The NAMI Chicago Helpline completed **1908 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.*Closed Holidays

**Top 10 Caller Primary Needs**
- Support
- Mental Health Treatment
- Housing
- Mental Health Crisis
- Legal Services
- NAMI Programming
- Involuntary Treatment
- Substance Use
- CIT Education
- Mental Health Education

**Referral Count by Top Categories**
- **1,961 total referrals this quarter**

**Insurance Type**
- Commercial
- Medicaid
- Medicaid & Medicare
- Medicare
- Uninsured

**Age of Individual**
- 16 to 25
- 26 to 40
- 41 to 65
- 65+

**On Follow-Up...**
- **88%** Think the referrals were appropriate
- **42%** Report reaching out to at least one referral

**Neighborhoods with the most calls include:**
1. Chatham/Grand Crossing
2. Irving Park/Belmont Cragin
3. Auburn Gresham
4. Chicago Lawn
5. South Shore
6. Edgewater
7. Logan Square
8. SE Side
9. Roseland
10. Rogers Park

**Call Count**
- Jul: 607
- Aug: 612
- Sep: 689

**Average Call Time (min.)**
- **12**

**Of Calls Report Having Insurance**
- **56%**

**Of Calls Receive CIT Education**
- **9%**

**Suicide Screenings**
- **52**