NAMI Chicago Helpline Dashboard

Fourth Quarter 2018

NAMI Chicago’s Helpline completed 885 in the fourth quarter of 2018 and 3,506 calls in all of 2018 with 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: Chatham/Grand Crossing, Lake View, SE Side, Bridgeport, McKinley Park, Edgewater, and Roseland.

Referrals by Category
In this time-period, NAMI Chicago provided 990 referrals to callers. Callers seeking mental health outpatient services and comprehensive treatment via a community mental health agency are the most common referrals. The Helpline also continues to give a high number of referrals to legal and housing resources.