

# Mental Health Connections



Fall 2004

## MHA Continues to Build Hope for a Better Tomorrow Through a New Partnership

In a continued effort to ensure residents in Waukesha County who need mental health crisis services receive the most localized service possible, the Mental Health Association in Waukesha County (MHA) has entered into a partnership with the Kristen Brooks Hope Center (KBHC). MHA has become part of 141 certified call centers in the US to answer telephone calls for the 1-800-SUIDICE (800-784-2433) hotline. Now, any Waukesha county resident within the 262 area code that dials 1-800-SUIDICE will be immediately routed to a counselor at MHA's 211/First Call for Help Program (FCFH). 211/FCFH has 41 years of experience in crisis intervention services including suicide prevention and a vast knowledge of local community resources. In addition to serving as primary call center for the 262 area code, MHA also agreed to be a secondary site for 608 and 920 area codes. This would be at times when call centers are servicing other telephone calls.

KBHC was established by Reese Butler following the suicide of his wife Kristin in April 1998. Reese began his mission to operate a national service to assist people who are suicidal, concerned for, or have lost a loved one to suicide. In 1999, former Surgeon General Dr. David Satcher dedicated the **1-800-SUICIDE** telephone number as a **national crisis hotline** service. This national hotline now connects people feeling depressed or suicidal with a certified crisis call center.

*(See Hope Center on page 4)*

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## Traveling Trophy Winners

MHA would like to congratulate the winners, R&R Insurance (pictured on right), of the 'Best All Around Score' from the 26<sup>th</sup> Annual Golf Outing on June 14, 2004. The R&R Insurance team had a combined overall score of 61. A traveling trophy was presented to R&R Insurance for display until



R&R Insurance team, from left to right: Ken Kraft, Frank Wegner, Steve Neuberger, Ken Reisch

next year's MHA Golf Outing. Each year the trophy is given to the team with the lowest overall score. Cornerstone Counseling Services was the first team awarded the trophy in 2003. If you would like to display this trophy at your business, mark your calendar for the 27<sup>th</sup> Annual Golf Outing. The event will take place at Merrill Hills County Club on Monday June 13, 2005. If you are interested in joining the planning committee, a sponsorship or in-kind donation, call Nicole Schoenemann at 262.547.0769 ext. 113.

# A Letter from the Executive Director

*We are taught to work in life, we are not always taught to serve in life. There is work, in which a service is provided to others, however the attention is generally focused on what we receive and the outcomes of what we do. Genuine service, on the other hand, is giving of your time, energy, and resources on behalf of others. I was taught that service is the divine multiplier and when your focus is outward, the universal reward will produce greater results. I am reminded of the value in service everyday at our office because of our results, a volunteer board always available to us, and staff who give selflessly everyday for our clients and community. We have provided the community with a "mental health day", our fund raising events are "fun de-stressing activities", we connect individuals to valuable community resources, we educate the community that 1 in 4 individuals are affected by mental illness and are not alone, and we save lives on our suicide prevention line everyday. It would be nice to know that the work we do, and the life contributions we make will have a lasting effect on humanity. We may never know in our lifetime, how our work and contributions affect people. When you provide a service that cannot be your concern. We do what we do because we care. And, as we put this newsletter together, it becomes clear that our Board, volunteers and staff are focused on the community, and the people we serve; and we are achieving great results because of selfless dedication, resulting in universal reward. I thank all of you for the committed service you provide on behalf of MHA.*

*Very truly yours,*

*Lisa McLean*

*MHA Executive Director*

## Great Cookie Sale

Each year MHA participates in "The World's Greatest Cookie Sale," an event where local non-profit organizations come together and have a giant holiday cookie sale.

This event serves not only as a small fundraising opportunity for MHA, but more importantly a chance to promote our organization and educate individuals about mental health. At this event, non-profit organizations reserve a booth at the Country Inn Hotel in order to sell cookies, cakes, breads, and other holiday treats. The event also offers activities for children and adults such as face painting, cookie decorating, and other fun games. This year the event will be held on Friday, November 26<sup>th</sup>, from 12:00pm-4:00pm at the **Country Inn Hotel**, 2810 Golf Rd. Waukesha.

MHA needs your help to make this a successful event! Each non-profit is required to bake 250 dozen holiday cookies for the event! If you or a group you are a member of can bake 4-6 dozen "holiday" cookies (i.e. not chocolate chip or plain sugar) for the sale, please call Laura Lutz at the MHA office, (262) 547-0769 ext. 103. Cookies need to be dropped off at the MHA office by Wednesday morning, November 24<sup>th</sup>. Cookies can also be delivered anytime on Monday or Tuesday, November 22<sup>nd</sup> or 23<sup>rd</sup>.



## Gift Lift

**Gift Lift** is an annual project in which MHA provides presents to Waukesha County residents with mental illness to help make the holiday season enjoyable. MHA works with local agencies that serve individuals with a mental illness, including Waukesha County Health and Human Services Community Support and Day Treatment Programs, Friendships Unlimited, Spring City Corner Clubhouse, and Jeremy House Homeless Shelter. Staff at these organizations send lists of gift requests to MHA's Advocacy Outreach Program. Each request specifies the item and an alternative gift item. In 2003, the Gift Lift Project provided 494 individuals with a holiday gift.

MHA accepts donations from residents throughout Waukesha County. Past support of the project has been from local churches and businesses holding gift drives. Churches decorate a Christmas tree with cut-out-paper ornaments listing the first name and gift request. Members from the churches purchase and wrap the gifts, and gifts are transported to the MHA office, and then distributed to designated individuals.

MHA would like to involve more churches, businesses and groups to reach out to more individuals in need throughout Waukesha County. If your church or group would like to participate or more information including criteria for receiving gifts, please call Laura Lutz at (262) 547-0769 ext. 103. Volunteers are also needed to help prepare gift cards and checking in gifts.



Nautical Nights will be hosted at The Pines Restaurant housed in Bristlecone Pines Golf Club on November 11, 2004. This is the first Wine Tasting to benefit MHA's free services, and is planned as an annual event. The wine list includes 38 wines from the United States, Argentina, Australia, Chile, France, Germany, Italy, New Zealand, and Portugal. The Pines renowned chef, Chad Proulx, and culinary staff will prepare a variety of foods from each geographic location. Both live and silent auctions will be held as part of the event. All money raised from this event will directly benefit the programs of MHA. Mental Health Foundation, Inc. is the presenting sponsor for this event.

DeWitt, Ross & Stevens; Reinhart, Boerner & Van Dueren S.C; ProHeath Care Behavioral Medicine of Waukesha & Oconomowoc Memorial Hospitals; Edward Jones Investment Representative Sue Bothof and Davis & Kuelthau, S.C. are proud sponsors of this event.

Reservations can be made for this extraordinary event by calling 211/First Call For Help at 2-1-1 or 262.547.3388. If you are interested in sponsorship or would like more information please call Nicole Schoenemann at 262.547.0769 ext. 113. Please join us and contribute in making our first Wine Tasting a success!

## Benefits of Wine

An occasional glass of wine has long been considered "heart healthy". Studies have indicated moderate drinking of wine is not only heart healthy, but may protect against cancer, lead to stronger bones, lower risk of dementia, and prevent Alzheimer's disease.

functioning normally. The key ingredients are probably flavonoids, powerful antioxidants that may help keep blood vessels in the brain healthy by reducing damage caused by everyday wear and tear.<sup>1</sup>



Below are a few studies that examined the health benefits of drinking wine in moderation:

- According to Journal of Cellular Biochemistry the same compounds that lower heart disease risk may slow growth of breast cancer cells.<sup>3</sup>
- A report in the American Journal of Epidemiology in April 2000 showed that women who drank 11 to 29 grams of alcohol a day, the equivalent of one to three glasses of wine, had greater bone density, than nondrinkers or heavy drinkers. Bone mineral density is the measure physicians use to determine bone strength and resilience.<sup>3</sup>
- Studies have linked wine intake to lower risk of age-related dementia. Researchers found that those who drank at least one glass of wine each week were much less likely than those who never drank wine to develop dementia.<sup>1</sup>
- A study published in The American Journal of Public Health furthered previous studies that a drink a day may help prevent Alzheimer's disease.<sup>2</sup>

It is not necessary to drink wine in order to receive benefits of flavonoids, since other foods of plant origin, notably tea and many varieties of fruits and vegetables, are also prime sources.<sup>1</sup>

Even health benefits associated with wine disappear when people drink too much. For example, studies cited above indicating greater bone density for women who were moderate drinkers, also found that those who drank in excess may actually have had thinner bones by comparison. So far, there is little agreement on exactly what 'moderate' drinking means. Until medical science is better at defining the "right" amount, limiting yourself to one glass a day is probably prudent.<sup>3</sup>

\*\* Information from this article was taken from:

<sup>1</sup> Deborah Cooper. "Wine Prevents Mental Decline in Alzheimer's." 10 August 2000. <http://www.alzheimersupport.com/library/showarticle>

<sup>2</sup> Turfts Univeristy. "Wine Linked to Better Mental Function in Seniors." December 2002. <http://www.healthandage.com>

<sup>3</sup> Peter Jeret. WebMDHealth "Bottoms Up." May 2001. <http://my.webmd.com/content/article>

Some scientists think that the benefit may come from the alcohol itself, but others say there are substances in wine, especially red wine, that help keep aging brains



## Program Information

**Advocacy Outreach:** This year, 95 clients have been served, surpassing the annual goal of 90 adult contacts. Advocacy Outreach is preparing for the Annual Gift Lift Project (see page 2 for more details). To find out more information regarding Advocacy Outreach please contact Laura Lutz, 262.547.0769 ext. 103.



**Community Prevention Education:** During Suicide Prevention Week, September 5-11, a suicide fact card was distributed throughout the community, with a focus on the Waukesha County High Schools.

During the United Way Annual Campaign Kick-off, September 10<sup>th</sup>, Community Prevention Education received an Outcome Excellence Award and a \$5,000 grant.

For Mental Health Awareness Week, October 4-11, an invitation was distributed to more than 1,500 individuals encouraging them to pick a day and ‘do something for themselves’ to improve their mental health. Depression screening was available on October 7<sup>th</sup> through a partnership with 211/First Call For Help and continues to be available.

Youth Peer Educator’s has undergone many changes this year. The new collaboration includes One 2 On Teen Center of Waukesha County. Youth have been recruited through a variety of youth groups, with the focus of educating younger peers about age-appropriate life lessons. Students from Carroll College have joined this community effort by donating time to mentor and assist with the transportation to area performances. Future plans include updating current skits and puppet plays, and developing new plays on self-image and suicide. To participate call Nicole Schoenemann at 262.547.0769 ext. 113.



Waukesha Teens On-Line (WTOL) volunteers have been busy updating the website, which has a full calendar of events, information on special events in the community, a youth issue of the month, and resource information on local schools, libraries and volunteer opportunities.

A pre-teen information page has been added to the WTOL website. This page contains information geared towards ages 8-12. A pre-teen issue of the month and links to organizations that serve youth ages 8-12 are also available. Watch for new information and resources yet to come! WTOL is looking for new volunteers ages 8-18. If you are interested or would like to learn more about WTOL, please contact Katherine Colby at 262.547.0769 X107.




**HELP Counseling:** So far this year 73 clients have been services, an increase of 46% from last year. One new HELP volunteer has been added into the program, and contacts are being made to recruit more volunteers. To learn more about HELP, or volunteering for HELP Counseling contact Bob Walker at 262.547.0769 ext. 133.



**Mobile Crisis:** Program outcome analysis demonstrates the majority of clients (91%) are stabilized at home or another non-institutional setting due to Mobile Crisis Services. One of the newer programs at Waukesha County Department of Health & Human Services is the Severe Emotionally Disturbed Program (SED), which serves children and adolescents. SED caseworkers request telephone contact and follow-up for cases. These follow-up calls have become a frequent request of the Mobile Crisis Workers.



 **211/First Call For Help:** Telephone call volume continues to increase in the 211/First Call for Help (FCFH) Program. Year-to-date hotline calls are up 11% compared to the same time last year. It is anticipated by year-end, call volume will exceed 35,000 calls.

The number of callers being able to clearly identify the “next step” or plan of action is also up 86%, as compared to 73.5% in 2003. Callers stating the “next step” demonstrates 211/FCFH’s ability to assist callers in problem solving and formulating action plans and solutions to difficult problems/issues.

# Volunteer Opportunities at Mental Health Association in Waukesha County, Inc.

The Mental Health Association celebrates the opportunity of continuing to serve residents of our community with the help of caring volunteers. Thank you to the individuals who have donated their time and energies to volunteer for the agency in the past.

## **Mental Health Association currently has the following volunteer opportunities available:**

### Community Prevention Education:

- A clerical volunteer is needed to assist in updating Speakers Bureau data base of volunteers.
- WTOL is looking for a volunteer or intern to assist in the technical aspects of the website.
- Speaker Bureau volunteers: Masters-level professionals needed to volunteer to speak on mental health issues.

### HELP Center

- Masters-level counselors are needed to assist in free short-term counseling services.

### Administration

- Volunteer to assist with MHA business lines and light clerical duties.

**For more information call Laura Lutz at 547.0769 ext. 103**

## **Volunteering at MHA is good for the soul and good for our community**

By Ralph Parsons, Professor of Psychology at Carroll College and Past President/Chair of the MHA Board of Directors

My first contact with MHA occurred many years ago. Back in those days MHA was located across from the Waukesha County Courthouse. I dropped in one day to ask then-Executive Director Nan Stechschulte about the possibility of an internship for one of our Carroll College psychology students. Nan graciously accepted an intern and the intern did well. Subsequently other students later volunteered to participate in moving MHA from the courthouse site to another site across from the Red Cross building, and soon a long-term partnership developed between Carroll College's Psychology Department and MHA. Over the years this partnership has grown substantially and has involved many individuals who have become interns, MHA staff, or volunteers.

I remember vividly how Carroll College student volunteers, along with other community volunteers, pitched in to move MHA to the Red Cross Building and then, a few years later helped with a similar move, this time from the Red Cross Building to MHA's present site on East Broadway. Some of the infectious enthusiasm of these volunteers, and other volunteers, contributed to my own direct involvement in volunteer activities that included a six-year stint on the Board of Directors. I enjoyed my service on MHA's all volunteer board and I left the Board with the utmost respect and admiration for those hard-working community volunteers who serve so selflessly and seriously in the governance of MHA.

I know directly of many volunteer efforts by students, my family members, and others. I am also aware of the thousands of volunteer hours that our community members contribute each year. Volunteers have so done so very much to support our Waukesha Community through our Mental Health Association. I hope readers of this newsletter, who have yet to become as involved as they might, will consider volunteer work at MHA, really it is good for the soul and good for the community.

### SHOP AT PICK N' SAVE RAISE MONEY FOR MHA

Mental Health Association in Waukesha County is part of Pick n' Save We Care Program. One percent of grocery purchases made by individuals in the Program go to the charity of their choice.

If you would like to elect MHA to receive 1% of your purchases simply:

- Go to the Service Desk at your local Pick N' Save
- Tell cashier that you would like to sign up for the Community Dollar Program
- Fill out the Roundy's Savers Club Application
- In the space provided for **charity code**, enter **502500**

Thank you for choosing MHA in Waukesha County!

## 211/First Call For Help Works: the difference one telephone call can make

There are hundreds of resources in the community, but not everyone knows where to turn for information or assistance. 211/First Call For Help has proven to be the successful central access point that helps people understand their problems, assess their needs and make informed decisions about available community resources. The ability to access those services using a three-digit number further increased awareness. This is the formal description of 2-1-1. The following is an illustration of how it works day after day; the daily, up front, and personal account of 2-1-1 in action through a counselor's ears.

This day I receive a call from a woman presenting multiple needs. She was evicted from her former residence because the housing was deemed unsuitable for living. She was now residing in a motel room with two young children. She was having trouble controlling them and was under a great deal of stress. I took one thing at a time, including emotional support and helping with community referrals. I referred her for parenting education which she had requested in her community. As I could sense the severity of the problem and her overall state, I referred her for respite care, including a hotline that may be of great use to her in taking care of herself. I also spent time providing emotional support identifying the stress, fears and sense of isolation.

Caller had applied for apartments, but her telephone calls were unanswered or not returned. She was feeling desperate. I provided a referral for an agency to help her find housing. Because of her financial situation, I also referred her for rent assistance. She was extremely grateful and agreed to call referrals. Caller also recently had surgery resulting in an infection that was being treated, but needed further medical care. I referred her to a health care service in her community to insure further medical care regardless of income.

Because of her surgery, caller was unable to work and was with her children 24/7 in a small hotel room. I empathized with her deep frustrations, reiterated referrals, the hotline and our own line that is available to her 24/7. As always, I suggested that she call us back if further assistance or support is needed. Caller was tearful and said she had no idea all of this information was available to her just by dialing 2-1-1. I then connected her directly to the parenting resource.

Such a call is extremely gratifying to me as a 211/FCFH phone counselor. Being able to efficiently connect people to the most appropriate resources, prevents problems from escalating and becoming more serious. It decreases the feeling of isolation, encourages prevention and fosters self-sufficiency. 211 works!

### Hope Center *(continued from page 1)*

KBHC has a six-part value statement that MHA also embraces that includes: (1) **well-being**, (2) **leadership**, (3) **innovation**, (4) **collaboration**, (5) **personal satisfaction**, and (6) **professionalism**. The first value **well being** means that no harm shall be done to an individual that calls into the hotline; and any person who dials 1-800-SUICIDE is entitled to compassionate care, hope, and understanding. The second value is **leadership**, which means that KBHC is dedicated to operate and support crisis call centers and those individuals that answer hotline calls. The third value, **innovation**, is demonstrated through KBHC's dedication to reducing the number of suicides in the US, by offering the best service to connect people in crisis to certified call centers. KBHC strives to be a leader in delivering positive change in the areas of suicide prevention, awareness, education, and care for survivors of suicide. MHA has a similar mission, which is to promote good mental health, encourage the acceptance of those with mental illness, and to improve the treatment of people with mental illness by reducing the stigma related to such disorders. The next value, **collaboration**, KBHC achieves this by identifying resources and certified call centers as partners in order to offer the 1-800-SUIDCE hotline nationwide. The fifth value is **personal satisfaction**, and accomplished through embracing the "heart and spirit" that draws people to work for KBHC. The last value that KBHC embraces is **professionalism**. This value is adopted by conducting business in a manner that honors KBHC and workers in a way that demonstrates respect for others working under similar missions. MHA is thrilled to be part of this initiative that builds relationship and saves lives.

# Attention-Deficit/Hyperactivity Disorder

As another school year begins, parents often want to educate themselves on issues that may affect their children. A common condition that affects children is Attention-Deficit/Hyperactivity Disorder, commonly referred to as ADHD, a medical condition that makes it difficult for a person to pay attention and/or control his or her behaviors or actions.

## What causes ADHD?

The exact cause is unknown, but researchers theorize that ADHD may be: linked to a chemical imbalance in the brain, genetic, affected by a child's environment and/or linked with other physical causes. A shortage of certain chemicals in the brain may interfere with concentration and attention. ADHD seems to be more common in children with parents who have ADHD. Damage to the brain or injury to an unborn child may contribute to ADHD in rare cases. What occurs in the home and at school may make symptoms more (or less) severe.<sup>1</sup>

## What are the Signs and Symptoms?<sup>2</sup>

Symptoms are often unnoticed until a child enters school. To be diagnosed with ADHD, a child must show symptoms in at least two settings, such as school and home. In addition the symptoms must interfere with the child's ability to function at home or school for at least six months. Specialists have agreed that at least six symptoms from the following lists must be present for an accurate diagnosis, and symptoms must begin by age 7.



Signs of inattentive behavior:

- Difficulty following instructions
- Difficulty focusing on tasks
- Losing things at school and at home
- Forgetting things often
- Becoming easily distracted or having difficulty listening
- Lacking attention to detail, making careless mistakes or being disorganized
- Failing to complete homework or tasks

Signs of hyperactive behavior

- Fidgeting excessively
- Difficulty staying seated
- Running or climbing inappropriately
- Talking excessively
- Difficulty playing quietly
- Always seeming to be "on the go"
- Blurting out answers or frequently interrupting
- Having trouble waiting his or her turn
- Interrupting or intruding one another

Just because a child has a lot of energy or difficulty paying attention in school, does not mean that the child has ADHD. An accurate diagnosis relies on the presence of a range of symptoms and difficulties that **prevent the child from performing at an appropriate level** for his/her age and intelligence level.

## How is ADHD treated?<sup>1</sup>

Before selecting the most appropriate treatment, it is important to consult with a mental health professional regarding the child's specific needs and personal history. According to the National Mental Health Association, there is no cure for ADHD, but a combination of treatments can be effective.

Treatment may include:

- Behavior modification—setting up clear rules for behavior and a consistent set of rewards and consequences; helping to teach a child how to behave.
- Counseling—individual, group or family counseling may benefit the child.
- Medication—prescription medications are rarely the only treatment. They do, however, help many children with ADHD. The safety and effectiveness of using medications to treat ADHD in children younger than school age had not yet been well studied. Talk about all risks and benefits with your child's health-care provider(s), preferably a psychiatrist specializing in childhood disorders.
- Educational planning—an adapted regular classroom with programs or special education programs for children with ADHD.

## ADHD in Adults

Typically, adults with ADHD are unaware that they have the disorder. Often they think it is impossible to stay organized, maintain employment, or keep appointments. The everyday tasks of waking up, preparing for the day's work, arriving to work on time, and being productive on the job can be major challenges for the adult.

Diagnosing an adult with ADHD is not easy. Many times, when a child is diagnosed with the disorder, a parent will recognize that he or she has had many of the same symptoms as the child. For the first time the adult will begin to understand some of the traits he/she struggled with for years. Other adults will seek professional help for depression or anxiety and discover that the root cause of their emotional problems is ADHD.<sup>1</sup>

To be diagnosed with ADHD, an adult must have childhood-onset, persistent and current symptoms. The accuracy of the diagnosis of adults with ADHD is of utmost importance and should be made by a clinician, preferably a psychiatrist with expertise in the area of attention dysfunction.<sup>2</sup>

## How many people have ADHD?

It is believed that the prevalence rate for ADHD is approximately 3-7% of school-age children, and approximately 4% of adults.<sup>1</sup>

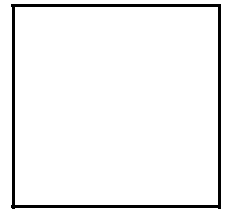
\*Information contained in this article was taken from:

<sup>1</sup> *About Attention-Deficit/Hyperactivity Disorder*, published by, National Mental Health Association, 2004.

<sup>2</sup> *Attention-Deficit/Hyperactivity Disorder*, published by, National Institute of Mental Health, 2004.



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MHA is on the web!  
Visit our web site at  
[www.mhawauk.org](http://www.mhawauk.org)

If you would like more  
information about Mental  
Health Association in  
Waukesha county please call  
us at 262.547.0769

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As a United Way agency, Mental Health Association in Waukesha  
County encourages you to support the United Way in Waukesha County.

