

Data Trends

February – March 2018

Calls for mental health treatment are the primary **need** among helpline callers, and correspondingly, the primary referral.

Those calling about mental health treatment are primarily calling about services for adults or young adults.

Other needs include information on temporary housing options and affordable housing, general support in system navigation, and legal resource such as organizations that offers attorney representation, legal education, and legal assistance.

Education around Crisis Intervention Team trained police officers was provided during 27% of calls.

Over 50% of callers report having health insurance, and the majority are covered by Medicaid.

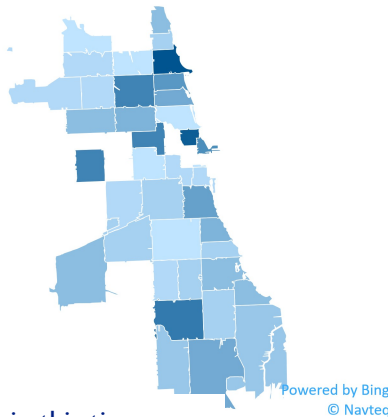
For follow up calls made by NAMI Chicago, 45% of callers report reaching out to the referral given and 83% report thinking the referral was appropriate.

NAMI Chicago Helpline Dashboard

First Quarter 2018

NAMI Chicago's helpline receives over 3,000 calls annually from callers seeking help navigating the mental health system in Chicago. NAMI Chicago collects information on needs of the callers and referrals provided. This information helps us assess critical gaps in the mental health system.

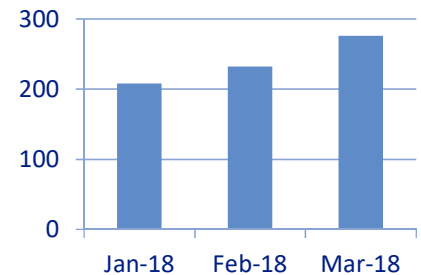
Call Volume by Zip Code



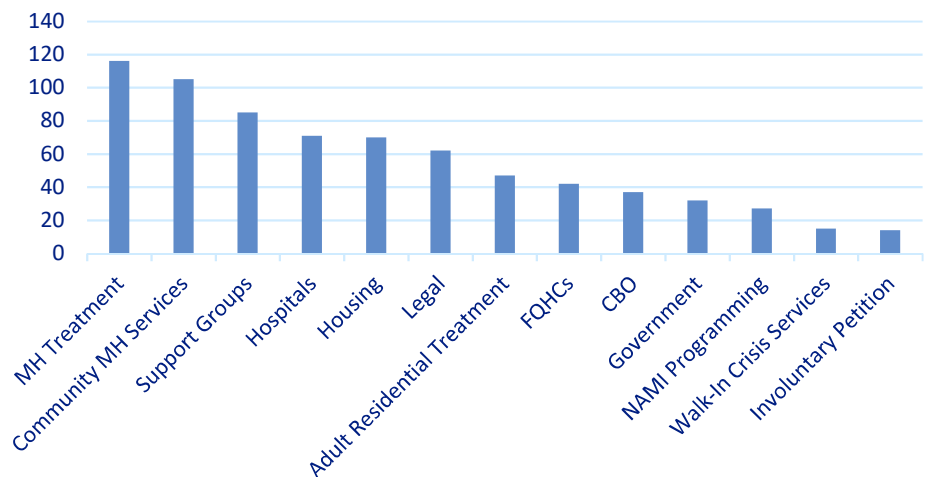
Callers in this time-period called primarily from Uptown, the Loop and Back of the Yards.

NAMI Chicago took between 200-300 helpline calls per month in this time-period.

Call Count



Referrals By Category



In this time-period, NAMI Chicago made over 700 referrals to agencies providing services. Examples of services include outpatient treatment programs (categorized as MH treatment), comprehensive mental health services (typically provided through a community mental health agency), legal support, and peer and family support.