



NAMI Education Programs and Training:

What you need to know and MORE

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Learning objectives

- Identify five strategies to building relationships within diverse communities
- Describe process of nominating candidates for Training of Trainers
- Identify online mental health resources for military service members, veterans and their families



How we have grown.... Meet the NAMI Education Team



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How we have grown....

- Funding for expansion of support groups in underreached communities 96 grants awarded June 2022 - July 2023 through the support of Kohl's Cares.
- Funding for NAMI Provider expansion 41 grants awarded
- Improving support and communication with field TA & PD calls, and reinstating learning event for Program Coordinators, PCLE .

NAMI Program Coordinators' Learning Expo

Virtual, October 25&26, 2024

Two half day events, registration to open late August

Target audience: Individuals at either state or affiliate level who are responsible for coordinating NAMI Signature Education programs

“Everything you didn’t know you needed to know.”

Include topics such as identifying technology used, recruitment/retention of volunteers, education policies, program adaptations, translations, outreach strategies, resource chains, identifying state and affiliate roles, etc.

RFW from field – new programs, proven outreach, volunteer program success, relationship building, etc.

Outreach: Building Relationships

What does the “Manager, National Education Programs Outreach” do?

- Note what the field needs to provide programming to diverse communities
- Develop outreach tools for the field to utilize
- Provide support throughout the outreach process

What has this looked like so far?

- Community Outreach & Implementation Guide
- Additional translated support group materials



Outreach: Building Relationships

The Community Outreach and Implementation Guide aims to empower NAMI field leaders to engage with their local community and understand how to effectively build and foster relationships

Available for download on NAMI.net under “Support Groups”

Or [click here](#) to access directly!

Outreach: Building Relationships

Foundational Information

The key to building lasting, genuine relationship is a foundation of trust

- Practice Humility
- Share Your Story
- Be Reliable

Outreach: Building Relationships

5 steps

1. Learn About the Community
2. Set a Primary Goal
3. Develop a Strategic Plan to Start a Relationship
 - A. Identify Key Stakeholders
 - “Engaging with Key Stakeholders” section
 - B. Engage with Key Stakeholders
 - “Potential Community Events” section
4. Get the Word Out
 - “Media Outreach” section
5. Establish/Continue to Build Upon Your Relationship



Outreach: Building Relationships

Community Sections

- Black/African Ancestry Community
- Hispanic/Latinx Community
- Asian American and Pacific Islander Community

Communities are less trusting of mental health systems that reject the cultural beliefs that help anchor them to their community.

It is important to be culturally informed.

Outreach: Building Relationships

Additional Translated Materials for Support Groups

- In addition to completely translating all program materials (including training materials) in Spanish and Mandarin/Simplified-Chinese, we also translated the following materials into 10 additional languages:
 - Facilitator Guides, Facilitator Charts, Required Resource Table Docs, Evaluations
- Trained, multilingual facilitators can use these materials to facilitate a Connection or Family Support Group in one of these additional languages



Outreach: Building Relationships

What are the additional languages?

- Arabic, Burmese, Farsi, French, Haitian Creole, Hindi, Korean, Russian, Tagalog, Vietnamese

How did we choose these languages?

- Advisory Group
- US Census Data
- Consistency/expanding on current resources

But most importantly...

- Direct feedback/requests from you all in the field!



Outreach: Building Relationships

Continuing to Grow Our Resources

- Adaptation & Translation Applications
 - Can be found in the National Education Programs Operating Policies and Procedures
- Reach out to our team
 - namieducation@nami.org
 - jhowell@nami.org



NAMI Family Education Programs

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NAMI Family-to-Family

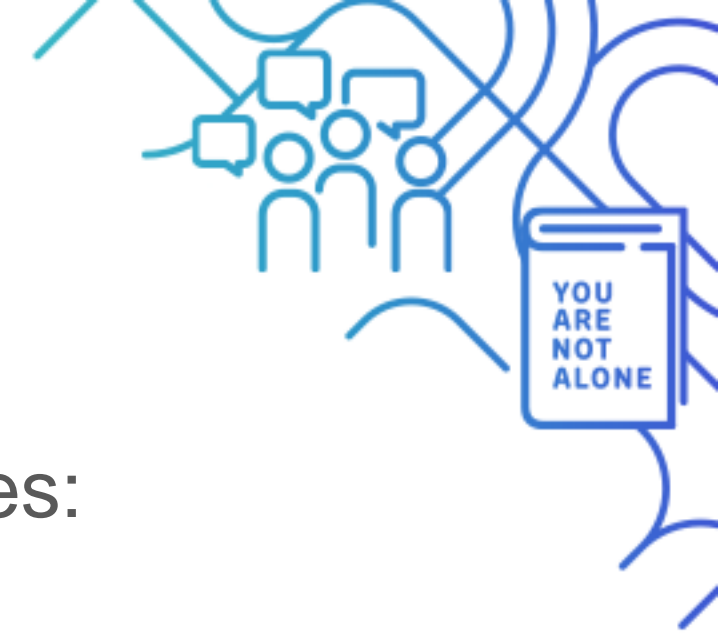
2022 Manuals, videos and PPTs available on NAMInet, three languages:

- English
- Spanish
- Mandarin

NAMI Family-to-Family is a free, 8-session educational program for family, significant others and friends of people with mental health conditions. It is a designated evidenced-based program. This means that research shows that the program significantly improves the coping and problem-solving abilities of the people closest to a person with a mental health condition.

NAMI Family-to-Family is taught by NAMI-trained family members who have been there, and includes presentations, discussions and interactive exercises.

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NAMI Basics

Manual updates – 2023, release early 2024

- Available in English and Spanish

Available self-paced OnDemand format

- Approved by several agencies for parent education. Register today: <https://basics.nami.org>

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 Homefront

- Manual updates - 2024
- Partnership with Department of Veterans Affairs
- NAMI Homefront Mental Health Resources for Service Members and Veterans available at: <https://homefrontresources.nami.org/>

NAMI Homefront is a free, 6-session educational program for families, caregivers and friends of military service members and veterans with mental health conditions.

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.

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Where we were...



2019 Training of Trainers

- Training of Trainers offered in-person, in DC – (1)
- **All programs offered; New State Trainers Certified: approximately 120**
- Cost to NSO/NA: approximately \$1,500 per trainee (registration fee, travel expenses and lodging)
- NAMI Staff organizing hotel logistics and meals in addition to the management of training

2020 Training of Trainers

- Cancelled due to COVID
- Waiting list created

Piloting virtual TT...



2021 Training of Trainers

- Worked to create online, asynchronous training to replace part of the in-person training and create a foundation for the live-taught virtual training weekend.
- Piloted three programs Dec. 2021: Peer-to-Peer, Family Support Groups and Connection
- Contacted all on waiting list for the above programs
- Cost to NSO/NA: \$125 per trainee
- **New State Trainers Certified: 38**

Lessons learned:

- Pre-training modules helpful as prep to live-training
- National Trainers felt that connections were made a real learning took place even in virtual setting
- Trainees reported they felt prepared to lead trainings and still received the “NAMMI experience” having program online
- Registration process cumbersome due to database not being updated
- Adapted registration language

Where are we now...

2022 Training of Trainers

- Sessions offered: 3
- Trainings per Program: 3
- Piloted F2F & IOOV, 2020 waitlist
- Piloted National Trainer Academy
- Cost to NSO/NA: \$125 per trainee (registration fee)
- Improved application, registration and vetting process; identified roles
- TT newsletter for NSO/registrants
- **New State Trainers Certified: 137**

2023 Virtual Training of Trainers (January - May)

- Sessions offered: 8 (2 per quarter)
- Programs per session: 4
- Created pre-training models and piloted Homefront & Basics; Piloting Provider in Sept.
- Cost to NSO/NA: \$125 per trainee (registration fee)
- New State Trainers Certified (January – May): 149
- **Projected Number of Trainees Certified by end of 2023: 320**

Mark your calendar...



Nomination Period: Opens June 1 - Closes June 15

- **Aug 23-24** Homefront, Peer to Peer, Family to Family, Connection
- **Sept 9-10** IOOV, FSG, Basics, Provider

Nomination Period: Opens August 22 - Closes September 12

- **Nov 29-30** IOOV, Family Support Group, Basics, Provider
- **Dec 9-10** Homefront, Peer to Peer, Family to Family, Connection



What Makes a Great Candidate for Training of Trainers?

- Exceptional, reliable, knowledgeable Program Leader
- Meets ALL requirements to attend training, as laid out on NAMI's Training of Trainers webpage
- Interested in becoming a State Trainer and committed to completing the modules in determined timeframe
- Available to attend the full live-taught training
- Understands the significance of being accepted to TT and the nationwide impact of dropping out along the way
- Aware of the NSO's expectations once they are certified State Trainers

How Does NAMI Determine TT Acceptances?

- Nominee meets all qualifications necessary to attend State Trainer training
- Nominee completes their portion of the application within the timeframe allotted
- National program manager interviews nominating NSO and candidate for qualification and understanding of program and training commitments
- NSO demonstrates a strong need for State Trainers in the program for which they are nominating

NSO and NA Roles in TT

NAMI Affiliate

- Identify strong, knowledgeable Leaders who may be interested in becoming Trainers. Have conversation with Leader.
- Communicate with NSO if you have a strong candidate to become a state trainer.

NAMI State

- State communicate with Affiliates to inquire about interested program leaders
- State nominates vetted training candidates
- State interviews with National program manager
- All TT communications from NAMI are sent to NSO (not NA). NSO communicates with trainee (and trainee's NA if applicable)
- NSO reads TT newsletters/correspondence from NAMI fully
- Pay the \$125 fee for each trainee
- Follow up with Trainee(s) regarding online training modules
- Reach out to ttinfo@nami.org with questions or concerns
- Verify date/time of the live taught, virtual training with State Trainer Trainee(s)



NSO's After TT

- NSO and State Trainer receive notice of certification. If provisional or non-certified, have conversation with trainee on what the follow-up will be.
- NSO should reach out to new State Trainers to make them aware of upcoming trainings and expectations
- Stay connected with newly certified State Trainers. Pass along program updates that come from National.
- Support NA's in securing State Trainers if they are hosting a program leader training.
- Communicate with National Program Managers whenever questions arise



National Alliance on Mental Illness

NAMI Training
of Trainers

Important Contact Information



Training of Trainers email, ttinfo@nami.org

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