

# MENTAL HEALTH 101 & NAMI SOUTHEAST WISCONSIN



**nami**

National Alliance on Mental Illness

**Southeast  
Wisconsin**

Serving Milwaukee, Waukesha, and Jefferson Counties

# EMPLOYEE SPOTLIGHT



**SARAH PFEIFFLE**

**DIRECTOR OF COMMUNITY  
EDUCATION & OUTREACH**

## **MY ROLE**

I implement and oversee our Education and Outreach programs and presentations such as CIT/CIP training and QPR; organize community and youth mental health presentations such as Ending the Silence and Youth Stories of Hope; and manage awareness campaigns such as Mental Health Month and Suicide Prevention Month.

## **MY MENTAL HEALTH ADVICE**

Find your people--people you trust and help support you! If you feel like you can't find anyone, start with us!

## **DID YOU KNOW?**

I love musical theater! I've seen 5 shows on Broadway and at least a dozen more locally!

## **MY FAVORITE ACT OF SELF CARE**

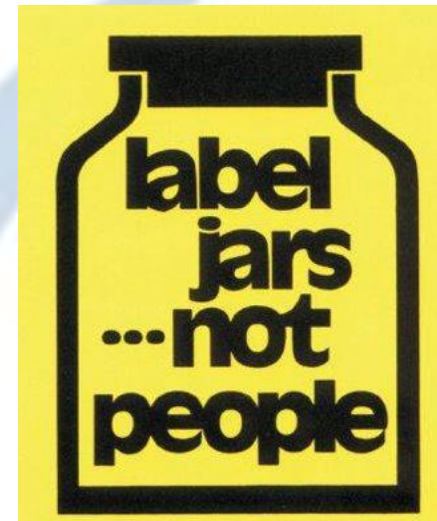
I like to get my nails done from time to time. It makes me feel more put together and gives me something pretty to look at!

## **I WISH MORE PEOPLE KNEW**

I wish people knew that it is okay to talk about mental health concerns. Mental health affects many in varying degrees. Our society doesn't talk about it or teach people about it, but it is okay to. We're all people and we all fit in society.

# WHAT INCLUDES MENTAL HEALTH CONDITIONS

- Depression (major depressive disorder)
- Bipolar Disorder
- Anxiety Disorder
- Schizophrenia
- Post Traumatic Stress Disorder
- Obsessive Compulsive disorder
- Psychosis
- Borderline Personality Disorder
- And more!



ALL OF THESE ARE TREATABLE!  
RECOVERY IS POSSIBLE



# IF MENTAL ILLNESS EFFECTS 1 OUT OF 5 PEOPLE...

- Why is there a stigma?
- Stigma by definition:
  - Any mark of infamy or disgrace; sign of moral blemish; stain or reproach cause by dishonorable conduct; reproachful characterization.



# WHAT IS MENTAL HEALTH VS MENTAL ILLNESS?

## MENTAL HEALTH

- Everyone has mental health
- Includes the “good” and “bad”
- **Coping skills can be used**
- **No shame in reaching out**
- **Can take a mental health day**
- **Maintained by healthy habits**

## MENTAL ILLNESS/MENTAL HEALTH CONDITION

- Affects 1 in 5 adults (20%), and 1 in 6 children (17%) in the US
- Can be mild, moderate, or severe - spectrum
- Symptoms, treatment, support recovery looks different for everyone
- **Coping skills can be used**
- **No shame in reaching out**
- **Can take a mental health day**
- **Maintained by healthy habits**



**THERE IS ALWAYS HOPE, HEALING,  
RECOVERY, AND SUCCESS**



# HOW CAN YOU HELP?

## ■ Respect:

- Treat a person with mental illness with the same respect you'd afford anyone else.
- Use person first language! (i.e. Say, "Person with schizophrenia" NOT "a schizophrenic")

## ■ Listen:

- Really hear what someone is telling you before forming your own opinions based assumptions of what you think you know. Ask the person what they need, ask if they are looking for advice or just want someone to hear them

- Remember that people are people first:
  - The person you are working with is more than a diagnosis. What are their interests, hobbies, beliefs, strengths? Find a way to connect.
- Remember that mental illness is a brain disorder
  - It is not something that a person brought on himself or herself. Also, they are not faking their mental illness for attention.
- Empower
  - Treat people with dignity and respect by supporting, encouraging and facilitating their independence and control over their lives and recovery. Resist the urge to fix things, rather facilitate a healthy process of recovery.
- Advocate
  - Become informed and involved about mental health legislation in order to achieve greater access to mental health care



# How To Support Someone Struggling With Mental Health Issues:

**Step 1:** Ask "Would you like to talk about it?"

Sit and listen without judgement or criticism

**Step 2:** Ask "Would you like to go out and do an activity together?"

Do an activity. E.g. go for a walk in a park, to a cafe, the movies etc.

**Step 3:** Ask "Can I do anything to comfort you?"

E.g. bring a cup of tea, a blanket, hug them etc.

**Step 4:** Ask "Would you like me to sit next to you or leave you alone?"

Sit without expectation, just being present helps.

Leave but don't take it personally, they just need to recharge.



@RealDepressionProject

# NAMI SOUTHEAST WISCONSIN

- Merged affiliates as of January 2021. New name, same great support and programs! Now serving Milwaukee, Waukesha, and Jefferson Counties!
- Lived experience – Family and Peer
- All of our programs are offered at no cost to attendees and are led by trained family members and peers (professionals in the field when appropriate).

# NAMI SOUTHEAST WISCONSIN PROGRAMS

## Education

- NAMI Family-to-Family class, NAMI Peer-to-Peer class, NAMI Basics class, NAMI Family and Friends, NAMI Ending the Silence, Stories of Hope, Youth Mental Health First Aid, Crisis Intervention Training (CIT), QPR: Question, Persuade, Refer (Suicide Prevention)

## Support

- Peer and Family support groups, lending library, peer and family support and referral
- Lighthouse Project

## Advocacy

- Chapter 51/55 Court Support and Advocacy, Projects for Assistance in Transition from Homelessness (PATH), and SSI/SSDI, Outreach, Access, and Recovery (SOAR)



National Alliance on Mental Illness

Serving Milwaukee, Waukesha, and Jefferson Counties



# FAMILY AND PEER CLASSES

## NAMI Family to Family **Family-to-Family**

National Alliance on Mental Illness

- NAMI signature program. For family members of an adult living with mental health conditions.
- 8 week course

## NAMI Basics **Basics**

National Alliance on Mental Illness

- NAMI signature program. For parents/caregivers of a child or adolescent living with mental health conditions or behavior issues.
- 6 week course

## NAMI Peer-to-Peer **Peer-to-Peer**

National Alliance on Mental Illness

- NAMI signature program. For an individual living with a mental health condition.
- 8 week course

## NAMI Family & Friends **Family & Friends**

National Alliance on Mental Illness

- NAMI signature program. For family members, friends, support person of an adult living with mental health conditions. This does not replace NAMI Family-to-Family
- 90 minute or 4 hour Seminar

# SUPPORT GROUPS

## **FOR INDIVIDUALS WITH MENTAL HEALTH CONCERNS**

### *CONNECTIONS*

Saturday, 10:00-11:30A (Virtual)

### *THE JOURNEY: WOMEN'S PTSD AND C-PTSD SUPPORT GROUP*

2nd & 4th Tuesday, 1:00-2:30P (Milwaukee)

### *PEER SUPPORT GROUP*

1st Tuesday, 6:00-7:30P (Waukesha)

## **FOR FAMILY AND FRIENDS OF THOSE WITH A MENTAL HEALTH CONCERN**

### *FAMILY SUPPORT GROUPS*

2nd Monday, 6:30-8:00P (Wauwatosa)

3rd Tuesday, 6:30-7:30P (Waukesha)

1st & 3rd Wednesday, 6:30-7:30P (Oconomowoc)

4th Wednesday, 6:30 - 8:00 (Virtual)

3rd Thursday, 6:30-8:00P (Milwaukee)

### *PARENT PEER SUPPORT GROUP*

1st & 3rd Wednesday, 6:30-8:30P (1st W, Waukesha; 3rd W, Virtual)

## **FOR THOSE WHO HAVE LOST A LOVED ONE TO SUICIDE**

### *SURVIVORS HELPING SURVIVORS*

2nd Tuesday, 6:30-8:30P (Virtual)

# FAMILY SUPPORT

## Family support calls

- Waukesha office: Denise, [dfischer@namisoutheastwi.org](mailto:dfischer@namisoutheastwi.org)
  - General office number: (262) 524-8886
- Milwaukee office: Theresa, [tjemison@namisoutheastwi.org](mailto:tjemison@namisoutheastwi.org)
  - General office number: (414) 344-0447

## Lighthouse Project (Waukesha County Only)

- Anyone who has a child or young adult struggling with a mental health condition can call and speak to, Karen Kujawski a parent peer specialist and get introduced helpful resources.





# PEER SUPPORT

## Peer support calls

- Provide non-crisis peer support from a Certified Peer Specialist

## Peer Support Groups:

- Connections Group: Meets virtually every **Saturday, 10-11am**
- The Journey: Women's PTSD and complex trauma peer support group, **2<sup>nd</sup> and 4<sup>th</sup> Tuesday, 1:00-2:30pm, at Milwaukee office**
- Waukesha Peer Support Group: **Meets 1<sup>st</sup> Tuesday, 6-7:30p**  
(located at 1721 Northview Rd, Waukesha)
  - Call NAMI Southeast WI
    - 262-524-8886 (Waukesha office)
    - 414-344-0447 (Milwaukee office)

# RESOURCES

- National Suicide Prevention Lifeline:  
1-800-273-TALK (8255)
- Crisis and Support Textline  
– 24/7 Nationwide: Text  
“Hopeline” to 741741
- Impact 211: Dial 2-1-1 for  
resource referral and direct  
access to crisis in southeast  
Wisconsin
- Compassion Resiliency  
Toolkit from WISE
- Milwaukee County Crisis  
Intervention:  
414-257-7222
- Waukesha County Crisis  
Intervention:  
During business hours:  
262-548-7666,  
After hours: 262-547-3388
- Jefferson County Crisis  
Intervention:  
920-674-3105

# MOBILE APPS

- Virtual Hope Box (app)
- Headspace (app)
- Calm (app)
- Insight Timer (meditation app)





# WHAT WILL NEVER CHANGE

NAMI Southeast Wisconsin will continue to be here to provide support from a place of lived experience even when we cannot be together in person.



## QUESTIONS AND CONTACT

[WWW.NAMISOUTHEASTWI.ORG](http://WWW.NAMISOUTHEASTWI.ORG)

EMAIL: [INFO@NAMISOUTHEASTWI.ORG](mailto:INFO@NAMISOUTHEASTWI.ORG)

Waukesha Program Office and Administrative Offices  
217 Wisconsin Ave, Suite 300  
Waukesha, WI 53188  
(262) 524-8886

Milwaukee Program Office  
1915 N Doctor M.L.K. Jr Dr  
Milwaukee, WI 53212  
(414) 344-0447

Sarah Pfeiffle, [spfeiffle@namisoutheastwi.org](mailto:spfeiffle@namisoutheastwi.org)