

Mental Health Connections



Summer 2005

Inside this issue:

A Letter from: Lisa McLean Executive Director	2
Volunteer Opportunities at MHA	2
Mental Health in the Workplace	3
Joe Griffin Memorial	3
Annual MHA Golf Outing	4
Save the Date: 2nd Annual Wine Tasting	4
Case Study: Social Anxiety	5
About Advocacy Outreach	6
Program Updates	6
What is Social Anxiety	7
Agency Information	Back Cover

MHA Increases Awareness about Mental Health in the Workplace

The Mental Health Association in Waukesha County, Inc. has embarked upon a new initiative to promote mental health. In honor of National Mental Health Month, MHA partnered with The Charles E. Kubly Foundation to offer a mental health in the workplace brochure. The brochure was distributed to businesses throughout the county, free of charge, as well as to Waukesha County libraries and non-profit agencies. The brochure includes information on mental health in the workplace, mental health tips, social phobia, signs of depression and coping with stress. The goal of this activity is to promote the importance of good mental health, and to raise awareness of mental health issues in the workplace.

Nearly 9,000 brochures were distributed to approximately 110 businesses. An emphasis was placed on distributing the brochure to medium sized businesses, with 25-250 employees. MHA plans to continue this initiative to promote mental health in the workplace by encouraging businesses to host speakers on mental health issues to teach employees and employers simple techniques to promote a mentally healthy work environment.

According to National Mental Health Association, many corporations across the country report that promoting mental health as part of an overall wellness campaign resulted in reduced health expenses and other financial gains in their organizations. Mental illness affects businesses of all sizes. During the course of a year, more than 54 million Americans are affected by one or more mental disorders. Each year, in a typical office of twenty people, four will suffer from a mental health problem, which may or may not affect job performance.

According to World Health Organization, depression is the second leading cause of disability in the United States. The Productivity Impact Model, (PI Model) can help estimate company financial losses due to depression, and can also project the benefits when depressed employees receive treatment. The PI Model is available at <http://www.depressioncalculator.com/Welcome.asp>

The mental health in the workplace brochure is still available, to individuals, organizations and companies. To obtain copies of this brochure or to receive additional information about mental health in the workplace please call 211/First Call For Help (FCFH) at 2-1-1 or 262.547.3388.



A Letter From the Executive Director

Have you ever been involved in conversation, only to recognize that no one seemed to actually say what they meant, some seemed to say only what they thought they should be saying, and some responses seemed entirely rehearsed? Indirect communication or "game playing" results in lengthy, drawn out discussions ending where it begins - nowhere. Yet, we live in a world where we often fall short of being direct with others.

It seems being "authentic" in our daily conversations has become quite a challenge in the world today, where as "game playing" has become a more familiar route. I operate from a belief that conditions around us do not define us, but provide valuable life lessons in which we learn about others and ourselves. Each experience and encounter helps remind us of who we are, who we want to be, and sometimes who we are not. It is a gradual change in which our experiences move us further along life's road to help us be our self; some would call it, "authentic" self. Perhaps the experience of "game playing" serves as our reminder for who "we do not want to be".

Possibly being able to identify the "games" would challenge us to begin to have authentic conversations. And quite possibly, by identifying the games, we could move toward "being ourselves". So, what are the games? The "I Don't Know Game", when we say we don't know, we can't be wrong and can't be held accountable. The "Money Game", when we don't get paid enough. The "Why Are You Mad At Me," when we get mad at others because we believe they are mad at us! There is the well-disguised game, "See What They Are Doing To Me", when we believe we are a lifelong victim of somebody: parents, spouse, colleagues, friends, or boss. It is much easier to believe we are a victim of someone else because then it is not necessary to own up to our part, or be concerned about what we are doing to ourselves. The most elaborate and complex game is "I Can't Take It Anymore". This is when we choose to take on more than we can humanly do or want to do, fail to complete what we start, create all sorts of chaos, and then complain about how much people expect of us!

What we fail to recognize is that games are outgrowths of the fears of being disapproved, fed by fears of not being accepted, laced with the fears of not doing it right, stewed in the belief that we are not good enough. In order to be authentic we must be willing to acknowledge and own everything we feel, think, do and say. We must recognize that the more games we play, the more rules there are to follow, and less opportunity for learning, growth and being authentic. To avoid games, we must be willing to communicate what we are feeling and thinking in an appropriate manner. We must be willing to tell the truth to ourselves, and as appropriate communicate truth to others. When we choose to not play the games, the only rule we need to remember is that no matter what we do, if it is truthful, it is the best we can do under the circumstances. Then we are authentic, we do what we must do, and allow others the same courtesy. How simple is that! And, if the games stop, there is more energy for growth and creativity! What an impact that would have on improving people's mental health in our community!

Lisa McLean

MHA Executive Director

Volunteer Opportunities at the Mental Health Association in Waukesha County

The Mental Health Association in Waukesha County, Inc. 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 time and energies to volunteer for our agency in the past.

MHA currently has the following volunteer opportunities available:

Community Prevention Education:

- A volunteer is needed to assist in the technical aspects of Waukesha Teens On Line.
- Human service professionals are needed to speak on mental health issues for Speakers Bureau.

HELP Center

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

If you are interested in volunteering for one of the above opportunities or to pursue other volunteer opportunities, please contact MHA at 262-547-0769.

Mental Health and the Workplace

Mental illness is very real, affecting millions of Americans each year. However, employers tend to respond differently to employees who are out of work with physical rather than psychiatric complaints. The problem seems that employers are often undereducated about mental illness and may believe many of the common stigmas associated with such disorders.

The Facts

Mental illness left untreated, costs industry billions of dollars annually.

- Depression costs \$43 billion annually
- Anxiety costs \$42 billion annually
- Alcohol costs \$185 billion annually
- Studies show that physical symptoms are often common presenting symptoms for depression.
- Anxiety disorders significantly impair employee's performance and relationships at work.
- People with anxiety disorders cost at least \$4.1 billion in indirect workplace costs such as absenteeism, and lack of productivity.
- Mental illness is treatable.

What can you do?

Early recognition is critical. In order to save money and help employees you should become familiar with the signs and symptoms of some of the common mental illnesses, such as

anxiety and depression. Brochures on these and many other mental health topics are available through the Mental Health Association in Waukesha County's (MHA) Resource Library. Also available through MHA, is a mental health in the workplace brochures for employees. More information about this brochure is offered on the front page of this newsletter.

In addition, your company could look to leaders in the industry that have already taken steps to address employees' mental health. One such company is Johnson & Johnson. This company started a health and wellness program that includes disability management, occupational health, employee assistance, work-life support, stress management/resilience training, and wellness and fitness activities. In the first four years after implementing the programs, Johnson & Johnson estimated a savings of \$8.5 million annually and reduced medical costs for each employee by \$224 each year.

Taking even small steps to address employees' mental health will have long lasting results. To find out more about mental health in the workplace visit, www.workplacementalhealth.org. To find out more about the services MHA offers call 2-1-1 or (262) 547-0769 or visit us on the web at www.mhawauk.org.

A Tribute to Joe Griffin

Waukesha County Supervisor Joe Griffin spent his career dedicated to mental health issues and services. Joe began his career at Waukesha County Department of Health and Human Services in 1965 as a Social Worker, and later became Mental Health Services Coordinator, then later the Clinical Services Manager. Joe was an influential force in the building of the Mental Health Center. After leaving the County in 1994 he served on the Waukesha County Board, Public Works Committee, Community Development Block Grant Board, Health Council, Waukesha Housing Authority, and Commission on Aging, among numerous other committees. Joe provided support to many local non-profits including Mental Health Association in Waukesha County, Inc. and National Alliance for the Mentally Ill. Joe Griffin passed away February 15, 2005 at the age of 71. Even after Joe passed he continued to serve the mental health field by requesting that memorials be designated to National Alliance for the Mentally Ill or Mental Health Association in Waukesha County, Inc. MHA is deeply appreciative of Joe's lifelong commitment to the mental health field. He will be missed and remembered as a strong mental health advocate.

Thank you to the following, for your generous memorial gifts in remembrance of Joseph Griffin:

Shirley Abrahamsom	Janice Hamann	Jesus Mireles	Peter Schuler
Frank & Cathy Bellovary	Louisa Henke	William & Judy Mitchell	Carroll & Sharon Siefert
Kathy Bink	Ro Huebner	George & Bonnie Morris	Thomas & Marilyn Short
Joan & Don Blaus	John & Mary Iverson	Sue Murray	Duane & Jean Stamsta
Jack Bodien	Linda Johnson	Frederick & Claudette Pinkowski	Nan Stechschulte
Jeanette Braun	Joan Landon	Sue Pittler	John Stowe
Mike DeMares	Rich Laven	Richard & Romona Powers	Mary Thorp
Peter & Ingrid Fischer	Kathy Leach	Elaine Reis	Michael Wagner
Debi Fosberg	Mark Mader	Antwayne Robertson	Dr. Wilson
Bill Graham	Don Maurer	Mary Lou Riedy	



cornerstone
counseling
services

GE Healthcare



28th Annual Golf Outing

The 28th Annual MHA Golf Outing raised more than \$41,000. The Golf Outing held on June 13, 2005, followed months of intense planning, dedication and hard work on the part of the MHA Golf Committee. The event was held at Merrill Hills Country Club in Waukesha for the third consecutive year. Other than a brief break in golfing due to a thunderstorm, which provided a nice break for golfers, everyone enjoyed the warm day and beautiful course.

This event would not be possible without all the community support. Thank you to all the golfers. A special thanks to our Gold Level Supporters:

**Rogers Memorial Hospital
GE Healthcare
Cornerstone Counseling Services**

Many other individuals and businesses from the Waukesha County community generously donated money, and in-kind auction items for the Silent Auction. The Golf Outing is MHA's largest event and the revenue supports the free services offered by MHA.

MHA extends our appreciate to Golf Committee Chairman, Buck Houston who worked tirelessly to execute the event. MHA would also like to thank Debbie Bayee, Bill Downham, Dave Hart, Bruce Lindl, Jon Myers, Curtis McLean, Jeff Meser and Luke Wagner for their service on the Golf Committee. MHA extends our gratitude to each volunteer that assisted in the day of event planning and day of event activities. Without the dedication from volunteers the event would not have reached its level of success that it did.

To find out more about MHA's Annual Golf Outing, please call 262-547-0769.

Annual Golf Outing Trophy Winners

MHA would like to congratulate the overall winners, Cornerstone Counseling (pictured below), of the 'Best All Around Score' from the 28th Annual Golf Outing on June 13, 2005. The Cornerstone Counseling Services team had a combined overall score of 61. A traveling trophy was presented to Cornerstone Counseling Services for display until 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, and regained the title after R&R Insurance won last year. If you would like to display this trophy at your business, plan on attending the 29th Annual Golf Outing. The date will be announced in the next edition of Mental Health Connections. If you are interested in joining next years planning committee, becoming an event supporter, or in-kind donor, call (262) 547-0769.



**Cornerstone Counseling Services team,
from left to right:
Mark Herdt, Rich Allen,
Jim Walden & Scott Allen.
Congratulations!**

Save the Date: MHA's 2nd Annual Wine Tasting

Join us for MHA's 2nd Annual Wine Tasting to be held Thursday, November 3, 2005 at The Pines Restaurant located at Bristlecone Pines Golf Club. The event will feature a wide array of fine wine and exquisite foods from around the world. A silent auction will be held throughout the evening. All proceeds support the programs operated by the Mental Health Association in Waukesha County, Inc. Last year's event was very successful, and enjoyed by all. MHA is looking forward to building on that success for this year's event.

Ways to become involved:

- Serve on the planning committee.
- Attend the event.
- Become an event supporter.
- Donate an item for the auction.

For more information please call (262) 547-0769.

Social Anxiety: A Case Study

The following excerpts are from a case study on The Anxiety Network International website (<http://www.anxietynetwork.com/spcase.html>) used with permission from author, Thomas A. Richards, Ph.D.

The client, a man in his mid-30s, traced his social anxiety to his teenage years. He married and had children but prior had almost no dating history. The client presented as shy, but did shake hands, respond, and smile genuinely. "I've suffered with this anxiety for as long as I can remember," he said. "Even in school, I was backward and didn't know what to say. After I got married, my wife started taking over all of the daily, family responsibilities and I was more than glad to let her." Because of his wife, the client was able to avoid most social responsibility, except at his job. It was his job and its responsibilities that brought the client into treatment.

Years earlier, the client had worked at a locally-owned record store, where he felt a part of the family. The business was slow and he never found himself on display in front of people. The owner eventually sold the business to a national record company, and the client found himself a lower/ mid-range manager in a national corporation. "When I have to call people up to tell them that their order is in," he said, "I know my voice is going to be weak and break, and I will be unable to get my words out. I'll stumble around and choke up...." The client reported feeling great humiliation/embarrassment about this afterwards. After a day of this anxiety and negative thinking, the client would leave work feeling fatigued, tired, and defeated. Meanwhile, his wife continually enabled him in social situations by ordering in restaurants and making/receiving

telephone calls. The client reported having no friends of his own, except for couples his wife knew.

Treatment: Treatment for the client consisted of cognitive strategies to help the client relearn/rethink what he was doing to himself. He made "special time" for himself and used this place/time to practice the cognitive strategies. His biggest real-life fear, speaking to another person in public, was not really a speaking problem; it was an anxiety problem. There was nothing wrong with the client's voice/reading ability/speaking ability. The client was a bright man who associated great anxiety around these social situations.

The course of treatment involved working on paradoxes. With the therapist, he deliberately tried to make as many mistakes as possible. Although more was involved than just this, the concept here was to de-stress the situation and enable the client to see it for what it was: NO BIG DEAL! Over the weeks, before group therapy began, the client did a number of things in public that began proving to him that he was NOT the center of attention, and it did not matter if he made a mistake.

Outcomes: After completion of the behavioral group therapy, the client had an opportunity to advance in his company. The promotion entailed facilitating weekly meetings, public speaking, and responding to employees' questions. By this time, the client was feeling much more comfortable and less anxious about the whole situation. To say that the client did not have any anticipatory anxiety before taking this position or before making his weekly presentations would be inaccurate. The difference was now the symptoms were

manageable. The client's thinking about social situations had changed drastically since his first day of therapy.

Summary: The client presented a very typical case of generalized social phobia/social anxiety. His belief that he would fail at social interactions and/or social events became a self-fulfilling prophecy, and his belief came true: he did not do well. The more anxious he became, the more he could not perform. This was a negative paradox or "vicious cycle" that people with social anxiety encounter. The depression (technically "dysthymia") that occurs after the anxious event continued to fuel the fire. "I'll never be able to deal with this," the client would tell himself, thus constantly reinforcing the fact that he saw himself as a failure.

Unusual in this situation was the client's wife loyalty to him. The more she did for the client, the more he could avoid. This family situation is unusual because most people with social anxiety/social phobia have an extremely difficult time making/continuing personal relationships -- because of self-consciousness and the need for more privacy than most people.

If you would like to learn more about mental illnesses, please contact the Mental Health Association in Waukesha County at (262) 547-0769.

© 2005, 1996, The Anxiety Network International
Thomas A. Richards, Ph.D.,
Psychologist

What is the Community Advocacy Outreach Program?

The Community Advocacy Outreach Program (CAOP) works to protect the rights of individuals receiving services from the mental health system. This is accomplished on a continuum from individual to systems to legislative advocacy. Following are brief descriptions and examples of each of these three levels of advocacy.

Individual - This involves the Community Outreach Counselor meeting with individuals and families directly affected by mental illness at the office, in homes, and in the community along with telephone contacts. Help filling out/understanding paperwork, help effectively communicating client needs with therapists/psychiatrists/workers, and help connecting with appropriate services within the community are all part of what the Community Outreach Counselor is able to provide within this program.

Systems - This involves the Community Outreach Counselor meeting with service providers and attending meetings within the community along with going to agencies such as Jeremy House and Friendships and talking with consumers to help identify unmet needs or gaps in services for those affected by mental illness. Issues with transportation, jail transition, and medication coverage are a few systems concerns.

Legislative - This involves the Community Outreach Counselor educating legislators on mental illness and emphasizing how voting decisions affect many lives. This occurs through emails, telephone calls, letters, and face-to-face contacts. A recent email to Congressman Sensenbrenner requesting him to vote "no" on the Paul Amendment, which was looking to ban federal funding for any universal mental health screening program is an example of legislative advocacy. This proposed amendment questions the validity of mental health, increasing the stigma already associated with mental illness. The amendment has been recently struck down for the second time.

All three levels of advocacy are equally important and interact with one another. Patience and persistence are two key words to remember when advocating. It is easy and natural to want to give up when a wall is put up in front of us the first time around. Recognizing that people are busy and that sometimes it may take 5 or 6 telephone calls, letters, e-mails, etc. for your voice to be heard is key. This often involves being flexible and willing to contact multiple people to have a need met. Please feel free to contact CAOP at MHA for advocacy needs at (262) 547-0769. The Community Outreach Counselor is here to help.

MHA Program Information

Community Prevention Education (PE) is slowing down as the nice weather approaches, but already preparing for the hectic fall schedule. This summer Waukesha Teens On Line is once again collaborating with the City of Waukesha's Parks, Recreation and Forestry Department, Safe & Sound Teen Center and School District of Waukesha for the summer music festival, "Local Talent Jammin". This festival provides Waukesha area teens a safe place to socialize with friends and listen to peers showcase musical talent. Three of the four-part music series have taken place. The final event will be held at Frame Park on August 11th. If you would like more information about "Local Talent Jammin" visit Waukesha Teens On Line at www.waukeshateens.org. PE has also compiled a summer activity guide for youth ages 8-18. The guide includes more than 200 summer activities offered through organizations involved in the Waukesha Youth Collaborative. The guide can be obtained by calling 211/First Call For Help at 2-1-1 or (262) 547-3388.

Community Advocacy Outreach is beginning to plan for the Gift Lift Project. If you know of any local churches or businesses who may be interested in participating by purchasing gifts for individuals in the Waukesha Community with mental illness please call Jenny Erdman at (262) 547-0769 ext. 133 or by calling 2-1-1 or (262) 547-3388.

Mobile Crisis is gearing up for a busy summer as temperatures begin to rise. Mobile Crisis workers not only respond to people in mental health crisis, in the summer, workers assist completing "heat checks" for clients of the Waukesha County mental health programs. Heat checks ensure that clients are in cool locations and have appropriate dress during hot summer days to reduce the risk of health emergencies, especially related to medication.

HELP Center has appointments slots available during regular business hours Monday -Friday. Appointments are free of charge and open to residents of Waukesha County who need help coping with life stressors and other problems. Call 2-1-1 or (262) 547-3388 to schedule an appointment.

211/First Call For Help is hoping to expand our already comprehensive crisis intervention services by joining the national 1-800-273-TALK suicide prevention network. This newly established nationwide suicide hotline is made up of a network of local crisis centers dedicated to suicide prevention and intervention.

What is Social Anxiety?

What is Social Anxiety?

The National Institute on Mental Health defines social anxiety (also known as social phobia) as overwhelming anxiety and excessive self-consciousness in everyday social situations. People with social anxiety experience a persistent, intense, and chronic fear of being watched and judged, and being embarrassed or humiliated by their own actions. Their fear may be so severe that it interferes with work, or school or other activities.¹ They often worry for days or weeks in advance of a dreaded social situation. While many people with social phobia recognize that their fears and anxieties may be excessive or unreasonable; they are unable to overcome it, or seek help.

According to the Social Anxiety Association people with social anxiety disorder usually experience significant emotional distress in the following situations:

- o Being introduced to other people
- o Being teased or criticized
- o Being the center of attention
- o Being watched while doing something
- o Meeting people in authority ("important people")
- o Most social encounters, particularly with strangers
- o Making "small talk" at parties
- o Group discussions or public speaking²

Social phobia can be limited to one type of situation, such as a fear of speaking in formal or informal situations, or eating, drinking, or writing in front of others. In its most severe form, a person can experience symptoms almost anytime they are around other people.³ Social phobia can be very debilitating, resulting in missed work or school on some days. Many people with this illness have a hard time making and keeping friends.

What are the physical symptoms of social anxiety?¹

Physical symptoms often accompany the intense nervousness of social anxiety and include blushing, profuse sweating, trembling, nausea, and difficulty talking. If you suffer from social anxiety, you may be painfully embarrassed by these symptoms and feel as though all eyes are focused on you. You may be afraid of being with people other than your immediate family.

People with social phobia usually recognize that their feelings are irrational. Even if a person manages to confront their fear, they usually still feel anxious before and during an event/activity. Afterward, unpleasant feelings may linger, as they worry what others may have thought or observed about them.

How prevalent is social anxiety?

o Social anxiety is the third most common mental disorder affecting US workers, and is most prevalent among those aged 18-24.⁴

- o At least 3.7% of the U.S. population (approximately 5.3 million Americans) has social phobia in a given year.³
- o Social phobia occurs in women twice as often as in men, although a higher portion of men seek help for this particular disorder.³
- o The disorder typically begins in childhood or early adolescence and rarely develops after age 25.³
- o Social phobia often co-occurs with other anxiety disorders or depression.¹
- o Substance abuse or dependence may develop in individuals who attempt to "self-medicate" their social phobia by drinking or using drugs.¹

Can social anxiety be treated?²

No one should have to endure the terror of phobias or the unrelenting anticipatory anxiety. Social anxiety can be overcome with proper treatment.

A person suffering from social anxiety is suffering with a diagnosable illness, and mental health professionals take this illness very seriously.

- o A complete medical and psychiatric evaluation should be conducted by a licensed physician or psychologist to obtain an accurate diagnosis and ensure that symptoms are not being caused by another condition.
- o It is crucial to comply with treatment, and to work closely with a therapist in order to achieve success.
- o Cognitive-behavioral therapy teaches new skills in order to react differently to situations that trigger the anxiety or panic attacks. Patients also learn to understand how thinking patterns contribute to symptoms and how to change their thinking to reduce or eliminate symptoms.
- o Behavioral therapy and cognitive-behavioral therapy are very effective in treating these disorders.
 - Behavioral therapy focuses on changing specific actions and uses different techniques to stop behavior.
 - One technique involves diaphragmatic breathing, which is a form of deep breathing.
 - Another technique called systematic desensitization gradually exposes the patient to the object or situation, which frightens him/her accompanied with relaxation techniques and helps the patient to develop coping skills.

- 1 National Institute on Mental Health. Social Phobia. June 2005. <http://www.nimh.nih.gov/HealthInformation/socialphobiamenu.cfm>
- 2 Social Anxiety Association. What is Social Phobia? <http://www.socialphobia.org/whatis.html>
- 3 National Mental Health Association. Social Phobia. <http://www.nmha.org/pbedu/anxiety/social.cfm>
- 4 Pfizer Facts. The Impact of Mental Disorders on Work. June 2002.



**S22 W22660 E. Broadway, Suite 5-S
Waukesha, WI 53186-8100**

Non-profit
Organization
U.S. Postage
PAID
Waukesha, WI
Permit No. 644



Mental Health Connections is published by Mental Health Association in Waukesha County, Inc. (MHA), a non-profit organization. The mission of MHA is promoting good mental health and working to improve the treatment and acceptance of people with a mental illness. MHA is primarily funded by Waukesha County Department of Health & Human Services and the United Way in Waukesha County. As a United Way agency, MHA encourages you to support the United Way in Waukesha County.

- 2005 MHA Board of Directors**
- President** David Hart
 - President-Elect** Jon Myers
 - Treasurer** Mike Mercado
 - Secretary** Barbara Stein
 - Roger Anderson
 - Debbie Bayce
 - Sarah Davies
 - Kris Fahje
 - Janelle Fritsby
 - Buck Houston
 - Bruce Lindl
 - Kathy McAvoy
 - Jeffrey Meser
 - Jonna Pestka
 - Webb Southwick
 - Lisa McLean

**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 also 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 the 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!

If you would like more information about Mental Health Association in Waukesha County please call us at 262.547.0769 or call 211/First Call For Help at 2-1-1 or visit 262.547.0769 or our website www.mhawauk.org