

County of Marin Community Service Fund Program Application Form

Fields labeled as "(public)" will be viewable to the public.

Request is for Fiscal Year: July 1, 2021 - June 30, 2022

Application Date (public) Tuesday, March 29, 2022

Project Number 44

Organization Information

Full Legal Name (public) NAMI Marin County

Organization URL (public) www.namimarin.org

Mission

What is the mission/purpose of your organization? (Limited to 1000 characters) (public)

NAMI, the National Alliance on Mental Illness, Marin County is the local affiliate of the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness and their families.

Grant Request Information

Program/Project Name (public) NAMI Marin Help Line

Provide a very brief summary description of your project. (Limited to 250 characters) (public) An innovation to improve our existing Help Line by implementing a calling system that allows for volunteers to work remotely to remove obstacles, protect confidentiality, connect to mental health resources and improve access to services in Marin.

Amount Requested Dollar (public) 10000

Total Project Cost (public) 20000

Being as specific as possible, describe the proposed project/program and its goal(s). Include implementation plans as related to the COVID 19 pandemic and identify what elements of the project would be paid for using County funds. (Limited to 2000 characters) (public)

NAMI Marin's volunteer-run Help Line requires innovation in order to properly meet the increasing needs of families and individuals reaching out to our organization for information on mental health services and support groups offered in the County. For many families and individuals, our Help Line is often the entry-point in which families and loved ones seek out resources and support groups to help de-escalate challenging situations. Due to the nature of the work, volunteers were often the first person callers encountered in being able to help console their worries, provide resources, and support navigation through mental health systems. This process allowed for connection and support, while

also introducing callers to the services offered by NAMI Marin.

However, due to the pandemic our volunteers began working remotely and no longer had access to our community office where calls are routed through our in-office phone system. Volunteers, along with our executive director, banded together to provide at-home working solutions that led to the most immediate ways to respond to and take calls from the public.

The conversion of the Help Line from in-office to remote-working impacted the way volunteers responded to incoming calls and limited options to maintain personal anonymity. What began as a temporary solution related to the pandemic has become a new way of meeting the needs of the public and we are now looking to improve our at-home systems as a permanent option of volunteerism at NAMI Marin.

Many of our volunteers would like to continue working remotely and NAMI Marin is determined to make that a reality by implementing solutions that protect confidentiality, respond to changing communication needs, and diffuse obstacles for incoming-callers.

Support for this one-time innovation would include:

cell phones for each volunteer working from home, online technology allowing for text and email options, and staff time to oversee and implement the project.

List all community interests that will be affected by the proposed project/program and the public benefit to be derived from it. (Limited to 2000 characters) (public)

Recently, collaborative public-nonprofit-private partnerships in Marin County have not only raised awareness of the mental health services in our communities, but it has also shown an uptick of individuals and families requesting access to these services in the aftermath of the pandemic. The capacity in which these partnerships can respond, especially within our nonprofit community, heavily relies on volunteer capacity. NAMI Marin volunteers are often family members themselves who have dedicated their lives to advocating for their loved ones experiencing mental health challenges, and are now supporting families through varying mental health systems and services.

NAMI Marin's Help Line is the first introduction to our organization in which callers receive assistance during their time of need, are made aware of our support network, and brought into the fold of our programming. Our Help Line received over 1,000 calls since the pandemic began. Though volunteers expressed interest in continuing remote-working, they have also made it clear that in order to continue to do so they have to be able to reach callers more easily. Callers rely on our ability to actively listen to their concerns and provide assistance during difficult periods. This requires speed and action that our current remote-system does not fully allow. The benefit of incorporating a telecommunication system is that it allows our volunteers to build relationships with the public, and put callers at ease through an organizational structure that expands their impact and reach in Marin County.

Community interest that represents calls to our Help Line include:

Mental illness, families in crisis with first episode psychosis, homelessness, incarceration, medication management, treatment options, mental health resources in the community, family support and education options, substance use challenges, and youth experiencing mental health challenges, suicide prevention, and LGBTQ resources.

Has your organization received Community Service funds before? (public)

Yes

If Yes, please list the total amount received for the past three fiscal years: (public)

	Amount (\$)	Project
FY 2020-2021		
FY 2019-2020	5000	Cognitive Behavioral Therapy Workshop for Families
FY 2018-2019		

Is your organization receiving any other County funding for this project or others? (public)

No

Can you successfully complete your project by June 30, 2021 if you receive less than your requested amount of Community Service funds? (public)

Yes

Applicants are encouraged to leverage funding from other non-County sources, and priority will be given to requests that represent no more than 50% of total project cost. To demonstrate all sources of project funding, including other County sources, please provide a project/program budget below.

Please fill in as applicable, and round to the nearest dollar. (public)

	Funding Agency	Funding Requested (\$)	Funding Received (\$)	Notes
County CSF				
Federal Grant				
State Grant				
Individual Contributions	10000	10000	10000	Through individual donations and yearly fundraising efforts
Other Local Agencies				
In kind services				
Other				

Total Funding Requested \$10000

Total Funding Received \$10000

Please fill in as applicable, and round to the nearest dollar.

	Budgeted (\$)	Spent to Date(\$)	Notes
Personnel Costs	5000	0	
Services and Supplies	5000	0	
Capital	0	0	
Other	0	0	

Total Budgeted Expenses (public) \$10000

Total Spent to Date (public) \$0

This cycle is funded by proceeds from the American Rescue Plan Act and the following questions are necessary to satisfy federal reporting criteria. All applicants are required to respond to these questions for completion of this application, but the responses will not be used in evaluating whether your project will receive Community Service Fund program funds from the County of Marin.

Has your organization been significantly impacted economically by COVID (such as financial loss due to periods of closure, implementing additional COVID safety precautions, lost fundraising opportunities, or inability to meet payroll, rent or utilities?) (public)

If Yes, please provide a specific description of the impacts and quantifying impact where possible. (public)

We lost significant fundraising opportunities due to the pandemic when so much was uncertain. While we received support during the pandemic, we have no way of knowing what individual support will continue. Due to the financial uncertainty, we had to keep our staffing the same, with only 1 full time employee until recently even though the community needs related to mental health rose significantly.

We needed to purchase cleaning and sanitizing products, masks, and an air filtration device.

Are you serving disadvantaged, minority or low-income residents who have been negatively impacted by COVID? (public)

If Yes, please provide a specific description of how the people you serve have been impacted. (public)

Families were impacted by economic challenges, job loss, food insecurity, and deteriorating mental health. Young people reported isolation, loneliness, and grief and loss related to missing important milestones. The ongoing stress and uncertainty of the pandemic exacerbated already precarious mental health challenges and resources were hard to find. Treatment facilities were balancing managing COVID prevention and outbreaks impacting families abilities to get treatment in a timely manner. Many

individuals became incarcerated due to their mental illness. People living with mental illness lost their housing and we saw an increase in reports of substance use.

Does your organization have future plans for improvements needed to mitigate the impacts of COVID or to contain its spread? (public)

Yes

If Yes, please provide a description of your improvement plans with quantifying statements when possible. (public)

We have planned a year's worth of online programming so that families can continually engage in support and education around mental illness, uninterrupted by COVID restrictions and concerns. We have re-opened in person programming for Family to Family and Family Support Groups with a new, thorough registration process that includes verifying vaccinations. We will offer ongoing individual support by phone or video chats to anyone not able to meet in person for any reason. We have increased our cleaning routines and purchased an air filtration system for in office work and staff remain masked for added protection.