



National Alliance on Mental Illness

nami

Wisconsin

Understanding and Responding to those with Mental Illness

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Who we are.....

We are part of the National Alliance on Mental Illness (NAMI)

NAMI is the nation's largest grassroots mental health organization providing advocacy, education, support and public awareness to individuals and families affected by mental illness.

The mission of NAMI Wisconsin is to improve the quality life of people affected by mental illnesses and to promote recovery.

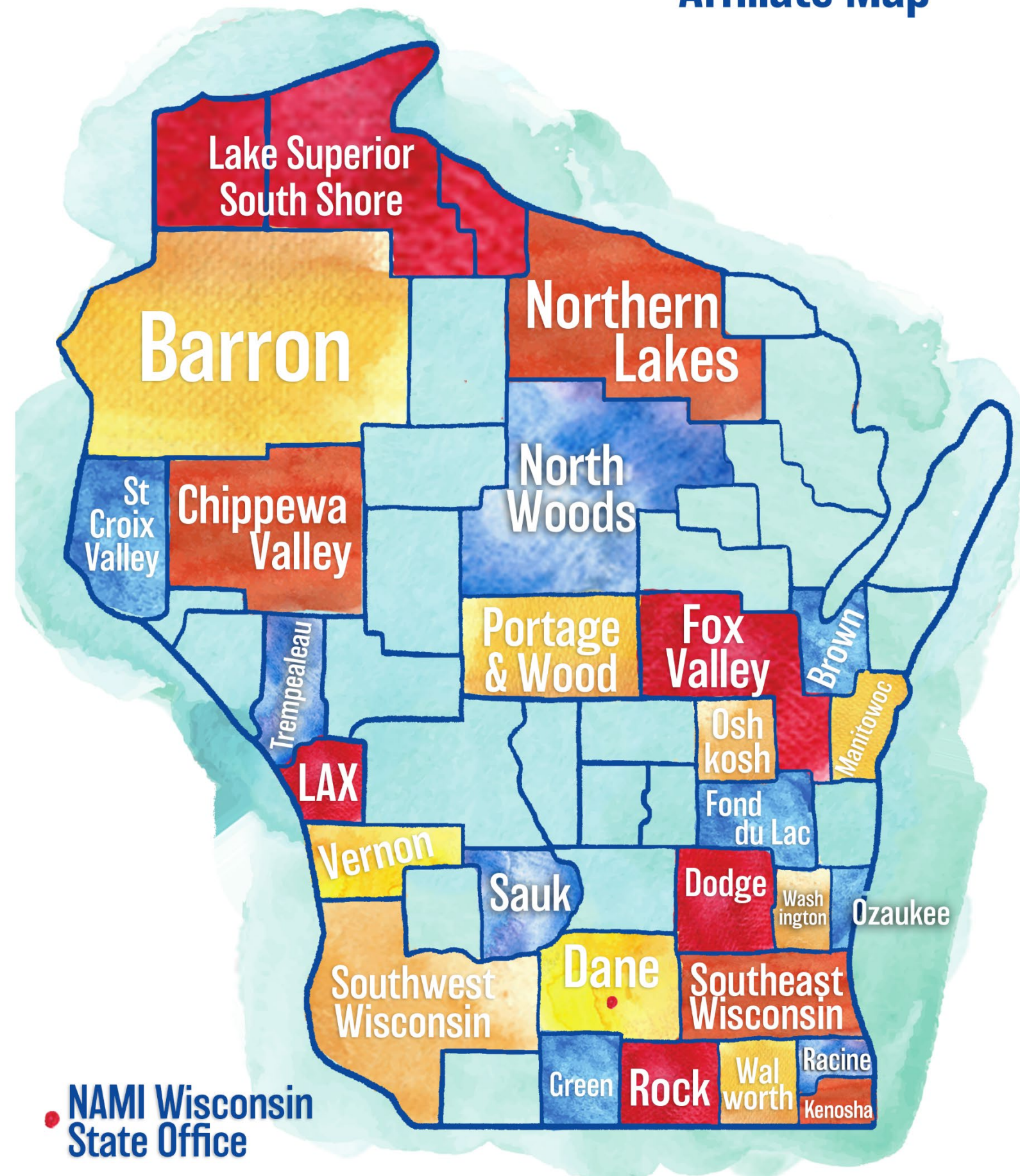
3-tiered Organization: National-State-Local Affiliates

27 local Affiliates in Wisconsin we support by providing:

- Technical support & assistance
- Educational and training programs and materials
- Access to financial resources
- Events and advocacy opportunities



Wisconsin Affiliate Map



**NAMI Wisconsin
State Office**

WHO WE ARE...

NAMI WISCONSIN



Wisconsin

Affiliate Map

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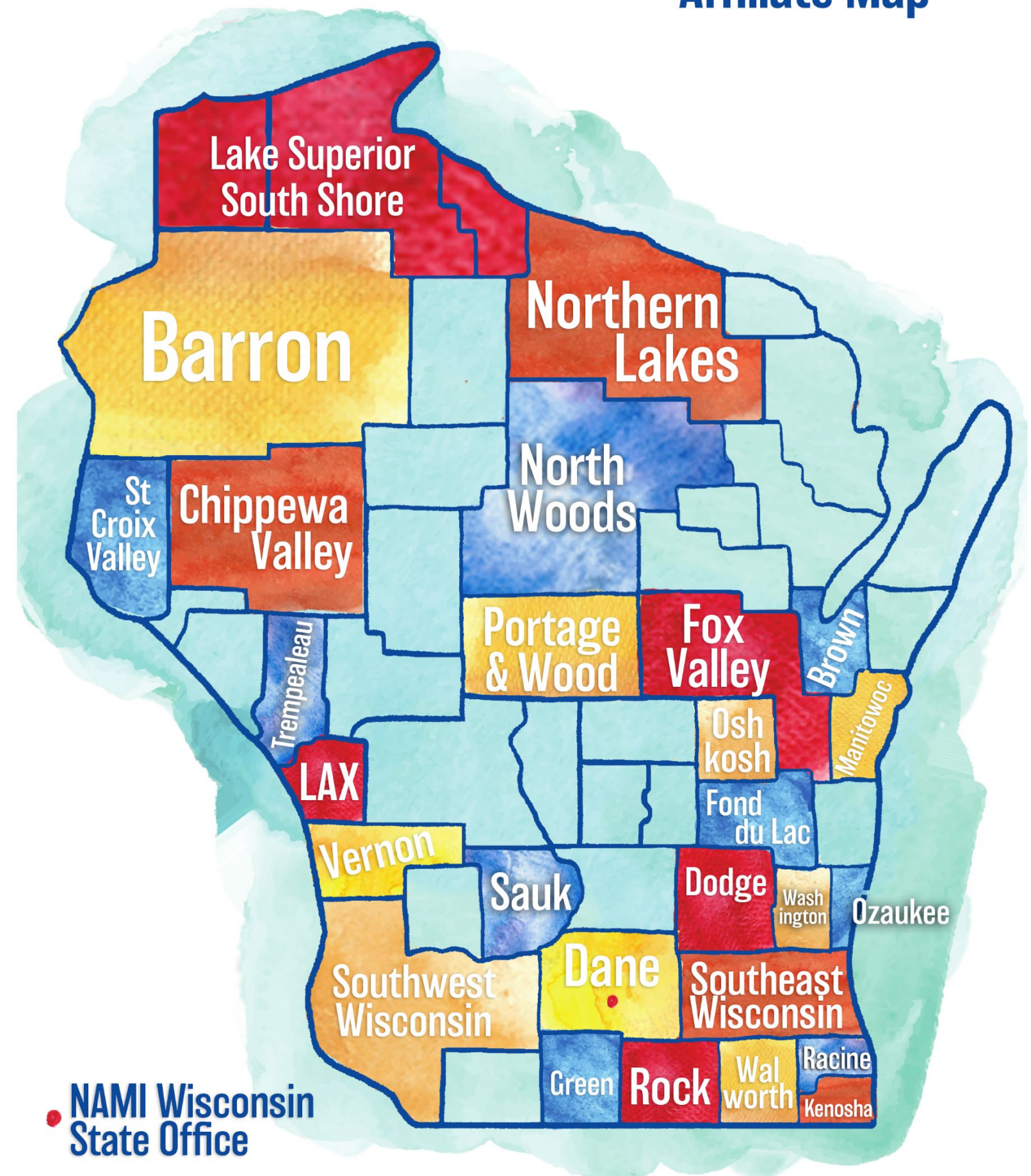
NAMI National



NAMI Wisconsin



NAMI WI Affiliates



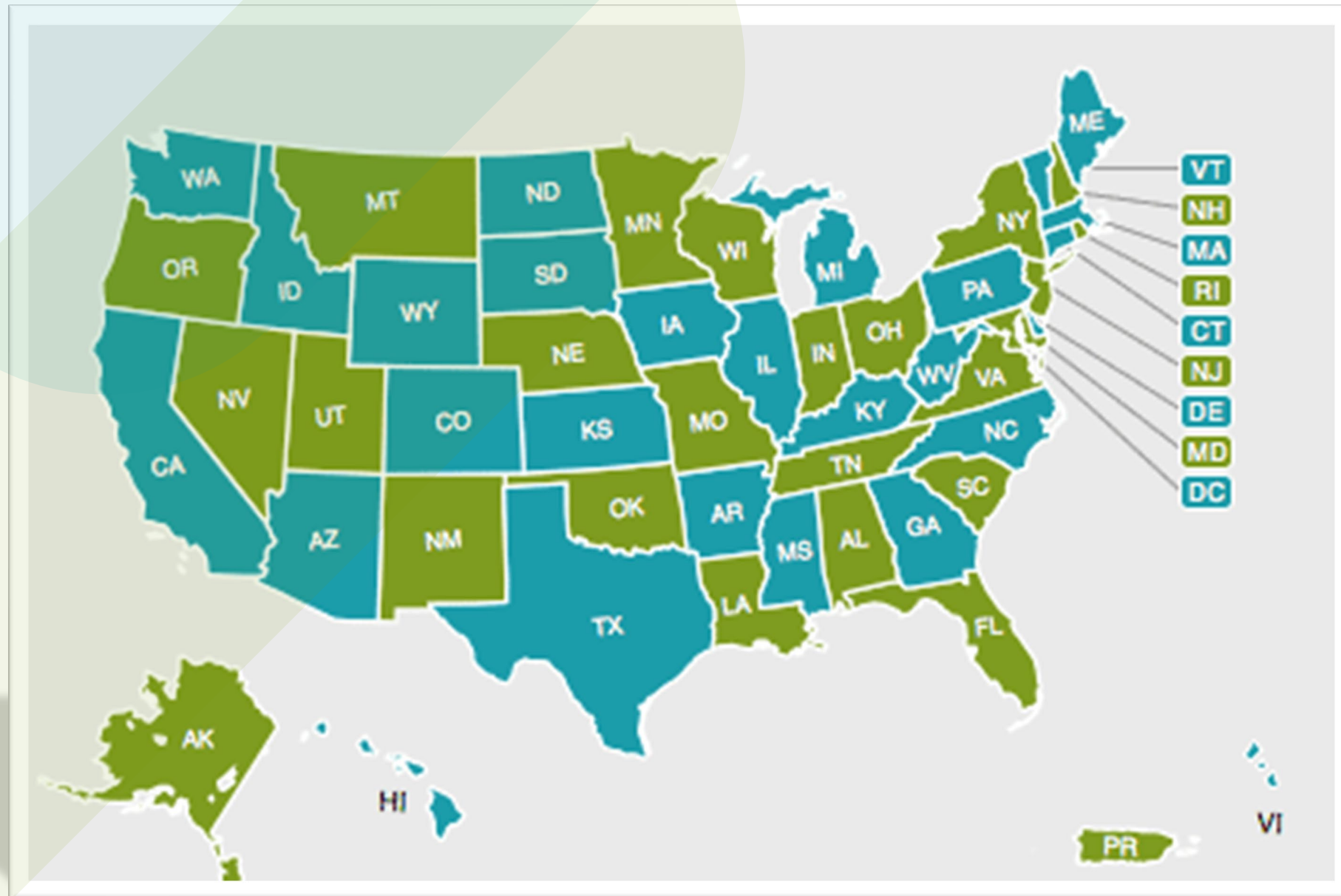
NAMI Wisconsin State Office

NAMI History



NAMI was started right here in Madison WI with the amazing and strong mothers Bev Young (center) and Harriet Shetler (right) in 1977. A large first conference was held in Madison with 284 people from 59 national groups to incorporate NAMI. In 1979, there were several local affiliates established (Dane, Racine, Kenosha) and it was determined to work at the Capitol and advocate state-wide we needed a state office. NAMI Wisconsin was incorporated in 1981, and its first President was Nancy Abraham, (left) who continues to volunteer with us today. Happy 41st!

NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI)



Nation's largest grassroots nonprofit organization founded in 1979

Over 600 local affiliates and 48 state affiliates across the United States

Find your Local NAMI or State Chapter
<https://nami.org/findsupport>

NAMI HISTORY & STATE AFFILIATES





Support

We provide no-cost, peer-led support groups offered by trained volunteers.

Awareness

We work hard to promote public education and understanding of mental illnesses.

Education

Our education programs ensure individuals get the support and information they need.

Advocacy

We advocate at all levels of government to improve mental health care in Wisconsin.

SUPPORT & EDUCATION FROM LOCAL NAMI AFFILIATES

Support Groups



Educational Classes



NAMI PRESENTATIONS



- In-school presentation to students
- Given by one young adult living in recovery who tells their story and one adult who gives factual information



- Mental Health Chat is a newly developed presentation whose target population is **third to five** graders
And the goals are to
- Reduce stigma,
 - Understanding what your moods and feelings are,
 - How to ask for help if not feeling well,
 - And who at school or home can you tell your not feeling well.



Family Experience is a new NAMI Wisconsin Program from the Family Experience. One family member and one affiliate representative provide this presentation. It can be presented to churches, colleges, adult organizations, and has a 60- and 90-minute version.



- 2 Trained presenters who are living in recovery from mental illness
- This presentation is given in a 60- or 90-minute format.

Crisis Intervention Training



Crisis Intervention Training

CIT is a 40-hour Training

Training for **law enforcement** on how to better understand and respond to people in a mental health crisis

Crisis Intervention for Partners

CIP is a 16-hour Training

Designed for **wide-ranging audiences** interested in better understanding and improving interactions with people who experience mental health crises

Exercise:

*Write down any words that come to mind
when you hear and think of the term:*

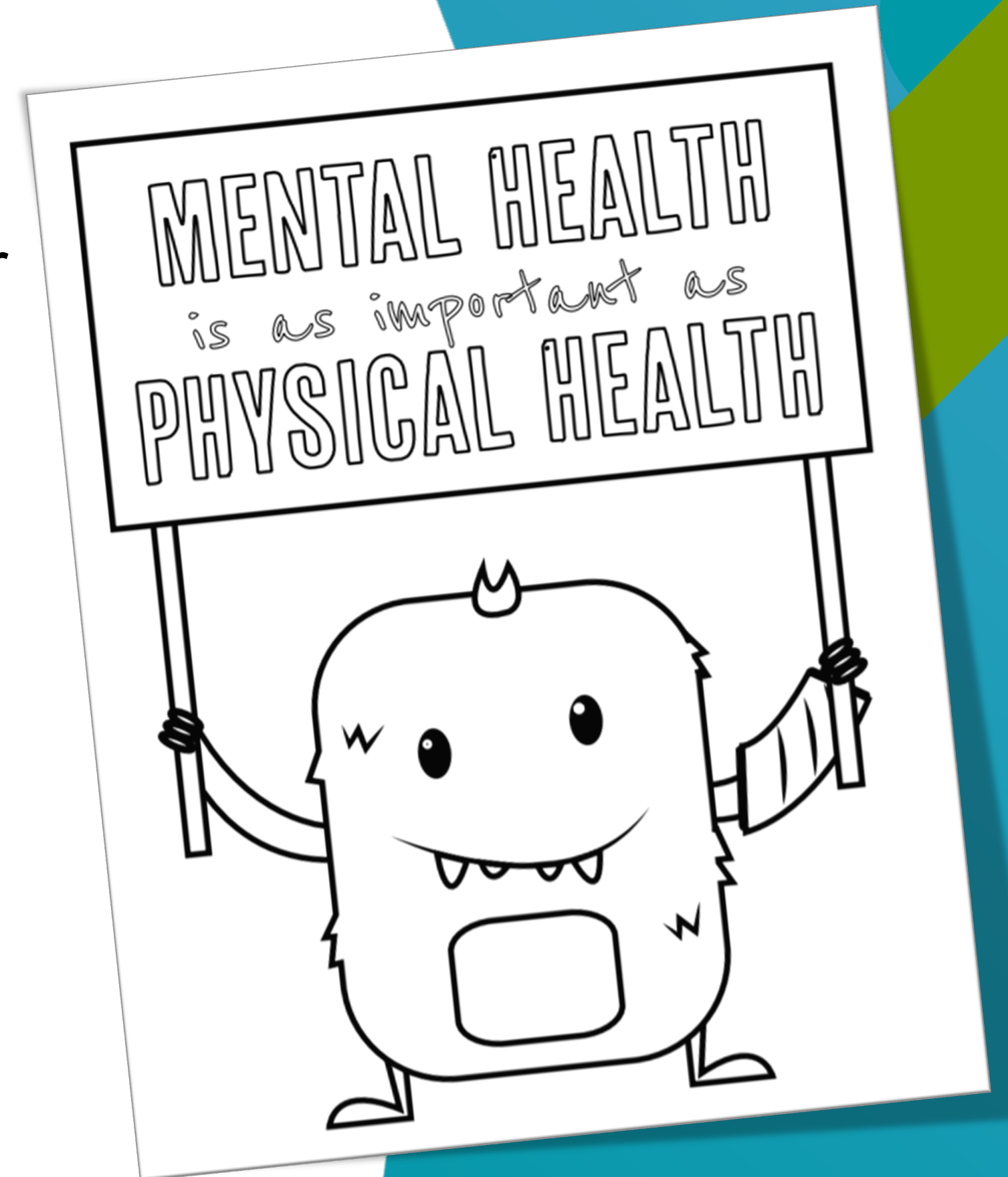
MENTAL ILLNESS

HOW DOES STIGMA EFFECT MENTAL ILLNESS?

When someone has a heart attack, breaks their leg, or is diagnosed with a physical illness they are usually showered with support, messages of kindness, and food from friends and family.

Unfortunately, that is not always the case when someone is diagnosed with a mental illness.

Join the 'casserole club'



CHECK YOUR LANGUAGE

Be aware of how your language affects those living with a mental illness. Decreasing stigma through language helps to increase support and awareness for people living with a mental illness. “Mental Health Language” matters

Seeing the **person first** and not defining someone by their illness.

Avoid stigmatizing language

- The mentally ill
- Psycho
- Crazy
- Lunatic
- Schizophrenic
- Bipolar
- Mental

Person-first Language

- Person who lives with a mental health condition or mental illness
- A person living with Schizophrenia or Bipolar Disorder
- Experiences a mental health condition
- You would never say: *“He’s a cancerous person.”*
- People-first language allows you to avoid labeling individuals as or by their illness.



Mental Health & Mental Illness 101

WHAT IS MENTAL HEALTH?

Mental health can be defined as the way we think, feel, and how we relate to others.

Each day your mental health can be good or bad. We all have bad mental health days but that does not mean we have a mental illness.

Everyone has mental health, but not everyone has a mental illness.



WHEN DOES MENTAL HEALTH BECOME MENTAL ILLNESS?

A person may be diagnosed with a mental illness when their symptoms are

- ongoing for an extended period of time
- they are distressing and cause a significant disruption in ability to function
- decreases the quality of their life

It's helpful to think of mental health and mental illness as separate entities working independently.



SIGNS & SYMPTOMS OF MENTAL ILLNES



Extreme difficulty
concentrating or
staying still

MENTAL ILLNESS

Mental illnesses are **NOT** caused by personal weakness, lack of character or poor upbringing.

Mental illnesses **ARE** medical conditions.

Mental illness should be viewed and treated the same as a physical illness.



MENTAL
HEALTH
IS
HEALTH.

MENTAL ILLNESS IS COMMON

1 in 5 people live with a mental illness (1 in 25 lives with a serious mental illness). The other 4 out of 5 people will know someone living with a mental illness.

6.9%	Depression
2.6%	Bipolar Disorder
1.1%	Schizophrenia
18.1%	Anxiety Conditions



Mental Illness is *COMMON*

1 in 5 people lives with a mental illness (1 in 25 lives with a serious mental illness). The other 4 out of 5 people will know someone living with a mental illness.



859,000 adults in Wisconsin have a mental health condition.

📍 That's more than **3X** the population of Madison.



Common Types of *mental illness*

Depression

Depression is a mood state that goes well beyond temporarily feeling sad or blue. It is a serious medical illness that affect one's thoughts, feelings, behavior, mood and physical health.

Posttraumatic Stress Disorder (PTSD)

PTSD includes both an event that threatens injury to self or others and a response to those events that involves persistent fear, helplessness or horror. Trauma affect our mind.

Common Types of *mental illness*

Borderline Personality Disorder (BPD)

BPD is characterized by intense and stormy relationships, low self-esteem, self-sabotaging acts, mood fluctuations and impulsivity. The hallmark of BPD is emotional dysregulation (severe difficulty managing emotions under stress).

Generalized Anxiety Disorder

People with generalized anxiety disorder (GAD) display excessive anxiety or worry, most days for at least 6 months, about a number of things such as personal health, work, social interactions, and everyday routine life circumstances. The fear and anxiety can cause significant problems in areas of their life, such as social interactions, school, and work.

Common Types of *mental illness*

Schizophrenia

Many people living with schizophrenia have (sensory) auditory or visual hallucinations and delusions, meaning they hear or see things that aren't there and believe things that are not real or true. Paranoia common observed symptom.

Bipolar Disorder

Bipolar disorder causes unusual and dramatic shifts in mood, energy and the ability to think clearly. Mania is common observed symptom.



Co-Occurring Disorders within *mental illness*



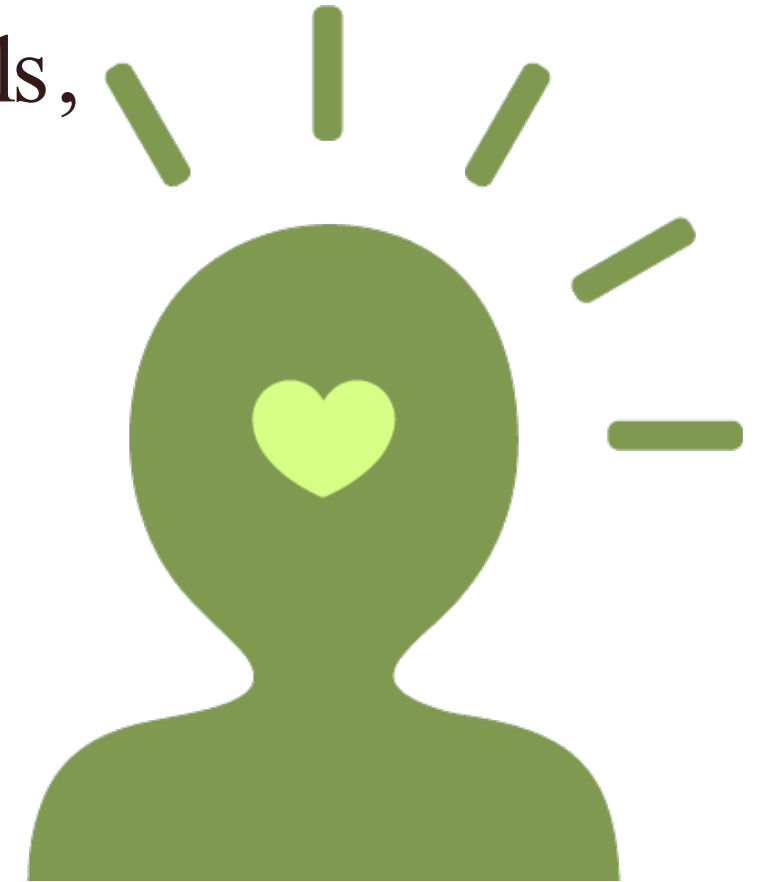
Many people living with a mental illness also have co-occurring disorders. Some are due to the persons illness some are due to the treatment and most occur due to a serious mental illness.

- Addictions to alcohol or illicit drugs
- Addictive behaviors, gambling, overspending, ticks (trichotillomania)
- Obesity
- Diabetes
- TD or Tardive dyskinesia
- Increase Morbidity and Mortality
- Increase in Suicide and suicide attempts

MENTAL ILLNESS IS TREATABLE

There are many tools that can improve the experience on the journey of recovery: medication, counseling (therapy), coping skills, social support and education.

- ✓ Education: learn about your diagnosis
- ✓ Support: professionals, peers, groups
- ✓ Understanding your health care options (insurance and medication)
- ✓ Involve family and friends in treatment
- ✓ Earlier the better!



IMPACT OF UNTREATED MENTAL ILLNESS ON THE COMPANY

More sick
leave

Lower
morale

Decreased
productivity
when at work

Untreated mental illness costs the **US economy \$200 billion** in lost earnings each year.



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Active Listening

ACTIVELISTENING

- Active listening is the process by which an individual secures information from another individual or group. The “active” element involves taking steps to draw out details that might not otherwise be shared.
- Use a calm reassuring voice when responding. Try not to show or express alarm. Have a nonjudgmental demeanor.
- Active listeners avoid interrupting at all costs, summarize and repeat back what they have heard, and observe body language (non-verbal cues) to give them an extra level of understanding.



WHAT IS THE MOST COMMON THING PEOPLE ARE SEEKING?

Validation that what they are experiencing is difficult and there is someone on the other end that understands.

The most important thing you can do is **listen!**

They should feel that you **tried** to help them.

ACTIVE LISTENING

Steps to Active Listening

Stop : Listen : Respond : Ask

1. **Stop** whatever you are doing physically and mentally--focus on the person in front of you.
2. **Listen** mentally and physically to what they are saying.
3. **Respond** physically and verbally.
4. **Ask** open ended, who, what, where, and how.



ACTIVE LISTENING

1. **Stop** whatever you are doing physically and mentally and focus on the person in front of you. Turn off your phone, stand sit still, remove thoughts from your brain and direct all attention to them.
2. **Listen** mentally and physically to what they are saying. Listen with your eyes, uncross your arms, lean in, be engaged.
3. **Respond** physically and verbally. Nod your head, keep eye contact, make **VALIDATING** statements.
4. **Ask** open ended, who, what, where, and how. How can I help you, what has helped in the past, who should we contact to help, what would help you, where would you like to go?



ACTIVE LISTENING EXAMPLES

BUILDING TRUST

"Yes" or "uh-huh"

"I hear you." "That is a lot to deal with"

DEMONSTRATING CONCERN

"I know you are going through some tough challenges."

"That must be really hard"

"This must be really difficult"

PARAPHRASING

"So, what I hear you saying is that the uncertainty about your living situation is creating stress for you."

BRIEF VERBAL AFFIRMATION

"You're completely valid in feeling that way." "Thanks for being such a great advocate for your son."

"You're doing the best you can...hang in there, Sara."



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Resources

MENTAL ILLNESSE EDUCATION FOR PROFESSIONALS

- ✓ **Center for Workplace Mental Health (APA)** <https://www.workplacementalhealth.org/Employer-Resources/ICU>
- ✓ **Empower Work (Text Hello to 510-674-1414)** Free work issue www.empowerwork.org
- ✓ **Mental Health First Aid (National Counsel on Wellbeing)** <https://www.mentalhealthfirstaid.org/>
- ✓ **QPR- Question, Persuade, Refer (suicide awareness)** <https://www.preventsuicidewi.org/qpr-gatekeeper-training>
- ✓ **NAMI Frontline Wellness:** initiative to support frontline health care and public safety professionals facing the adverse mental health effects of the COVID-19 pandemic.
<https://nami.org/Your-Journey/Frontline-Professionals>



Mental Health resources for College Students

- ✓ NAMI Mental Health College Guide: <https://nami.org/Support-Education/Publications-Reports/Guides/Mental-Health-College-Guide>
- ✓ Young Adult information: <https://nami.org/Your-Journey/Kids-Teens-and-Young-Adults/Young-Adults>
- ✓ NAMI On Campus Groups, contact our office for more information: nami@namiwisconsin.org
- ✓ JED Foundation and resources for young adult mental health: <https://jedfoundation.org/>
- ✓ Active Minds for College Campuses: <https://www.activeminds.org/programs/colleges-universities/>

NAMI RESOURCES

Find your local NAMI in Wisconsin:

https://namiwisconsin.org/find_my-nami/

NAMI Wisconsin Resource Guide:

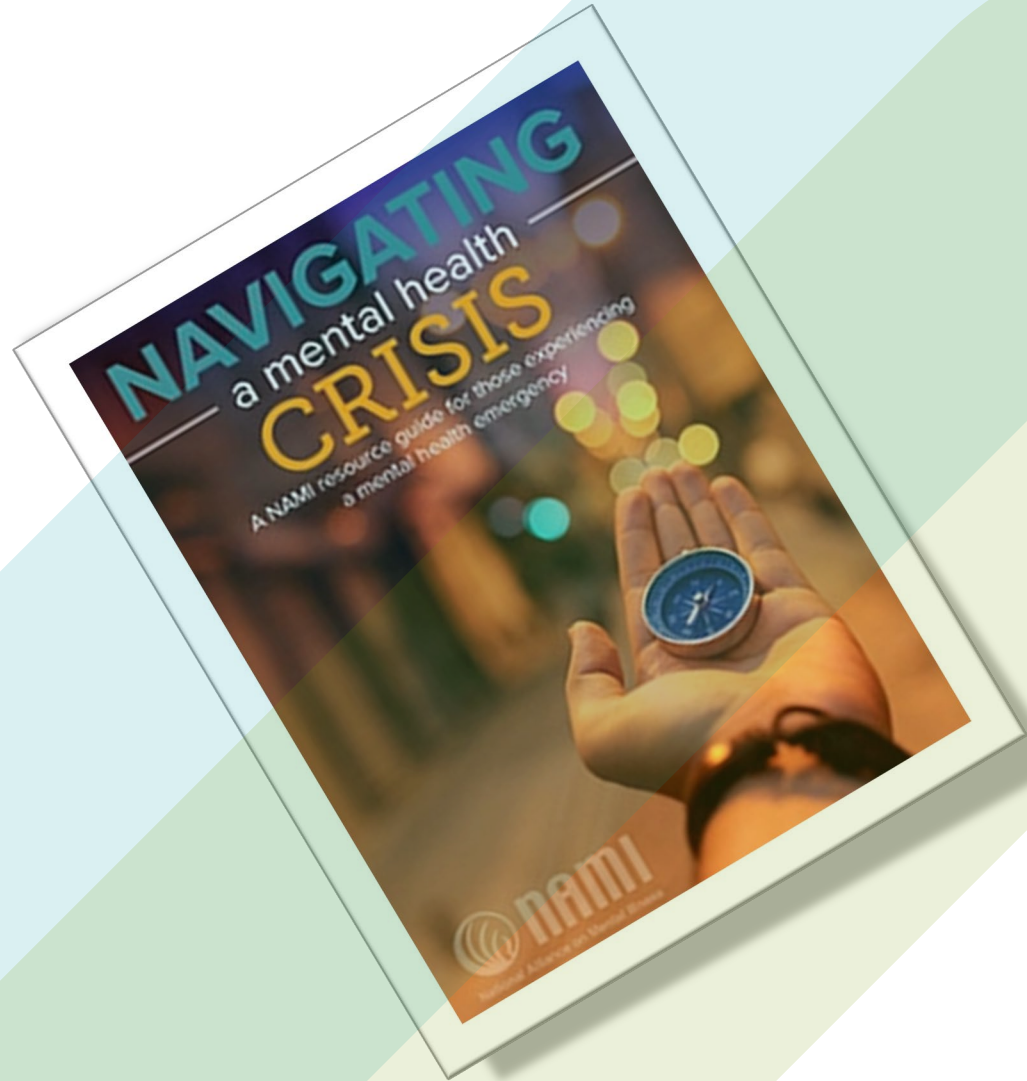
https://namiwisconsin.org/resource_guide/

NAMI National's Navigating a Mental Health Crisis:

https://www.nami.org/Support_Education/Publications_Reports/Guides/Navigating_a-Mental-Health-Crisis

NAMI National Resource Directory

<https://documentcloud.adobe.com/link/review?uri=urn:aaid:scds:US:756fac89-1bf4-4688-91f6-359c4e509e4f>



Independent Support Options

PEER RUN RESPITE CONTACT INFORMATION

**Provide warmline calls and up to 7 nights
stay with Certified Peer Specialist support.**

Iris Place (Appleton)

(920) 815-3217 | namifoxvalley.org/iris-place/

La Crosse Lighthouse (La Crosse)

(608) 519-1489 | lacrosselighthouse.org

Monarch House (Menomonie)

(715) 505-564 | milkweedalliance.org/monarch-house

Parachute House (Milwaukee)

(414) 877-5918 | ourspaceinc.org/parachute-house/

R&R House for Veterans (Pewaukee)

(262) 336-9540 | mhawisconsin.org/veteran-peer-services

Solstice House (Madison)

(608) 244-5077 | soarcms.org/programs/solstice-house

CLUBHOUSES & DROP-IN CENTERS

Better Way Clubhouse – Marshfield, (715) 207-6622

Bridges Community Center – Kenosha, (262) 657-5252

Community Corner Clubhouse – Wausau, (715) 843-1926

Cornucopia – Madison, (608) 249-7477

Friendship Connection – Adams, (608) 339-6810

Friendship Corner – Fond du Lac, (920) 266-8447

Friendship Place, Inc. – Neenah, (920) 729-9975

The Gathering Place – Green Bay, (920) 430-9187

Genesis 1990, Inc. – Ashland, (715) 682-0375

Grand Avenue Club – Milwaukee, (414) 276-6474

Lakeshore CAP/JAK's Place – Sturgeon Bay, (920) 818-0525

NAMI Dodge Drop-in Social Hour – Beaver Dam, (920) 887-1766, Ext 9

NAMI Washington County Drop-In – West Bend, (262) 339-1235

Northern Lakes Center – Rhinelander, (715) 420-1700

Off the Square Club – Madison, (608) 251-6901

The Other Door – Viroqua, (608) 668-2398

Painting Pathways Clubhouse – Manitowoc, (920) 652-9952

ROCC Point – Stevens Point, (715) 544-0455

Recovery Avenue – La Crosse, (608) 785-9615

River Cities Clubhouse – Wisconsin Rapids, (715) 424-4115

Spring City Corner Clubhouse – Waukesha, (262) 549-6460

Valley Packaging Industries, Inc. Community Center Drop-In – Appleton, (920) 749-5867

The Wellness Shack – Eau Claire, (715) 855-7705

Yahara House – Madison, (608)-280-4700



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988 for Mental Health and Suicide Crisis Services concerns about calling 988 read this:
<https://nami.org/Advocacy/Crisis-Intervention/988-Reimagining-Crisis-Response>

Text NAMI to 741741

Call Respite Centers for warmline support in Wisconsin previous page listing.

The NAMI HelpLine can be reached Monday through Friday, 10 a.m. – 10 p.m., ET.
Call 1-800-950-NAMI (6264), text "HelpLine" to 62640 or email us at helpline@nami.org

608-268-6000

nami@namiwisconsin.org

Follow us on social media! Visit our website namiwisconsin.org

