



Mental Health Program Hub Frequently Asked Questions

When did NAMI Metropolitan Baltimore's Hub Program begin?

In 2015, NAMI Metropolitan Baltimore (NAMI Metro) recognized the importance of establishing a base of operations in communities across the Baltimore Metropolitan area to provide sustained access to NAMI education and support. During the summer in 2016, NAMI Metro began establishing formalized relationships with two churches and a community center operating in Baltimore City and County to offer NAMI class and support group sessions from their locations. The locations were NAMI Metro's first Mental Health Program Hub locations or "hubs". Today, NAMI Metro continues to partner with trusted community organizations and hospitals to offer our free mental health programming across the Metro Baltimore area through the hub program.

What makes an ideal hub partner?

To NAMI Metro Baltimore, an ideal candidate for becoming a hub partner is an organization rooted in the community that offers many useful services to its neighbors. Since NAMI Metro primarily offers education and support, all of our hub locations offer NAMI Metro programming as one more valuable resource among many already available to their client-base. Useful services, and service referrals, offered by existing hub locations fall into one or more of the following five service categories;

- **Health and wellness** – Clients have access to emergency medicine, health screenings, nutrition and fitness classes, counseling, rehabilitation
- **Continued education** – Community neighbors can study to obtain their General Education Development (GED), earn English as Second Language (ESOL) training, and learn to read through adult literacy classes
- **Job readiness** – Job seekers receive resume help, application assistance, and technical support (clothing, interview skills, ect.)
- **Emergency assistance** – Community members in need can seek financial support for housing, utilities, food, transportation, and general financial assistance
- **Generational programming** – Seniors and adolescents enjoy programming geared toward their life experiences through clubs and groups

By signing an annual agreement, the hub partner agrees to offer space to NAMI Metro to host programming and provide a liaison (staff member or volunteer) to help advertise our free mental health programming at their location. NAMI Metro can offer hub stipends to supplement the use of their space and to provide a staff person (liaison) to coordinate usage of the space, unless the hub waives the fee.

Are there different types of hubs?

No two hubs are exactly the same – just like the communities we serve. So, NAMI Metro classifies existing and potential hub partners in one of two categories – Model A and Model B.

Model A Hub

This hub partner offers programming in all five service categories in addition to our programming, and has ample financial and staff resources to support NAMI Metro activities on their site without the need of a stipend. It also has deep roots within the community and often serves a convener bringing other community organizations together to meet the needs of community members.

Model B Hub

This hub partner offers programming in most of the five service categories in addition to our programming. However, it tends to be small and have access to few financial or staff resources. As a result, they benefit from receiving a monthly stipend from NAMI Metro to help supplement the cost of hosting our programming. This partner is connected to many other important community service organizations and community members can benefit from its informal service referral system.

Are there expectations for hub partners?

NAMI Metro Baltimore’s greatest resources are its free evidence-based mental health programming and the valuable lived experience of our volunteers who lead them. When lending our resources to community partners to reach more people, it is important to put measures in place to ensure we are achieving service goals. Below are four general partnership expectations we have regarding programming, marketing/promotions, recruitment and onsite support according to hub model type.

	MODEL A HUB EXPECTATIONS	MODEL B HUB EXPECTATIONS
PROGRAMMING	Host NAMI Metro presentations and classes quarterly, and weekly/bi-weekly support group sessions as service capacity and interest exists.	Host NAMI Metro presentations annually, classes quarterly, and bi-weekly support group sessions as service capacity and interest exists.
MARKETING/PROMOTION	Feature NAMI Metro program flyers and event promotional material prominently on organizational website, social media pages, and in staff/volunteer/community newsletters. Create a mental health educational library to post printed program material and other mental health information when available.	Feature NAMI Metro program flyers and event promotional material prominently on organizational website, social media pages, and in staff/volunteer/community newsletters. Create a mental health educational library to post printed program material and other mental health information when available.
RECRUITMENT	Responsible for recruiting 20% of program participants and for helping NAMI Metro recruit volunteers from the service area.	Responsible for recruiting program participants and for helping NAMI Metro recruit volunteers from the service area.
ONSITE SUPPORT	Coordinate with NAMI Metro Baltimore to enable a staff member to field program and resource questions several times per week at hub location	Coordinate with NAMI Metro Baltimore to enable a staff member or volunteer to field program and resource questions several times per week at hub location

Additional hub partner expectations may be added according to the service area and desired service population. All partnership expectations are negotiated by organizational leads from NAMI Metro Baltimore and the community organization which a formal hub partner contract confirms.

What community organizations serve as existing NAMI Metro hub locations?

NAMI Metro is currently partnering with Clay Pots Community Center in Southwest Baltimore, Christian Temple Christian Church (Disciples of Christ) in Catonsville, and MedStar Harbor Hospital in the Cherry Hill neighborhood of Baltimore City. These locations host the bulk of our class programming and a portion of our presentation and support group programming as well.

Are there other areas where NAMI Metro could create and sustain new hubs?

NAMI Metro intends to serve every community within Baltimore City and County. Using relevant service data available to us, we look for hub locations in underserved communities where we can make the greatest impact.

How can my organization become a NAMI Metro Hub Partner?

Community organizations who are interested in joining NAMI Metro's hub network as a Model A or Model B hub partner, and are located in one of our areas of interest, should email info@namibaltimore.org to request a meeting about the program. Acceptance into the hub network is not guaranteed and requires both organizations to agree on the terms of a partnership agreement which outlines the actions each organization will take to work together.