

## Webinar Take-Aways

### NAMI

ALWAYS follow your organization's outlined protocols and structures FIRST

NAMI Chicago can help with issues that are not addressed by existing protocols, follow up and referrals after school protocols have been followed, and continuing connection for a family that needs additional support. The Helpline exists as a way to keep families and students from falling through the cracks, and can be a particularly useful resource while schools are closed and interaction with students/families is limited.

- **Through our Helpline (838.626.4244)**, we provide compassionate support and personalized referrals to callers seeking to understand and navigate local mental health services. We have access to over 600 vetted resources.
- We are not diagnosing people; we are just noticing. Provide examples.
- We are actively maintaining an updated list of services and closures related to COVID-19 – The NAMI Chicago team is available to help with support and resources during this time.
- We are now contracted through the city so all 311 mental health calls come to us.

### When to refer:

There is an identifiable mental health service need

- Example: "I need to find a therapist/support group/psychiatrist for my child in Chicago."

An individual seems to be experiencing mental health symptoms

- Someone is experiencing depression, anxiety, paranoia, delusions, hallucinations

There is a mental health or resource related need

- Housing/rental assistance, food security, legal services, etc.

Examples:

- "I've been feeling hopeless." "I feel like such a burden." "Someone is watching/following me."
- "My child is struggling with their mental health and I don't know where to get help for them."
- "My child was already struggling with their mental health, and it has gotten worse since we have been isolated."



- “Our family is not sure of where to go for help and we are struggling.”
- Frame the conversation around support
  - “It sounds like you could use additional support. One organization that can be helpful is NAMI Chicago.”
- Explain the Helpline
  - “NAMI Chicago’s Helpline has access to over 650 mental health resources; they will work with you to determine what will best fit your situation and they can follow up with you regularly.”