

Mission

The mission of COPE Services is to provide emotional support and crisis intervention. This mission will be accomplished by maintenance of 24-hour telephone helplines, a website, a chat line and development of educational materials and programs.

Review of 2014

- We have strengthened our relationship with 211 referring to them as needed and utilizing their database as a reference thus improving information and referral services for our callers.
- We have begun to collaborate with other agencies for school presentations attempting to reduce duplication while providing mental health information and a framework for students to understand the relationship between drugs, alcohol and mental health. Grants were submitted for a new program to offer to area high schools.
- We have begun more outreach in the Greater Milwaukee area to case managers, group homes, hospitals and other agencies who could use our services.
- We have begun an internship program for masters and doctoral level students collaborating with Starting Point (where the students have direct contact with clients). We currently have 4 students, 1 from UWM, 1 from Concordia and 2 from Ottawa University who will be with us for a year.
- We have a regular column in the News Graphic, "How do I COPE with..."
- We continue to look for sustainable and new funding for the Hotline.
- We have actively recruited new Board members adding to the diversity and the skills of our Board.
- We will be starting a Strategic Plan with the Board this year to address the future of COPE.



A place to talk things over

How to become a COPE Volunteer Listener

Training sessions are held 2 times per 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, on message boards throughout Ozaukee County and on the COPE website. Please call 262-377-1477 to schedule an interview prior to the beginning of a training session.



262-377-COPE

*Administrative Office:
(Listeners at
Undisclosed Location)*
885 Badger Circle
Grafton, WI 53024

Office Phone:
262-377-1477

Fax:
262-377-7370

Email: hotline@COPEservices.org

Website: www.COPEservices.org

24-hour Hotline: 262-377-COPE



A place to talk things over

2014 ANNUAL REPORT

36 Years of
Listening
and Caring



COPE Listeners answered a total of 22,917 calls in 2014

Gender Data

Female	5,299	45.39%
Males	6,362	54.49%
Transgender	2	0.02%
Unknown	12	0.10%

Ages

0-17	52	0.45%
18-34	1,543	13.22%
35-54	5,574	47.74%
55-64	2,913	24.95%
65-100	1,561	13.37%
Unknown	32	0.27%

Caller Concerns:

Report Period 01/01/2014 through 12/31/2014

Caller Needs:	Count	Percent
Addiction/Dependency	174	0.73%
Anger Management	685	2.87%
Anxiety/Insecurity	6523	27.29%
Basic Needs/Legal	69	0.29%
Community & Family	29	0.12%
Crisis: Urgent Concern	30	0.13%
Depression	3255	13.62%
Grief/Loss	392	1.64%
Information & Referral Only	116	0.49%
Loneliness/Isolation/Idleness	7686	32.16%
Medical	24	0.10%
Paranoid/Hallucinations	1680	7.03%
Prank	9	0.04%
Relationship Problems	2844	11.90%
Senior Support	352	1.47%
Sexuality Concerns	30	0.13%
Test (School program followup)	2	0.01%

Outcomes in 2014

- 26 suicide risk/crisis calls
- Trained 25 volunteers, retaining 76%
- 353 Senior Support telephone visits
- Outreach Coordinator provided 2092 Ozaukee County students with information on anxiety, depression & suicide
- Senior outreach provided 13 older adult facilities presentations to 207 Ozaukee County older adults
- Volunteers donated 4,199 hours
- 251 referrals calls
- % of callers who knew their next step: 96.80%
- % of callers whose stress was reduced: 97.10%
- % of callers who felt the call helped: 97.30%
- 2014 Fundraiser
Take-A-Break Luncheon \$17,403.12

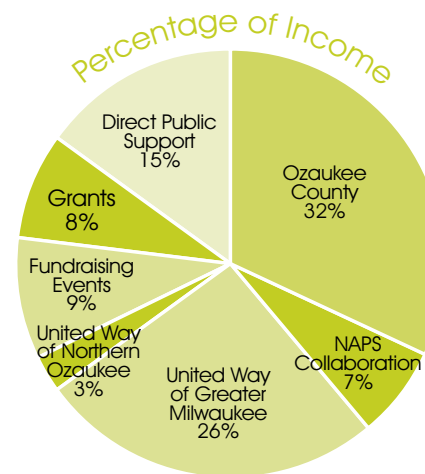
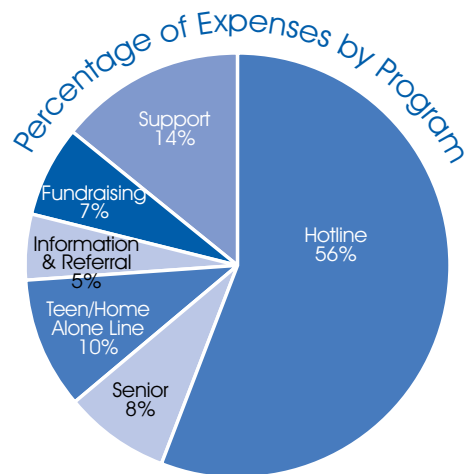
2014 Sources of Income & Expenses

REVENUE

Allocation	2014 Actual	2015 Projected
Nurturing & Parenting Support	\$18,653	\$0
Ozaukee County	\$86,900	\$86,900
United Way of Greater Milwaukee	\$22,653	\$22,656
Designated Contributions	\$23,319	\$20,500
Alexis de Tocqueville Society	\$24,264	\$16,188
United Way of Northern Ozaukee	\$7,000	\$7,000
Direct Public Support	\$39,738	\$31,600
Fundraising Events	\$17,488	\$30,000
Grants	\$22,850	\$22,502
Interest Income	\$422	\$700
Total Revenue	\$263,287	\$238,046

EXPENSES

	2014 Actual	2015 Projected
Bank Charges	\$302	\$375
Conferences, Conventions & Meetings	\$873	\$1,032
Dues & Memberships	\$654	\$600
Equipment/Tech Support	\$6,432	\$0
Insurance	\$3,668	\$3,880
Miscellaneous	\$757	\$350
Occupancy/Rent, Maintenance	\$21,302	\$21,576
Office Supplies	\$5,092	\$4,650
Outreach	\$16,331	\$17,896
Payroll	\$164,127	\$158,985
Postage	\$1,854	\$2,000
Professional Fees-Accounting/Audit	\$1,225	\$1,250
Telephone	\$20,285	\$20,252
Travel	\$1,414	\$1,450
Volunteer	\$3,307	\$3,750
Total Expenses	\$247,622	\$238,046



COPE is a 501(c)(3) nonprofit organization. The audit report is available upon request.

Grants, Donations & Sponsorships

(\$500 or more received in 2014)

- Aspen Medical Aesthetics & Laser
- Mary Jane & Mark Baumgartner
- Danette & Steve Carlson • Kathleen & Timothy Carr
- Crossroads Presbyterian Church • Richard Erickson
- Exacto Foundation • Debra & Jerry Feldman
- Grace Evangelical Lutheran Church
- Greater Milwaukee Foundation
- Greater Milwaukee Foundation:
 - Mequon/Hiram Schmitt Fund
 - Nemacheck Family Fund
- Janice M. Watson & Alfred G. Lustig Fund
- Laura Logan, Meadowlark Storage
- Lumen Christi Congregation • Mel's Pig Roast
- Mequon-Thiensville Sunrise Rotary Club
- Morgan Stanley • Katharine & Kristopher Pettit
- Ralph J Huiras Family Foundation, Inc
- Rite Hite Foundation • Ryan Memorial Foundation
- Schmit-Ford - Thiensville • Schuett Family Foundation
 - Service Club of Milwaukee, Inc.
- Jan & Tom Spero • St. John Lutheran Church
- Thiensville Mequon Lions Club
- US Bank • Zaun Memorial Foundation, Ltd
- United Way of Greater Milwaukee's COPE designation contributors - \$500 or more
 - Marianne & William Arpe
 - Mr. & Mrs. Ridge Braunschweig
 - Sandi & Brian Cadwallader
- Danette & Steve Carlton • Anne & Ted Crandall
- Jill & Mark Goldstein • Mr. & Mrs. Peter Hitler
- Sarah & Jeff Joerres • Kristin & Brian Kobylinski
- Christie & William Krugler
- Mr. & Mrs. Albert O. Nicholas (Nicholas Family Foundation)
- Mindy & Dave Pelisek • Mark Roble
- Mary Burke Ryan • Allison & Dale Smith
- Carlene Murphy Ziegler & Andrew Ziegler

United Way of Metropolitan Chicago COPE designation contributors - \$500 or more

Debra & Michael Fahey

Directors

Mark Baumgartner
(B. C. Ziegler Company)

Nancy Bell

Steve Carlton
Vice-Chairman
(US Bank)

Richard Dieffenbach,
CPA, Treasurer

Debra Rand Feldman
Beth Hoffman
Secretary

John Kuhnmuensch
Chairman

Laura Logan
(Meadowlark Storage)

Pastor Jim O'Reilly-Christensen
(St. John's Lutheran Church)

Patti Rooney

Mary Burke Ryan
Kathy Schmit

Jan Spero

Staff

Joan Kojis
Executive Director
(04/28 to 12/31)

Anne Crandall
Volunteer Support Specialist
(01/01 to 6/30)

Robert Dittmer
Senior Support Specialist

Cecile Duhnke
Fundraising Coordinator
(06/23 to 12/31)
Hotline Assistant
(11/01 to 12/31)

Peggy Kirkeeng
Hotline Assistant
(01/01 to 10/31)

Kristin Kobylinski
Outreach Coordinator

Mindy Pelisek
Interim Director
(03/01 to 05/31)

Ray Schroeder
Hotline Manager

Maria Tate
Office Manager