**NAMI St. Louis 2020 Impact Report**

**Our Mission**
Through our education, advocacy, support, leadership and customer-centered services, we will improve the quality of life of persons experiencing mental illness and that of their families, caregivers and friends.

**20,124**
Individuals and families impacted Jan. - Dec. 2020

"You guys did an amazing job! I don't personally have a mental health condition, but I have a close friend with depression and this really helped me learn how to make sure she's doing okay."
- ETS Participant

"Thank you for your help. I didn't know where to start because I've never experienced anxiety before COVID-19..."
- HelpLine Caller

"During my first support group, I became aware that I am not alone in my fight with mental health and that there are others who have had similar experiences who want to support me. It made me feel valued and gave me clarity on issues I have been struggling with."
- Peer Support Group Participant

Reached **70,000+** people on social media, providing messages of hope, information and resources while earning **6,365** followers

Reached over **2,826** students during **127 ETS presentations**

Reached **25,000+** people through the NAMI St. Louis website

**Answered**
1,196
HelpLine calls, up 68% from 2019

111 Virtual presentations serving 1,053 people since mid-March

122 Virtual Family & Peer Support Groups serving 655 individual and family members since mid-March

Trained **36** new NAMI St. Louis education leaders in Family-to-Family, Family & Peer Support Groups, In Our Own Voice, or ETS

Trained **323** new CIT Officers during 15 in-person and virtual trainings

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