. Some anxiety is not all bad but when it interrupts normal activities it needs to be recognized. There are many forms of anxiety but with children and adolescents the most common is Social Phobia or Social Anxiety. This is extreme feelings of shyness and self-consciousness built into a powerful fear resulting in a person uncomfortable participating in everyday social situations.

Teens with social anxieties tend to alienate their peers, by withdrawing from them or being constantly negative or excessively argumentative. These kids tend to have trouble focusing in school which leads to poor performance. Teachers think that the teen is

being "lazy" so the person is then singled out which leads to peers teasing and making fun of them which brings down self esteem. The adolescence will then shut down and avoid social situations and in many cases avoid school.

Social phobia is a "fear reaction" to something that isn't actually dangerous although the body and mind react as if danger is real. Someone feels the true physical symptoms like a faster heartbeat or heavy breathing. Some of this is natural; it's nature's way of a "fight-flight response" causing a rush of adrenaline and other chemicals to prepare for a "fight" to protect

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*"I separate myself from others; usually I'm a people person."*

*"I do isolate myself a lot. I do get bothered by stuff real easy. I just want to be in my own little place by myself. I don't wanna talk. Don't wanna do anything just sit."*

*"I isolate myself. I go to school but I don't talk to anybody. When I come home I go to my room. I don't do anything. I mean I sit in my room and I won't talk to my mom or anybody."*

Supportive Listening, Information, Referrals & Crisis Intervention

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

[www.copeservices.org](http://www.copeservices.org)

## DEPRESSION AND SUICIDE

- FACT: The onset of mental disorder is concentrated during the first two decades of life
- FACT: Suicide is the third leading cause of death among teens and second leading cause among college students
- FACT: 4% of High School students will become seriously depressed and at risk of suicide
- FACT: Suicide occurs among people of all backgrounds
- FACT: 80% of suicidal individuals give definite warning signs
- FACT: Depression is treatable. Suicide is preventable
- FACT: For every successful suicide, there are 100 failed attempts
- FACT: Girls attempt suicide 4 times more often, but boys die more frequently
- FACT: Almost two million teens make a plan to commit suicide every year
- FACT: A gun is the most common method of suicide

## DEPRESSION

- Is an illness
- Is nothing to be ashamed of
- Is treatable

## SIGNS OF DEPRESSION

- Feeling sad or crying a lot
- Feeling alone or empty inside
- Low self-esteem or feelings of worthlessness
- Uncontrollable anger or irritability
- Changes in sleep patterns: oversleeping or not sleeping at all
- Weight gain or loss
- Chronic worry or fear
- Withdrawing from family or friends
- Loss of energy
- Loss of interest
- Loss of interest in once enjoyable activities
- Drop in grades
- Self injury such as cutting
- Drug or alcohol use
- Neglect of appearance
- Social isolation

## WARNING SIGNS OF SUICIDE

### Feelings

- Hopeless
- Helpless
- Worthless
- Guilt, shame, self-hatred
- Persistent sadness, anxiety, agitation
- Uncharacteristic anger, hostility or irritability
- Confusion

## Senior Moments

Depression in seniors is often unrecognized and untreated. The senior population, approximately 15% of the total population, has the highest rate of suicides, accounting for 25% of all suicides. Yet only one quarter of the funds expended to bring attention to depression are directed toward seniors. By 2030, the population of people age 65 and over is estimated to grow to 20%. COPE provides outreach to the Ozaukee community bringing attention to the problem of unrecognized senior depression and to help seniors find help. Visit COPE's "For Seniors" page on the COPE website to see the video about Lois who found help and recovery from depression.

COPE is excited to be working on a project that brings specific resources together in one brochure where seniors can examine the symptoms of depression and find appropriate help. The following areas have been identified for resources to list in the brochure:

- **As we age** we lose our support network of friends, family and most difficult, our spouses. Support groups and supportive programs specifically for seniors will be listed.
- **Addiction**, with alcohol being the accepted drug of seniors, is one of the leading eight causes of death among seniors. Resources listed will recognize the possible limitations of a senior but will still respond and accommodate a senior who calls asking for help.
- **The brochure will list** mental health professionals with training and experience specific to senior mental health issues.
- **Data suggests** that seniors are reaching out for help. Of the seniors who die by suicide, 20% saw a doctor the day they died, 40% the week they died and 70% in the month they died. Seniors are more likely to seek treatment for physical ailments than they are to seek treatment for depression. Seniors should be screened for depression just as they are for diabetes. The brochure will include a depression self-test specifically for seniors. Distribution of the brochure will include the offices of primary care physicians in Ozaukee County who accept Medicare.

Do you know of resources that help seniors with depression or the difficulties of aging that can lead to depression that should be listed in this brochure? Are there locations where you feel these brochures should be available? Call or email Jo, COPE's Senior Support Specialist. Your suggestions will be very appreciated.

Jo Heckenbach,  
Senior Support Specialist  
262-377-1477  
jheckenbach@  
copeservices.org

*GAD...continued from previous page:*  
oneself. This built in nervous system alerts us to danger so that we are able to protect ourselves. With social phobia, this response gets activated too frequently and too strongly. So a person will react by freezing up and will be unable to interact. Eventually this person will do all they can to avoid these overwhelming feelings.

People with social phobias tend to feel self-conscious and uncomfortable about being noticed or judged by others. They are more sensitive to situations that will make them feel embarrassed, look foolish or make a mistake. They do not want to be criticized or laughed at.

People with social phobia can learn to manage their fear and eventually develop confidence and coping skills. They can stop avoiding things that make them anxious.

# SAVE the DATE!

## COPE Services presents the 13th Annual Take-A-Break Luncheon

### COPE...From the Heart

Tuesday, February 7, 2012

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

Featuring a Unique Raffle and  
Special Guest Speaker

**Dr. Scott Stoner, LMFT**

**President and Executive Director, Samaritan Wellness Foundation**

presenting

*Living Compass.*  
*heart. soul. strength and mind.*

"I am so grateful to love the work I do. I don't just say that casually. I really love the work I do. And so it always surprises me when I am asked, as I have been many times in my career, if I ever get tired of listening to peoples problems. My response is always the same: 'I don't listen to peoples problems; I listen to their stories.' Throughout my professional career as both a minister and a psychotherapist, I have had the honor of being invited into thousands of people's stories. It is a humbling experience every time I am allowed to walk with someone on part of their journey, as together we discover new possibilities for them. Problems are always temporary, and only arise to let us know that there is some important part of our unfolding life story that we haven't quite figured out yet."



## Our Generous Contributors

March 2011 - August 2011

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.

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### Memorials

*In Memory of Dorothy Dyken*  
Erma Berg

## 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