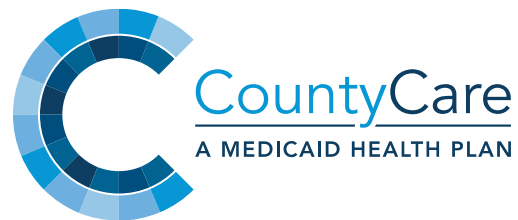
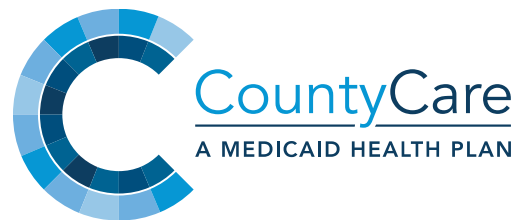


September's Care Management Webinar

02/16/2026



NAMI Metro Suburban



x





About NAMI

- **N**ational **A**lliance on **M**ental **I**llness: The Nation's largest grassroots mental health organization
- Dedicated to improving the lives of individuals & families affected by mental health
- Focused on education, support, advocacy, and awareness
- NAMI envisions and works towards creating a world where individuals with mental illness/conditions live healthy, fulfilling lives, supported by a caring community



Over 40 years of advocacy for mental health nationwide

THE NAMI NETWORK: TOGETHER, WE MAKE MENTAL HEALTH BETTER



NAMI NATIONAL

- Sets the vision and strategic direction
- Develops programs and resources
- Advocates at the national level
- Supports affiliates across the country



The national organization leading the movement to build better lives for millions of Americans affected by mental illness.



NAMI STATE AFFILIATES

- Unite and support local affiliates
- Provide training, resources and guidance
- Advocate for state laws and policies
- Build statewide awareness and impact



State organizations that strengthen affiliates and advance mental health awareness and policy within their states.



NAMI LOCAL AFFILIATES

- Provide education, support and resources
- Offer local programs and services
- Build strong community partnerships
- Advocate and raise local awareness



Local grassroots organizations on the front lines—delivering programs, support and hope in communities.



One Mission. One Network. Better Mental Health for All.



Stronger Together.

NAMI Metro Suburban

- We offer a variety of mental health programs in Cook County for those living with mental health conditions and their loved ones.
- Our Mission - To improve the lives of individuals, families, and communities affected by mental illness in the western suburbs of Cook County.
- We believe that prioritizing mental health strengthens communities, shared experiences empower individuals, and access to quality mental healthcare is a fundamental right.

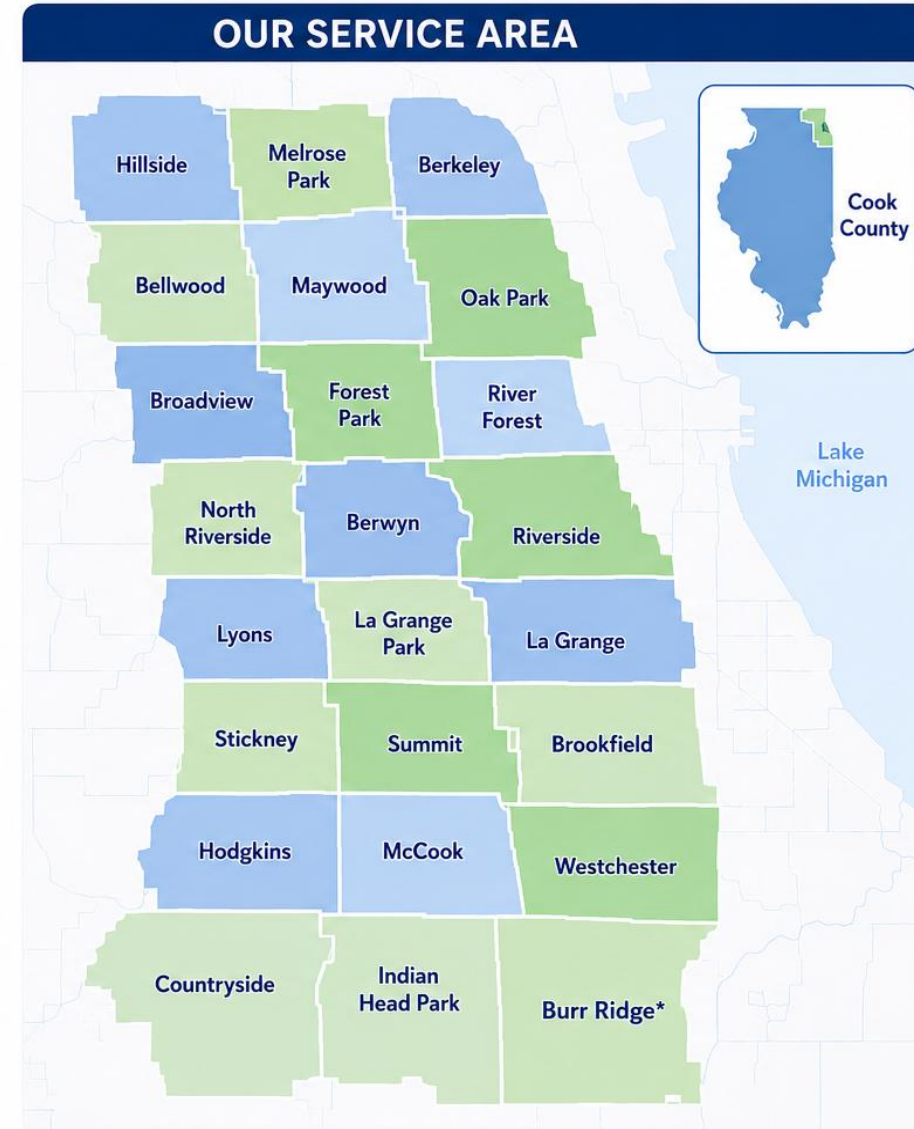


One of 650 regional affiliates of NAMI

SERVING THE WESTERN SUBURBS OF COOK COUNTY

COMMUNITIES WE SERVE		
 Bellwood	 Berkeley	 Berwyn
 Broadview	 Brookfield	 Burr Ridge*
 Countryside	 Forest Park	 Hillside
 Hodgkins	 Indian Head Park	 La Grange
 La Grange Park	 Lyons	 Maywood
 McCook	 Melrose Park	 North Riverside
 Oak Park	 Riverside	 River Forest
 Stickney	 Summit	 Westchester
	 Western Springs*	

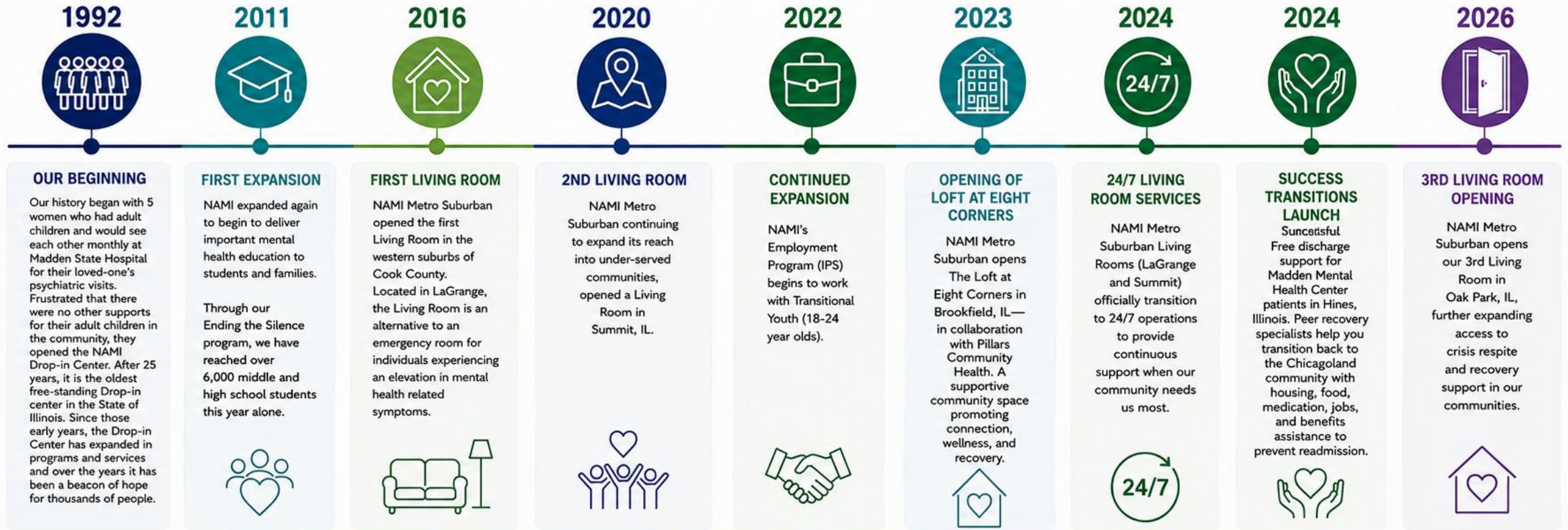
* Portions of these communities are located outside of Cook County, but are within our service area.



OUR JOURNEY. OUR IMPACT. OUR COMMUNITY.

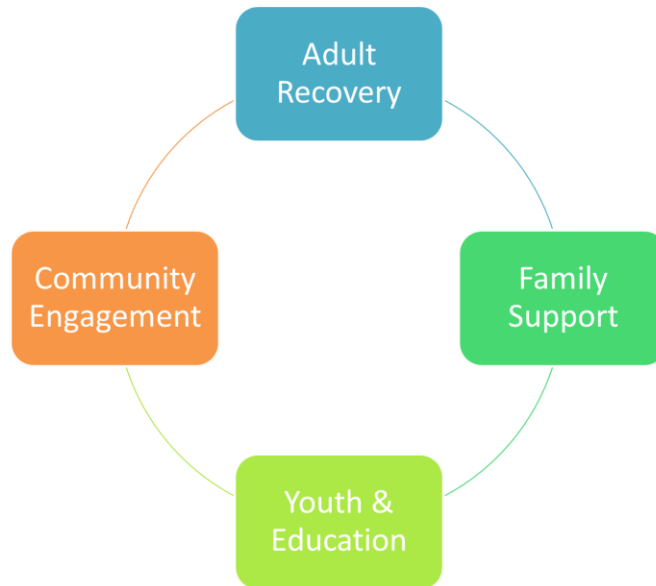
The Growth of NAMI Metro Suburban

From a small act of compassion to a vital lifeline in our communities, our journey continues to bring hope, support, and recovery to thousands.



More than 30 years of hope. And we're just getting started.

4 Pillars of Support



Integrates physical, emotional, social & spiritual well-being



Provides comprehensive, person-centered support



Promotes long-term wellness and recovery



Holistic approach of caring for the whole person = True wellness

Adult Recovery Services

- **Drop-In Center:** provides socialization & community, reduces isolation, builds life skills
- **Living Rooms:** free, non-clinical crisis respite, peer-led support, mental health support.
 - **Support Groups:** NAMI Connection, 2-3 daily support groups facilitated at our Living Rooms & DIC
- **Employment Programs:** skill-building & job placement

 **Empowering adults to achieve recovery & independence**

Peer Support

Peer Support - “people who share common experiences or face similar challenges come together as equals to give and receive help based on the knowledge that comes through shared experience.”



The foundation & guiding principle of NAMI Metro Suburban Programming is the peer model.



Evidence and research-based model



Peer model is effective at bridging gaps in traditional MH treatment, while also complementing and enhancing the outcomes of these approaches.



Certified Recovery Support Specialists and/or Recovery Support Specialists (CRSS/RSS)

Benefits/Impact

- Builds authentic trust & fosters mutual respect
- Eliminated traditional power dynamics such as “Provider/Patient”
- Reduces stigma and reinforces trust-based support.
- Focuses on individual empowerment

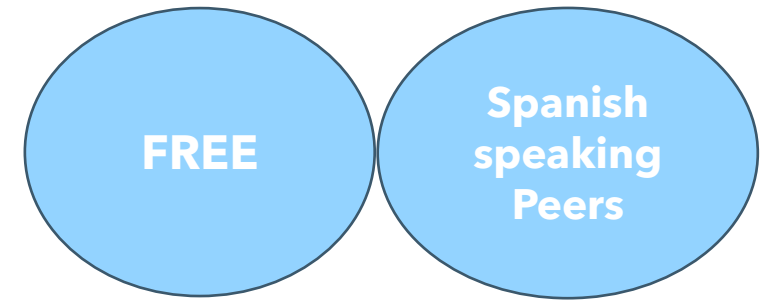
The Living Rooms

The Living Room Program provides a safe, home-like environment where individuals experiencing a mental health crisis can receive peer support, develop wellness strategies, and access services designed to help prevent hospitalization.

- ***Designed as a hospital diversion program for individuals experiencing a mental health crisis.***

Source: Illinois Department of Human Services (IDHS), Living Room Program

- **1:1 Peer Support**
- **Daily support groups**
- **Community resource hub**
- **Age 18+**



Locations: La Grange, Summit, and Oak Park

Drop-In Center

- Provides an array of services for people living with a mental health condition to socialize and develop life skills through community engagement.
- Support Groups and Workshops
 - Drum Circle, Art therapy, Military Support Group, Gratitude journaling & More!
- Advocacy: peer leaders & CRSS internships
- Age 18+
- Volunteer Opportunities
- M-F 1 pm-7 pm | Sat-Sun 2 pm-6 pm



Located in Oak Park - Open 365 days a year

Successful Transitions

- Committed to helping with a successful, healthy & supported transition back to the community. We work with anyone currently at John J. Madden Mental Health Center in Hines, Illinois, preparing to be discharged
 - Transitions Support Specialist will follow your progress and provide help as needed to avoid readmission to the hospital for preventable causes. Services are free of charge.

How to Get Started: 2 Simple Steps

1. You must have a desire to live in the Chicagoland Area
2. Let your Madden Mental Health Center social worker know that you are interested in participating.

Direct Services Available

- Risk assessment and safety planning
- Clothing, cell phone, toiletries, personal items, bus passes.



Workforce Development Program

Employment Programs - NAMI Employment specialists work 1:1 with an individual living with a mental health condition to develop a career plan focused on personal goals, skills, job attainment, and retention.

- Career Readiness Workshops
 - Resume & interview preparation
- Employer connections & sustained support
- Advocacy

 **Evidence-based approach to meaningful employment**

Youth Services

- **The Loft at Eight Corners:** A collaboration between Pillars Community Health and NAMI Metro Suburban.
- Designed to engage & empower youth through advocacy, leadership, and peer engagement
 - Offers individual and group mental wellness services
 - Provides mental health education and skill-building
 - Crisis prevention, intervention, and stabilization support
 - Connects youth and families to community resources and ongoing care



Building resilient and informed youth

Education Services

- **Student Mental Health Education** – Evidence-based and informed presentations to middle and high school students on mental and emotional health, suicide prevention, managing stress, & more to increase awareness, understanding, and encourage help-seeking behavior.
- **Student Education Programs**
 - NAMI Ending The Silence
 - Stress Less: Resilience for Success!
 - Stress Less 201: Mental Fitness
 - And more!

 **Building resilient and informed youth**

Family Support Programs

- **Family Support Groups** - for relatives and loved ones involved with individuals of all ages dealing with a mental health condition.
 - Family Support Group
 - Parent Support Group
- **1:1 Family Support** - One-to-one Support with our trained Family Support Specialist is available to anyone who has a question, would like community resources, or would like support when caring for a loved one with a mental health condition.
- **Family Education** - Workshops & presentations that provide families and community members with family-focused education and skills.
 - Family-to-Family (8 weeks)
 - Practical Family Skills
 - Family & Friends
 - Communicating with Your Teen Without Money, Magic, or Eyerolls
 - Supporting Student Mental Health



Empowering families with knowledge & support

Community & Engagement Programs



WORKPLACE WELLNESS

Helping organizations build mentally healthy workplaces.



- Educational presentations to improve *awareness*
- Mental health's impact on productivity and job satisfaction
- Strategies for employee well-being and support
- Workplace wellness best practices



MENTAL HEALTH EDUCATION



Mental Health First Aid

Building skills to recognize, understand, and respond to mental health challenges.



NAMI Smarts for Advocacy

Equipping individuals with the tools to share their stories and advocate for change.



Community Education Presentations

Informative sessions to increase understanding, reduce stigma, and foster supportive communities.



STRENGTHENING THE BEHAVIORAL HEALTH WORKFORCE



CRSS Hub Internship Program

Providing hands-on experience and professional growth in peer support and recovery services.



Community Health Worker Initiatives

Supporting community health and wellness through education, connection, and resources.



COMMUNITY OUTREACH

Connecting with the community through:



Events



Resource Fairs



Community Presentations



Outreach & Partnerships

OUR LOCATIONS



The Living Room 24/7

4731 Willow
Springs Rd.
La Grange IL



The Living Room 24/7

7602 63rd St.
Summit, IL



The Drop-In Center (DIC)

814 Harrison
St. Oak Park, IL



The Oak Park Living Room 12-8 pm Daily

816 Harrison
St. Oak Park IL



TheLoft at Eight Corners

9049 Monroe
Ave. Brookfield



NAMI Education Offices

1701 South First
Ave. Maywood



NAMI Metro Suburban

Questions ?



Announcements



Next webinar is October 21th, 2026



Slides posted on CountyCare Care Coordination Webpage:

<http://www.countycare.com/carecoordination>



Have feedback? Ideas for future topics? Please share!

<https://redcap.link/23k1fzzb>

- Please email questions/concerns:
raphael.daniels@cookcountyhealth.org