

NAMI Jacksonville Helpline

Frequently Asked Questions (FAQs)

Click the topic below to jump to the FAQ.

How to Use these FAQs	2
Copy/paste this language into the email then copy/paste the FAQ	2
NAMI Programs & Support Groups	2
I want information about your support groups	2
I want information about the Family-to-Family Class	4
I want information about the Peer-to-Peer Class	4
I have lost someone to suicide. Who can I call?	5
Crisis	5
My loved one is in crisis, refuses to take medication, accept treatment, etc. What can I do?	5
I've just been diagnosed with a mental illness. What should I do?	8
Will a Baker Act be on my permanent record?	9
How do I begin a Baker Act on my loved one?	9
My loved one has just been Baker Acted and put in jail and I'm scared. What should I do?	11
I have been Baker Acted and have concerns about my treatment.	11
Housing	13
I am on a limited budget and need affordable housing	13
Therapy	14
I am uninsured and need a therapist. Who can I call?	14
I am on Medicare and need a therapist. Who can I call?	16
I am on Medicaid and need a therapist. Who can I call?	16
I have insurance through my employer and need a therapist. Who can I call?	17
Volunteering	18
I am interested in volunteering for the NAMI Jax Helpline	18

Miscellaneous	19
Inquiry to the NAMI Helpline is a possible solicitation	19
Inquiry is about adding a resource to the NAMI Jacksonville website	20
Inquiry to the NAMI Helpline is unclear or person did not state their issue	20
I want information on a NAMI client (what classes or groups someone has attended, if they contacted us or the helpline, etc.)	20
I am a student and interested in observing (auditing) a support group	21

How to Use these FAQs

There are certain questions that we get a lot, such as about housing, low/free cost therapy, and our programs and support groups. **Below are NAMI-approved responses to commonly asked questions.** Use this exact language to maintain the integrity of your responses.

If the caller's questions are not covered by these FAQs, you may conduct your own research and respond accordingly, but be cautious. If you are confident in the accuracy and completeness of your response, move forward with responding. However, if you are anything but 100% confident, inform the caller that you need to do a little more research and reach out to the Helpline Coordinator for assistance. It's better to ask for help than to provide an inaccurate, incomplete or weak response. Our goal is to be of the most assistance that we can.

Copy/paste this language into the email then copy/paste the FAQ

Thank you for reaching out to NAMI Jacksonville. We're sorry to hear that you are going through this, but please know you are not alone. Below is an FAQ that seems related to your situation. I hope this is helpful.

Take care. Please don't hesitate to reach back out if you need further assistance.

--Your Name
NAMI Helpline Volunteer

NAMI Programs & Support Groups

I want information about your support groups

We have two support groups based on your need:

NAMI Connection Recovery Support Group is a free, peer-led support group for adults living with mental illness. You will gain insight from hearing the challenges and successes of others, and the groups are led by NAMI-trained facilitators who live in recovery and who've been there.

NAMI Family Support Group is a trained facilitator led support group for family members, caregivers and loved ones of individuals living with mental illness. You will gain insight from the challenges and successes of others facing similar circumstances. The trained facilitators are also family members who have lived experience of supporting a loved one with mental illness.

NAMI's Support Groups are unique because they follow a structured model to ensure you and others in the group have an opportunity to be heard and to get what you need.

NAMI Jacksonville Family Support Groups

In-Person: 2nd and 4th Tuesdays of each month 6:00-7:30pm

Baptist Health - Wolfson Children's Center for Behavioral Health at Baptist Health Southbank Plaza - 1650 Prudential Drive, Suite 210 (2nd Floor), Jacksonville, FL 32207. Drop ins are welcome at our in-person support groups. For the safety of our facilitators and all participants, masks will be required during meetings. Support Groups will be limited to 15 to ensure safe social distancing.

Online (Zoom): Mondays 6:15pm-7:30pm

Free to attend. Registration is required for each meeting. To register for the Zoom meeting, go to <https://namijax.org/family-support/> and scroll down to click **REGISTER**. (Be sure to register each week you plan to attend.)

NAMI Jacksonville Connection Recovery Support Groups

In-person: Fridays 6:00pm-7:30 pm

Grace Episcopal Church, 245 Kingsley Ave., Orange Park, FL 32073

Free to attend. Drop-ins are welcome at our in-person support groups. For the safety of our facilitators and all participants, masks will be required during meetings. Support Groups will be limited to 15 to ensure safe social di

stancing.

Online (Zoom): Tuesdays 6:15pm-7:30pm

Free to attend. Registration is required for each meeting. To register for the Zoom meeting, go to <https://namijax.org/peer-support/> and scroll down to click REGISTER. (Be sure to register each week you plan to attend.)

Below is the information for another organization that holds peer support groups for individuals living with depression or bipolar:

Depression Bipolar Support Groups [DBSA]

Online Groups: www.dbsalliance.org/support/chapters-and-support-groups/online-support-groups

Northeast Florida Area Groups:

<https://www.dbsalliance.org/support/chapters-and-support-groups/find-a-support-group/?zip=32204&miles=50>

Support groups for people living with depression and bipolar disorder, providing a safe, welcoming place to share experiences, discuss coping skills, and offer each other hope.

Check online for available meetings.

24-HOUR TEXTLINE: Text "DBSA" to 741741
800-826-3632

Additional Resources

Below are links to all of our resources available at your fingertips. Save these links as they may come in handy in the future.

- [NAMI Jacksonville Helpline Frequently Asked Questions \(FAQs\)](#)
- [NAMI Jacksonville Resource Directory](#)
- [Resource webpage on \[www.namijax.org\]\(http://www.namijax.org\)](#)

Sign up for NAMI Jacksonville to receive email updates of upcoming events and classes!

Visit <https://namijax.org/join/>.

I want information about the Family-to-Family Class

We have an educational course called “Family-to-Family” that will arm you with extensive knowledge and further build your support network. The course is held over 8 weeks, and is facilitated by trained NAMI volunteers who are family members of a loved one with mental illness who have gone through what you’re going through. The program includes presentations, discussion and interactive exercises. Information about medications; research related to the biology of brain disorders; gaining empathy, listening, and communication techniques; strategies for handling crises; care for the caregiver, support and services within the community. See below for information on the next class. It is free to attend, but pre-registration is required. You must commit to attend the entire 8-week session. [Click here to learn more and to register.](#)

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I have lost someone to suicide. Who can I call?

I am so sorry for your loss. Connecting with other people who have gone through the same thing can be very helpful. An organization called American Foundation for Suicide Prevention provides a listing of support groups throughout the United States.

Click here to find a support group near you: <https://afsp.org/find-a-support-group>

Another organization that hosts online support groups is the Alliance of Hope for Suicide Loss Survivors: <https://allianceofhope.org/>

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Crisis

My loved one is in crisis, refuses to take medication, accept treatment, etc. What can I do?

Many of us here at NAMI Jacksonville have been through similar circumstances. What we've found most helpful is to educate ourselves and attend the 8-week NAMI Family-to-Family class and our Family Support Groups to learn hope to cope when a loved one does not comply with treatment and learn techniques for better communication and a trusting relationship with your loved one.

The NAMI Family Support Group currently meets both in-person and online on Zoom for your convenience. The group is facilitated by incredibly supportive and compassionate family members and

you'll meet many people who have walked in your shoes. Please consider attending so you have the support you need as you care for your loved one.

NAMI Jacksonville Family Support Groups

Online (Zoom): Mondays 6:15pm-7:30pm

Free to attend. Registration is required for each meeting. To register for the Zoom meeting, go to <https://namijax.org/family-support/> and scroll down to click **REGISTER**. (Be sure to register each week you plan to attend.)

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Injectable Medication and Ex-Parte Proceeding for Involuntary Evaluation (Baker Act)

One thing we discuss in class is that depending on the mental illness, injectable medication may be an option, so your loved one should talk to their doctor. If your loved one has psychosis or delusions, you can consider an ex-parte proceeding for involuntary evaluation (aka Baker Act). A Baker Act (aka Ex Parte) is a mechanism for a person suffering a mental health crisis to be taken involuntarily to a crisis stabilization unit for evaluation. The criteria for a Baker Act is that the person must be a danger to self or others. There are several ways to begin a Baker Act:

1. **Have a mental health professional issue a Baker Act.** Call your loved one's doctor, psychiatrist, or therapist if they have one and let them know you feel your loved one is a danger to themselves or others. These professionals all have the ability to issue a Baker Act.
2. **Have the police issue a Baker Act.** Call the police (9-1-1) and specify you believe your loved one is a danger to themselves or others and you want to initiate a Baker Act. When talking to 9-1-1 or the police, ask for a Crisis Intervention Team (CIT) member. These are specially trained officers who are trained to deal with mental illness, and can issue a Baker Act.

3. **Take your loved one to a hospital.** Drive your loved one to a Baker Act receiving facility. Visit the COJ.net website for a listing of Baker Act receiving facilities:
<https://www.coj.net/departments/special-services/behavioral-and-human-services/mental-health-services.aspx>
4. **Petition the court.** Under the Baker Act law, a family member can sign a petition to ask the court to bring in your loved one to a behavioral health hospital much like if the police or a doctor calls for a Baker Act. The grounds are similar, and include if the person needs treatment, and because of his or her illness is unable to get or receive treatment, and the lack of treatment will result in harm to the individual. File an Ex Parte petition at the Duval County Clerk of Court. Note that this can take longer to execute. Below is their contact information:

Mental Health Department

Office Hours: Monday through Friday (excluding holidays): 8:00 a.m. – 4:00 p.m.

Address: 501 West Adams Street, Room 1038, Jacksonville, FL 32202

Phone: (904) 255-2000

Website: <https://www2.duvalclerk.com/departments/mental-health/>

Legal Guardianship

A guardianship is a legal proceeding in the circuit courts of Florida in which a guardian is appointed to exercise the legal rights of an incapacitated person, which may include mental illness. The process is governed by [Chapter 744, Florida Statutes](#). The guardian is an individual or institution (such as a nonprofit corporation or bank trust department) appointed by the court to care for an incapacitated person — called a “ward” — or for the ward’s assets.

For more information about guardianship in Florida, visit:

<https://www.floridabar.org/public/consumer/pamphlet030/>

NAMI does not recommend lawyers, but you might search for someone who practices disability or elder law as some of the same issues arise with disabled or elder adults with dementia. An attorney in Jacksonville who has taught guardianship classes is Rebecca Berg bbelderlaw.com.

Crisis Resources

Here are links to crisis resources on namijax.org you may find helpful:

- [Crisis webpage](#)
- [Crisis information file](#)
- [Florida Risk Protection Order](#) (if your loved one is threatening violence)
- [Navigating a Mental Health Crisis](#)

NAMI Basics Online Course for Parents and Caregivers of Youth

NAMI Basics is a 6-session education program for parents, caregivers and other family who provide care for youth (ages 22 and younger) who are experiencing mental health symptoms. This program is free to

participants, 99% of whom say they would recommend the program to others. NAMI Basics is available online through [NAMI Basics OnDemand](#).

The OnDemand program is guided by parents and family members with lived experience but is self-paced and available 24/7. OnDemand offers the flexibility of participating in the course on your schedule. The program provides strategies and the opportunity to connect with other parents and caregivers.

NAMI Homefront Online Course for Families, Caregivers and Friends of Veterans and Military

NAMI Homefront is a free, 6-session educational program for families, caregivers and friends of military service members and veterans with mental health conditions. Based on the nationally recognized NAMI Family-to-Family program, NAMI Homefront is designed to address the unique needs of family, caregivers and friends of those who have served or are currently serving our country. The program is taught by trained family members of service members/veterans with mental health conditions. [Click here to learn more and to register for the next class.](#)

Additional Resources

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I've just been diagnosed with a mental illness. What should I do?

You've taken the first step by reaching out. Learn as much as you can about your mental illness and gather your support system around you. Mental illness makes it very tempting to isolate, which we know can worsen mental illness.

That's where NAMI comes in. We have a Peer Support Group that currently meets online via Zoom and in-person. The group is facilitated by people who have been in your shoes. Please consider attending so you have the support you need as you care for yourself. To learn more visit <https://namijax.org/peer-support/>.

We also have a course called "Peer-to-Peer" that will help you understand your illness and give you tools and skills to arm yourself with extensive knowledge and further build your support network. The course is held over 8 weeks, and is facilitated by trained NAMI volunteers who have gone through what you're going through. [Click here to learn more and to register for the next class.](#)

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Will a Baker Act be on my permanent record?

A Baker Act is a legal mechanism for a person suffering a mental health crisis to be taken involuntarily to a crisis stabilization unit for evaluation. Just because the police may be involved, it is not a criminal offense. Baker Act information is treated like a medical record and should not show up as an arrest record. The arresting agency and everyone who works there (including police officers) are bound by HIPAA law to treat the Baker Act record as Personal Health Information (PHI). An officer responding to a future incident with an individual will be able to access the prior Baker Act record if needed, but no entities or persons outside of the arresting agency can have access to the information unless the individual who has been Baker Acted grants such permission.

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How do I begin a Baker Act on my loved one?

A Baker Act (aka Ex Parte) is a mechanism for a person suffering a mental health crisis to be taken involuntarily to a crisis stabilization unit for evaluation. The criteria for a Baker Act is that the person must be a danger to self or others. There are several ways to begin a Baker Act:

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themselves or others. These professionals all have the ability to issue a Baker Act.

2. **Have the police issue a Baker Act.** Call the police (9-1-1) and specify you believe your loved one is a danger to themselves or others and you want to initiate a Baker Act. When talking to 9-1-1 or the police, ask for a Crisis Intervention Team (CIT) member. These are specially trained officers who are trained to deal with mental illness, and can issue a Baker Act.
3. **Take your loved one to a hospital.** Drive your loved one to a Baker Act receiving facility. Visit the COJ.net website for a listing of Baker Act receiving facilities:
<https://www.coj.net/departments/special-services/behavioral-and-human-services/mental-health-services.aspx>
4. **Petition the court.** Under the Baker Act law, a family member can sign a petition to ask the court to bring in your loved one to a behavioral health hospital much like if the police or a doctor calls for a Baker Act. The grounds are similar, and include if the person needs treatment, and because of his or her illness is unable to get or receive treatment, and the lack of treatment will result in harm to the individual. File an Ex Parte petition at the Duval County Clerk of Court. Note that this can take longer to execute. Below is their contact information:

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Crisis Resources

Here are links to crisis resources on namijax.org you may find helpful:

- [Crisis webpage](#)
- [Crisis information file](#)
- [Navigating a Mental Health Crisis](#)

It's important to know you are not alone. Many of us at NAMI have gone through what you're going through. We have a Family Support Group that currently meets online on Zoom. The group is facilitated by incredibly supportive and compassionate family members and you'll meet many people who have walked in your shoes. Please consider attending so you have the support you need as you care for your loved one. Our groups meet regularly either online via Zoom or in-person. For more information, visit <https://namijax.org/family-support/>.

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My loved one has just been Baker Acted and put in jail and I'm scared. What should I do?

First, it's important that both the jail and your loved one's attorney is aware there is a mental health issue so make a call to each right away. The Duval County Jail has a psychiatrist on staff and will provide medications. You can contact the Duval County Jail Mental Health Coordinator, Darlene Little, at 904-630-5826.

Here are links to crisis resources on namijax.org you may find helpful:

- [Crisis webpage](#)
- [Crisis information file](#)
- [Navigating a Mental Health Crisis](#)

You may also want to join our Family Support Group. The group is facilitated by incredibly supportive and compassionate family members and you'll meet many people who have gone through what you are going through right now. Please consider attending so you have the support you need as you care for your loved one. Our groups meet regularly either online via Zoom or in-person. For more information, visit <https://namijax.org/family-support/>.

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I have been Baker Acted and have concerns about my treatment.

Thank you for reaching out to NAMI Jacksonville. We're sorry to hear that you are going through this, but please know you are not alone. Below is some information related to your situation. I hope this is helpful.

If you have a complaint regarding your treatment you can file a complaint directly with that provider or facility. The psychiatric units have a protocol in which you can file a complaint related to your treatment. Typically this information is provided in your admission package. You can review your admission (or discharge) paperwork for the complaint process. If you don't see it there, you can request the paperwork from the hospital.

If you have a complaint that your privacy was violated under the HIPAA laws, you may file a complaint with the Office of Civil Rights. You may review the website below on how to file a complaint. <https://www.hhs.gov/hipaa/filing-a-complaint/index.html#:~:text=Filing%20a%20Complaint.%20If%20you%20believe%20that%20a,complaint%20with%20the%20Office%20for%20Civil%20Rights%20%28OCR%29.>

Here are links to crisis resources on namijax.org you may find helpful:

- [Crisis webpage](#)
- [Crisis information file](#)
- [Navigating a Mental Health Crisis](#)

NAMI Jacksonville Connection Recovery Support Groups

As you continue your journey through mental illness and recovery, and if you are stable and ready to seek wellness, you may consider joining NAMI Jacksonville's Connections Recovery Support Group.

NAMI Connection Recovery Support Group is a free, peer-led support group for adults living with mental illness. You will gain insight from hearing the challenges and successes of others, and the groups are led by NAMI-trained facilitators who live in recovery and who've been there.

NAMI's Support Groups are unique because they follow a structured model to ensure you and others in the group have an opportunity to be heard and to get what you need.

To learn more visit <https://namijax.org/peer-support/>.

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We also have a course called "Peer-to-Peer" that will help you understand your illness and give you tools and skills to arm yourself with extensive knowledge and further build your support network. The course is held over 8 weeks, and is facilitated by trained NAMI volunteers who have gone through what you're going through. [Click here to learn more and to register for the next class.](#)

Social Security Information

If you are unemployed or unable to work, you should also consider applying for Social Security benefits. Access to Social Security benefits provides the most complete package of health benefits, including automatic Medicaid eligibility. It can take months to be approved, so get started on it right away. Know that it is common to be turned down the first time, so don't give up and try, try again. To apply, contact the local Social Security Office:

Social Security Administration

7185 Bonneval Rd #1

Jacksonville FL

904-296-1991

<http://socialsecurity.gov/applyfordisability>

Suicide Prevention Hotline

Note that the resources cited in this email can take time, so if you are experiencing a crisis and need emergency help, please call the Suicide Prevention Hotline at 1-800-273-8255 or text GO to 741741 to reach a trained Crisis Counselor anytime, 24/7. Completely confidential.

For information about the Suicide Prevention Hotline, visit this

webpage: <https://www.crisistextline.org/topics/suicide/?msclkid=1201e5dda21215629856bb2d504c8c7a#suicidal-behavior-what-people-contemplating-suicide-might-do-4>

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Housing

I am on a limited budget and need affordable housing

There are a lot of resources in the community which can make it overwhelming. I recommend starting with the United Way. They can help guide you to the myriad of resources. Very simple number to remember - just **dial 2-1-1**.

Below are some organizations to contact, but honestly, United Way will know all about these and many more and they also know how to help you navigate them.

- United Way – dial 2-1-1
- Catholic Charities 904-354-3416
- Jacksonville Housing Authority 904-630-3810, www.jaxha.org
- Dept of Housing and Urban Development, www.hud.gov
- Emergency Assistance Programs – 904-354-3416
- Jacksonville Housing Commission – 904-224-8200 www.coj.net
- Jacksonville Urban League – 904-366-3470

- Builders Care – 904-727-3443
- MHRC South Comprehensive Services Center - 904-642-9100, option #1
- First Coast Long-Term Care Ombudsmen Council – 4161 Carmichael Ave #141, Jax FL 32207
- Quality Life Center group homes – 904-398-2020
- Ability Housing for SSDI recipients – 904-359-9650
- Clay Behavioral Health Center 904-291-5561 (similar to Ability Housing)

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Therapy

I am uninsured and need a therapist. Who can I call?

The National Alliance for Mental Illness (NAMI) is a volunteer organization that advocates for people and families dealing with mental illness. While we do not provide mental health services or recommend mental health providers, we do provide resources you can call. Below are some resources to try to help you locate care:

- **Mental Health Resource Center** - see this webpage for contact information: <http://www.mhrcflorida.com/outpatient-services-for-adults--adolescents-and-children.html>
- **24/7 Access to Care Line** - it is a warm line, which means you leave a message and they call you back: 877-229-9098
- **WeCare Jax** - medical clinic for low income & uninsured - <https://wecarejacksonville.org/>
- **Sulzbacher Center** - mental health treatment center for uninsured - <https://sulzbacherjax.org/contact/>
- **United Way information hotline** - dial 2-1-1
- **Shands Hospital** – financial evaluation line 904-244-4015
- **Jax Beach free clinic** – 904-241-6767
- **Mental Health Resources hotline** - 833-848-1762
- **Medicaid (for low income)** – 904-723-2000, www.dcf.state.fl.us

NAMI Jacksonville Connection Recovery Support Groups

While NAMI doesn't offer therapy, we do have Peer Support Groups that currently meet online via Zoom and in-person that are free to attend. The group is facilitated by people who have been in your shoes.

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Note that the resources cited in this email can take time, so if you are experiencing a crisis and need emergency help, please call the Suicide Prevention Hotline at 1-800-273-8255 or text GO to 741741 to reach a trained Crisis Counselor anytime, 24/7. Completely confidential.

For information about the Suicide Prevention Hotline, visit this

webpage: <https://www.crisistextline.org/topics/suicide/?msclkid=1201e5dda21215629856bb2d504c8c7a#suicidal-behavior-what-people-contemplating-suicide-might-do-4>

Additional Resources

Below are links to all of our resources available at your fingertips. Save these links as they may come in handy in the future.

- [NAMI Jacksonville Helpline Frequently Asked Questions \(FAQs\)](#)
- [NAMI Jacksonville Resource Directory](#)
- [Resource webpage on www.namijax.org](#)

Sign up for NAMI Jacksonville to receive email updates of upcoming events and classes. Visit <https://namijax.org/join/>.

I am on Medicare and need a therapist. Who can I call?

The National Alliance for Mental Illness (NAMI) is a volunteer organization that advocates for people and families dealing with mental illness. While we do not provide mental health services or recommend mental health providers, we do provide resources you can call. Below are some resources to help you locate a therapist:

- **Psychology Today Provider Directory** – this provider directory is very user friendly, and allows you to search by zip code, insurance type, conditions, issues, etc. See this webpage to search for therapists who take Medicare in your area:
<https://www.psychologytoday.com/us/therapists/medicare>
- **Medicare Physician Compare** – this is the government website where you can find Medicare providers of any type. <https://www.medicare.gov/physiciancompare/>.

While NAMI doesn't offer therapy, we do have a Peer Support Group that currently meets online on Zoom that is free to attend. The group is facilitated by people who have been in your shoes.

NAMI Jacksonville Connection Recovery Support Groups

While NAMI doesn't offer therapy, we do have Peer Support Groups that currently meet online via Zoom and in-person that are free to attend. The group is facilitated by people who have been in your shoes. Please consider attending so you have the support you need as you care for yourself. To learn more visit <https://namijax.org/peer-support/>.

Additional Resources

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I am on Medicaid and need a therapist. Who can I call?

The National Alliance for Mental Illness (NAMI) is a volunteer organization that advocates for people and families dealing with mental illness. While we do not provide mental health services or recommend mental health providers, we do provide resources you can call. Below are some resources to help you locate a therapist:

- **Psychology Today Provider Directory** – this provider directory is very user friendly, and allows you to search by zip code, insurance type, conditions, issues, etc. See this webpage to search for

therapists who take Medicaid in your area:

<https://www.psychologytoday.com/us/therapists/medicaid>

- **Medicaid Portal** – this is the government website where you manage your Medicaid plan.
<https://members.flmedicaidmanagedcare.com/login?langCd=en>

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I have insurance through my employer and need a therapist. Who can I call?

The National Alliance for Mental Illness (NAMI) is a volunteer organization that advocates for people and families dealing with mental illness. While we do not provide mental health services or recommend mental health providers, we do provide resources you can call. Below are some resources to help you locate a therapist:

- Check with your employer to see if they have an Employee Assistance Program (EAP). EAPs often give employees free therapy visits.
- Call your insurance company or visit their website to obtain a list of therapists in your area who accept your insurance.
- The Psychology Today Provider Directory is another option for locating therapists. It's very user friendly, and allows you to search by zip code, insurance type, conditions, issues, etc.
<https://www.psychologytoday.com/us/therapists/>

NAMI Jacksonville Connection Recovery Support Groups

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Volunteering

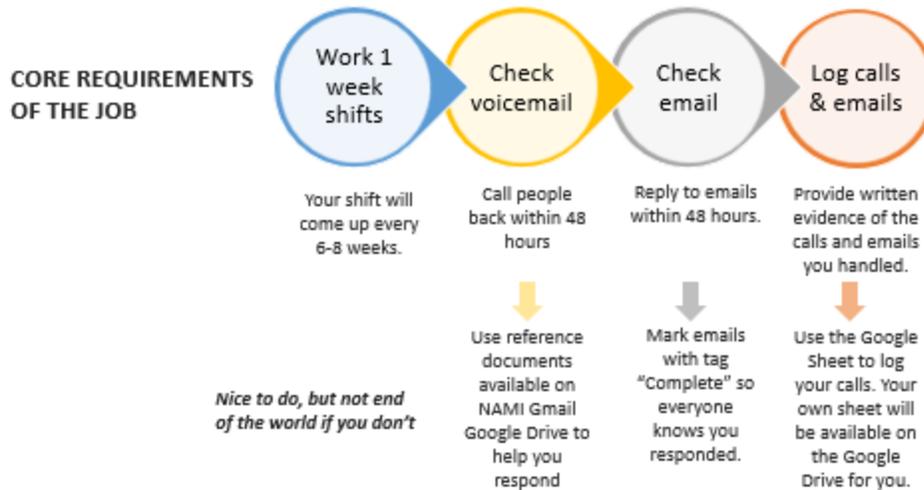
I am interested in volunteering for the NAMI Jax Helpline

Thank you for your interest in the helpline! Our helpline is not a hotline, which means we don't have a call center manned by people answering live calls. Callers to our helpline either send us an email or leave a message on our voicemail. They are told they will receive a response in 48 hours.

Below is an overview of the job. It's a 100% work-from-home job. Volunteers work 1-week shifts and handle both the voicemail and email. We typically have 4-10 volunteers, so your shift would come up once every 5 to 11 weeks. During your shift, you can expect to spend 30-45 minutes a day checking voicemail and email and responding. Some days are heavier than others, so it's possible that you get no emails or calls in one day and then 6 the next day. The 48 hour response time gives you flexibility to manage that. We get a lot of the same questions, so we have a set of FAQs that you use to copy/paste into an email or use to craft your verbal response on the phone. About 10% of inquiries aren't covered by the FAQs and in that case you reach out to the Helpline Coordinator via text, email or phone call to get help.

Please review the below. If you're still interested, email programs@namijax.org and the NAMI Volunteer Coordinator will let you know next steps.

The Job in a Nutshell



Personal Qualities of a Volunteer

As a Helpline volunteer, you need to:

- Possess a caring spirit.
- Be comfortable talking on the phone to strangers.
- Feel responsible to the people who ask questions to the Helpline and take ownership to ensure every call and email received during your shift is responded to within 48 hours.
- Hold yourself accountable to being ready for your shift and start your shift on time without being reminded.
- Have good listening skills, which often means listening more and talking less.
- Possess polite telephone skills with the ability to redirect conversation and bring closure in a tactful way if the caller goes on and on.
- Be able to stay calm and focused on your real purpose, which is helping people, even when they make it hard to be helped.
- Resist the desire to "fix" or give orders. Our role is not to tell people what to do. We offer options based on their need and our personal experience and good judgment. What they do with the options is up to them.
- Be willing to share personal experience with callers when it's helpful.
- Be dogged in pursuit of answers and willing to research on behalf of the caller.

Miscellaneous

Inquiry to the NAMI Helpline is a possible solicitation

You have reached the NAMI Jacksonville helpline. We are a group of volunteers available to help answer questions from individuals who suffer from a mental illness or loved ones who care for them. If your

email is a solicitation, please delete us from your mailing list. If you have a question for the helpline, please reply to this email and provide more details so we may assist you.

Inquiry is about adding a resource to the NAMI Jacksonville website

You have reached the NAMI Jacksonville helpline. We are a group of volunteers available to help answer questions from individuals who suffer from a mental illness or loved ones who care for them. It appears you are requesting your resource be added to our resource list. I have submitted your request to the NAMI Jacksonville admin office. Thank you.

Inquiry to the NAMI Helpline is unclear or person did not state their issue

Thank you for reaching out. You have reached the NAMI Jacksonville helpline. We are a group of volunteers available to help answer questions from individuals who suffer from a mental illness or loved ones who care for them. Typically individuals reach out to us for resources, so I'm including them below.

If these resources don't answer your question, please reply to this email and provide more details so we may assist you better. Take care.

Additional Resources

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I want information on a NAMI client (what classes or groups someone has attended, if they contacted us or the helpline, etc.)

We maintain strict confidentiality of our NAMI clients. Therefore, we do not keep records on individuals who participate in our programs or contact us for any reason. We advise that you contact the individual directly.

Additional Resources

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I am a student and interested in observing (auditing) a support group

Please note that our Connections Recovery Support Groups are open only to individuals living with mental illness who are seeking support, compassion, and recovery. Family Support Groups are open only to family members of a loved one with mental illness seeking support, compassion, and education about caring for their loved one.

NAMI's programs are confidential and are not open for observance or auditing. Only those seeking support for their or their loved one's mental health issue may attend. To protect the privacy of support group members, our groups are not open to individuals who do not meet that criteria.

If you feel you fit the criteria, please reply specifying whether you are an individual with mental illness or a family member so we may share the correct group registration link with you. Please note at no time may group participants record any portion of the meetings whether by audio, video, or in writing.

Please contact us with any questions. Thank you for your interest in NAMI Jacksonville!

Additional Resources

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