

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, hospitals and legal resource such as organizations that offer attorney representation, legal education, and legal assistance. Referrals for housing services more than doubled from the previous period.

Education around Crisis Intervention Team trained police officers was provided during 14% 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 89% report thinking the referral was appropriate.

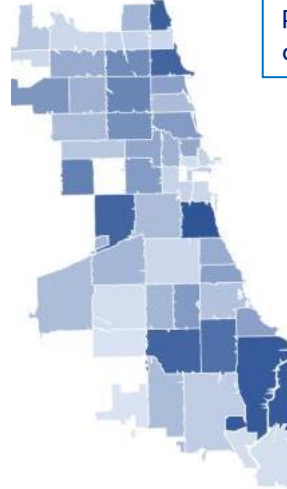
NAMI Chicago Helpline Dashboard

Second Quarter 2018

NAMI Chicago's Helpline receives 3,000 calls each year 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.

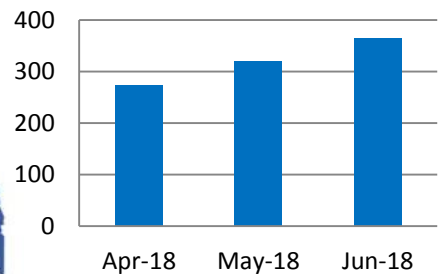
Call Volume by Zip Code

Callers in this time period called from across Chicago. Neighborhoods with the highest volume include: the SE Side, Auburn Gresham, Lawndale, Uptown, Rogers Park, Chatham, Austin, and the Loop.

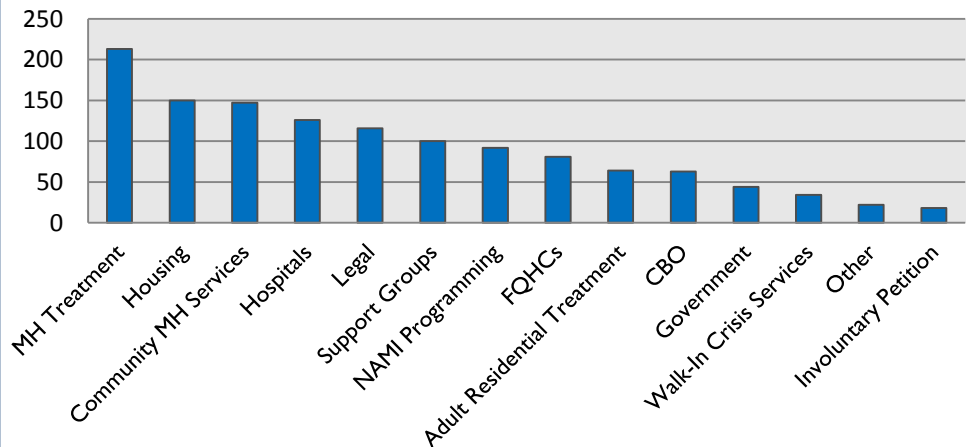


Call volumes steadily rose during this period with between 273 and 365 calls completed per month.

Call Count



Referrals by Category



In this time-period, NAMI Chicago made over 900 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.