

## SPOTLIGHT ON BOARD/STAFF MEMBERS

New staff member and former Air Force Active Duty member, Moriah White, joined COPE Services in August of 2016. We are grateful to have Moriah on staff and appreciate her experience, expertise and can-do attitude. She took some time recently to answer some questions so that we might have a chance to get to know her a bit...thank you Moriah!



New Office Manager, Moriah White, (left) and Miriam Stern, Volunteer Support Specialist, sell raffle tickets at the 2017 COPE Luncheon in February.

### Q: Is there something interesting about your family or family history that you would like to share with us?

A: I am the granddaughter of the late renowned boxer William 'Henry' Hall and daughter of the World Martial Arts Hall of Famer and U.S. Superheavyweight Kickboxing Champion Tom Hall. I myself plan to continue my study of martial arts and kickboxing and then start my three sons along that path within the next several years as well.

### Q: What drew you to want to work for COPE Services? Have you learned anything about COPE that has surprised you? What do you like best about your work with COPE so far?

A: After separating from Active Duty and returning home to Wisconsin I felt the need to find a career that allowed me to help people and put my military skills to use. I was immensely surprised at the amount of calls our call center receives each year and the dedication of our volunteers. I love the people. The staff and volunteers are wonderful people to work alongside.

### Q: What type of music do you like? What's the best concert you've ever been to?

A: I like most kinds of music but lean more towards R&B, Jazz and Rock. The best concert I was at was an All American Rejects concert in St. Louis, MO.

### Q: If you could live in a book, tv show or movie, what would it be?

A: I would live in the NCIS TV show with Leroy Jethro Gibbs played by the great Mark Harmon!

### Q: What would be your perfect day?

A: My perfect day would be taking my sons, ages 5, 4 and 3 to Riverfest in my hometown of Watertown, WI. We would spend a warm sunny day, riding rides, playing carnival games, eating corn on the cob and getting our faces painted before laughing and dancing to the music coming from the local park amphitheater.

### Q: What would your favorite meal be? (and none of it would have any calories so sky's the limit)

Q: Oh goodness! I would choose family comfort food that we normally have during Thanksgiving-turkey, stuffing, homemade mashed potatoes and gravy, corn, green bean casserole, rolls, cranberry sauce, pumpkin pie and my great-grandmother's rhubarb tort.

### Q: If you could have dinner with any one person, living or dead who would it be and why?

A: I honestly couldn't decide between Dr. Maya Angelou or Dr. Martin Luther King Jr. as both individuals were positive activists and role models for equality.

## COPE Hotline 262-377-2673

- The COPE Hotline is available 24/7.
- Are you depressed, feel isolated, hopeless? Call COPE, a place to talk things over.

Located in Southeastern Wisconsin, COPE is a 501(c)(3) nonprofit agency. The Hotline is staffed by dedicated, trained listeners.

We invite you to visit our website ([www.COPEservices.org](http://www.COPEservices.org)) and let us know if you have any questions.

Listener training is now held three times a year, Spring, Summer and Fall.

Check out the information on volunteer opportunities or contact us directly if you are interested.



A place to talk things over

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A place to talk things over

## COPE Caller Thankful for COPE

While a caller was enumerating things she had "going for her," (caller's idea) she came up with:

- 1) She likes her therapist
- 2) She has the help lines that she calls (including the COPE hotline)

This caller has bipolar disease and depression and a father and sister who have both killed themselves. She struggles to hold a job and keep a place to live due to her mental illness. She has called the COPE hotline 9,163 times in the past 10 years.

A gratitude list by most of us would look quite different from this one reminding us how lucky we are. COPE's dozens of volunteers ease the burden of callers like these every day of the year providing them with a gift that may even fall into their "top two" like the caller above.



## Hotline calls surpass 28,000/year

The COPE hotline answered more than 28,000 calls in 2016. While increases in calls from people who are suffering is never a good thing, it does mean that COPE is helping people in record numbers.

An analysis of caller concerns over the last 10 years includes an almost triple percentage increase in calls from people who are lonely and isolated, from 12% of COPE callers in 2005, to 32% and 34% of callers in 2014 and 2015, respectively. Calls from people who are anxious and depressed in that same time period have gone from 23% trending upward to close to 40%.

There are relatively few calls from people with addiction problems, (hovering between 1% and .5% in the last 10 years.) This is surprising in the current climate of epidemic heroin addiction, possibly signaling that we have opportunity to reach out more to that community to provide support. Demographically, there has been an increase in callers ages 18-34 from 4% in 2006 upward to 13% and 11.3% of callers for the two last years of record.

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## VOLUNTEER CORNER

"Be yourself, everyone else is taken" – Oscar Wilde

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.
- Fall training will be held on October 7th & 21st of 2017.
- Basic computer skills are required.
- Volunteers have flexible hours – they pick the time that is convenient for them.

\*\*\*NEW\*\*\* Summer 2017 training added!!

Summer training will be held Saturday, June 10th 8 am – 1 pm and Saturday, June 24th 8 am-1 pm, 2017

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

## COPE Staff

Cecile Duhnke  
Executive Director

Robert Dittmer  
Hotline Manager

Kristin Kobylinski  
Outreach Specialist

Jake Shanahan  
Hotline Assistant

Miriam Stern  
Volunteer Support Specialist

Moriah White  
Office Manager

Supportive Listening & Crisis Intervention

24-Hour Hotline: 262-377-COPE (262-377-2673) [www.COPEservices.org](http://www.COPEservices.org)

## Mission

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

## Changes to... the **HOTLINE**

The COPE hotline has undergone significant improvements in the past 10 months, most notably hotline staff has:

- Implemented a new call database – iCarol – which has been enthusiastically embraced by volunteers. This user-friendly consolidated format of data entry allows the volunteer to focus on the listening process with our callers.
- Updated training to include additional use of technology (cell phones and personal computers) role playing, new exercises, outside presenters and veteran volunteer participants. Milwaukee psychotherapist, Philip Chard, has been covering mental health awareness in all of the training, generously donating his time and expertise.
- Updated the volunteer training manual to reflect more current information and best practices.
- Implemented a more cohesive four member hotline team which meets two times per month to better address the needs of our callers and listeners.
- Restructured Volunteer Training from five weekday evenings to two Saturdays, attracting more volunteers and better utilizing our resources.



Psychotherapist, Philip Chard, instructs Hotline trainees about mental health

## COPE HAPPENINGS



Julie Upstill (Washington/Ozaukee Public Health Dpt), Cecile Duhnke and Board member Dick Dieffenbach attended the Annual Invest Breakfast Celebration in December, 2016. COPE was recognized there by Ozaukee County with the "Invest in Action" award.

COPE continues to work with local police departments to offer them resources for their officers who are often on the front lines of those suffering with mental illnesses. Outreach Specialist, Kristin Kobylinski, seen here with Milwaukee County police officers, attended the Crisis Intervention Training at the Milwaukee Safety Academy in fall, 2016.



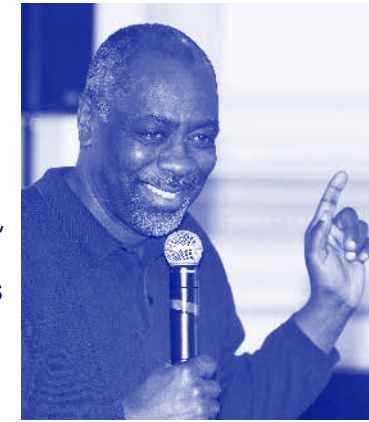
Laura Shilling, far right, (wife of Board Member Matt Shilling) and her team from Bridge Jewelry at Kohl's Department Store posed with Cecile Dunke. The group volunteered their time to help COPE with a mailing and a volunteer related project in October of 2016.

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

## 'A LITTLE JUDICIOUS LEVITY'

Comedian entertains crowd at 2017 luncheon

"Nothing like a little judicious levity," penned Scottish Poet Robert Louis Stevenson in 1878. Laughter and levity was the theme of this year's COPE fundraising luncheon held on February 8th at the Milwaukee Country Club in River Hills. Recognizing that humor releases stress and laughter lightens the mood, luncheon goes connected over stories and one-liners by Milwaukee Comedian Chris Barnes. With over 30 years of experience, Mr. Barnes handled the daytime crowd with aplomb while they dined on pork tenderloin, roasted vegetables and COPE frosted sugar cookies. Bidding was active with a record 42 silent auction items and 4 raffle packages, including a wine refrigerator, lots of artwork and 4 overnight packages from around the state.



Robert Dittmer, COPE Hotline Manager, reminded guests that mental health support is needed "now more than ever" with the hotline receiving a record number of calls last year from people suffering with anxiety, depression, loneliness, schizophrenia and the like. He also reminded us that there is work to be done reducing stigma for those who deal with mental health struggles every day. The luncheon raised over \$22,000.



2017



COPE Luncheon



## Thank You to our Generous Contributors

September 2016 through February 2017

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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