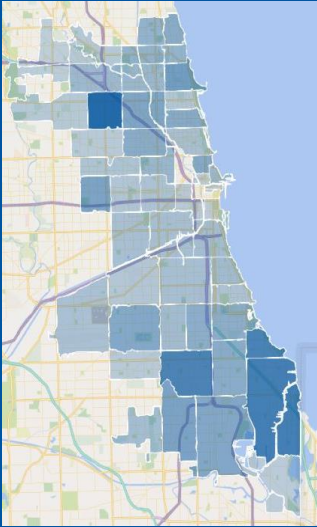


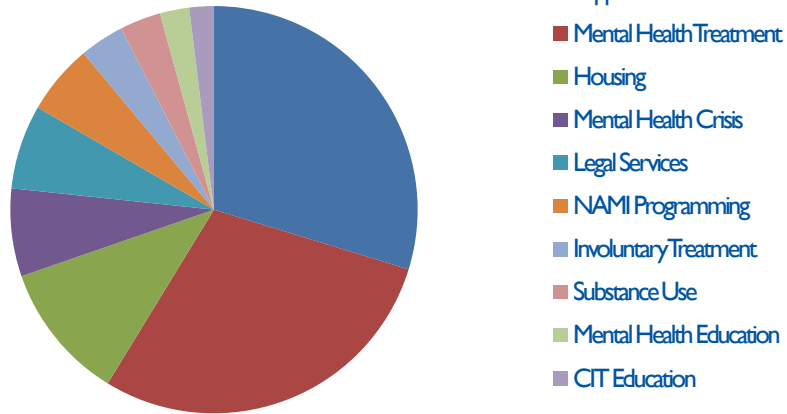
# Helpline Dashboard Second Quarter 2019

The NAMI Chicago Helpline completed **1495 calls** in the second 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. *The Helpline is available Monday to Friday from 9am to 8pm and Saturday and Sunday from 9am to 5pm.*

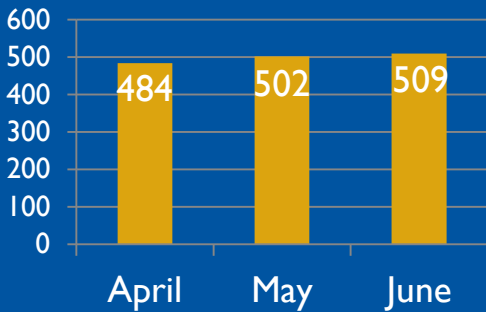


- Neighborhoods with the most calls include:**
1. Belmont Cragin/Portage Park
  2. S.E. Side
  3. South Shore
  4. Auburn Gresham
  5. Uptown
  6. Pullman
  7. Austin
  8. Irving Park
  9. Roseland
  10. Near North

## Top 10 Caller Primary Needs

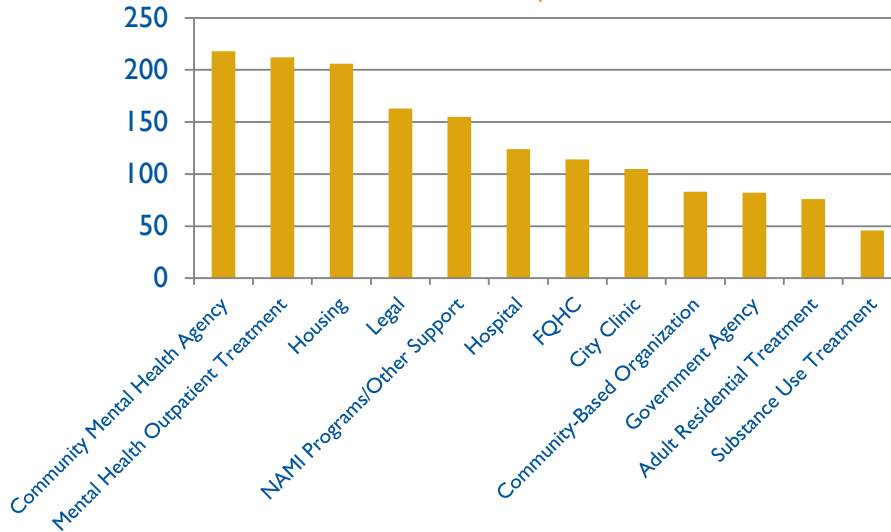


## Call Count



## Referral Count by Top Categories

1,776 total referrals this quarter



**14**

Average Call Time (min.)

**60%**

Of Callers Report Having Insurance

**13%**

Of Callers Receive CIT Education

**45**

Suicide Screenings

## On Follow-Up...

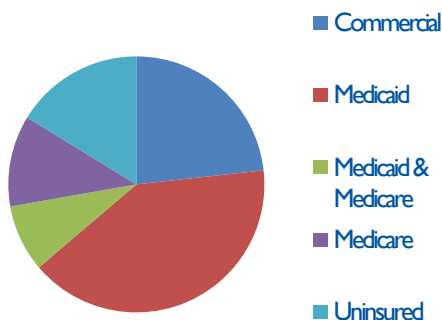
**87%**

Think the referrals were appropriate

**44%**

Report reaching out to at least one referral

## Insurance Type



## Age of Individual

