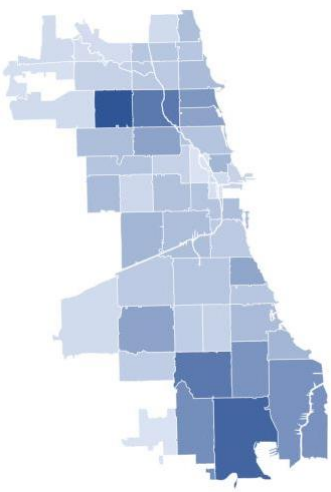


Helpline Dashboard First Quarter 2019

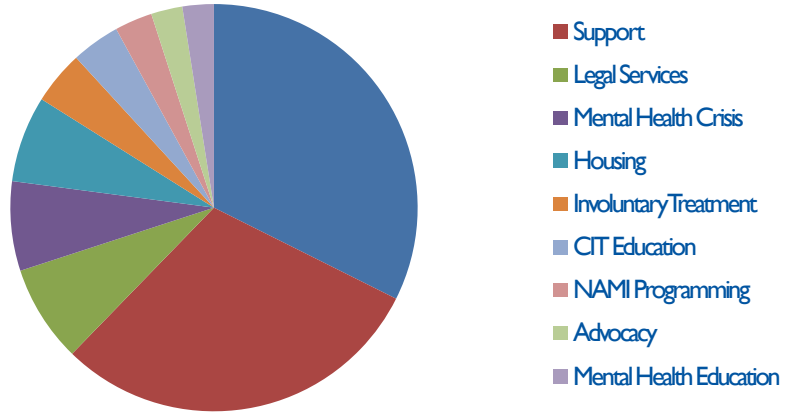
The NAMI Chicago Helpline completed 1068 calls in the first quarter of 2019 with callers seeking to navigate the mental health system on behalf of themselves or someone else. This dashboard gives an overview of the data that NAMI Chicago collects on the needs of the callers and referrals provided.

Neighborhoods with the most calls include:

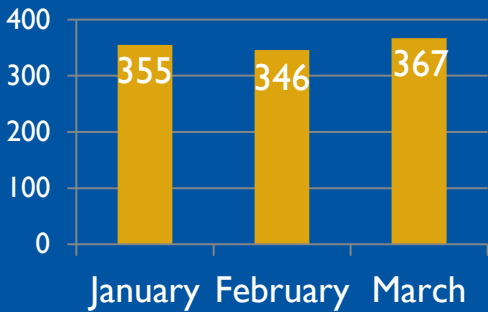
1. Belmont Cragin/Portage Park
2. Roseland
3. North Center/Irving Park
4. Auburn Gresham
5. Beverly /Morgan Park
6. S.E Side
7. Chatham/ Grand Crossing



Top 10 Caller Primary Needs

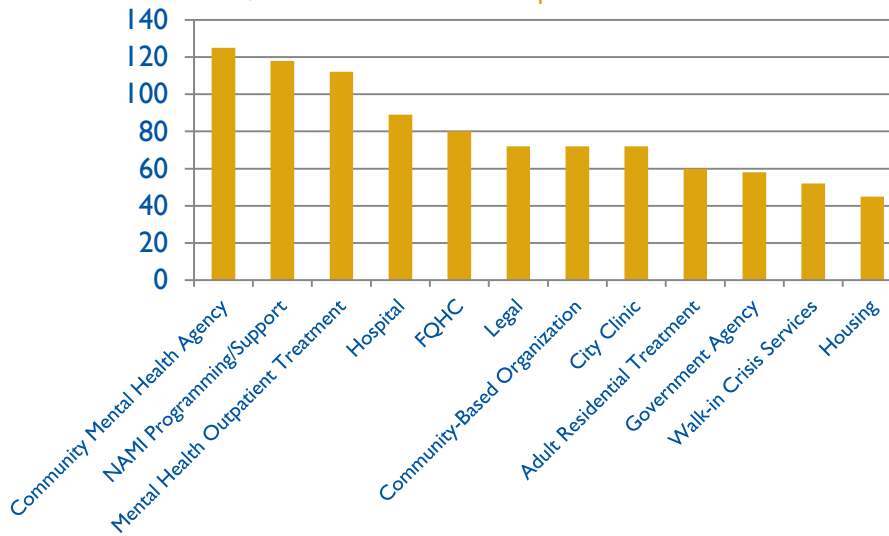


Call Count



Referral Count by Top Categories

1,051 total referrals this quarter



15

Average Call Time (min.)

63%

Of Callers Report Having Insurance

18%

Of Callers Receive CIT Education

33

Suicide Screenings

On Follow-Up...

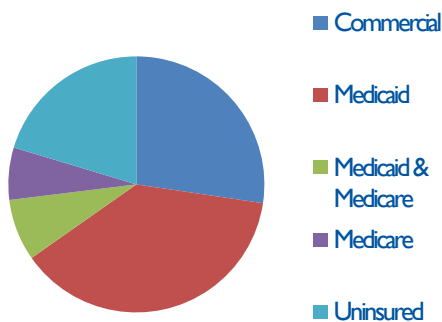
91%

Think the referrals were appropriate

48%

Report reaching out to at least one referral

Insurance Type



Age of Individual

