

The Evolution of Trauma-Informed Care in the Quad Cities

The Quad Cities Trauma-Informed Consortium (QCTIC) brings together local organizations to build a healthier, more resilient community. Over the past decade, QCTIC has trained more than 14,000 individuals in Adverse Childhood Experiences (ACEs) and Trauma-Informed Care (TIC), evolving from awareness-building to supporting system-wide implementation.

“This work is simply about taking care of people - clients, staff, and organizations alike - which perfectly aligns with NAMI Greater Mississippi Valley,” says Lindsey Schneider, LISW, QCTIC’s Trauma-Informed Care Systems Coordinator and Change Agent.

On July 1, 2025, QCTIC transitioned to NAMI Greater Mississippi Valley as its backbone organization, allowing it to expand its reach. With support from the Regional Development Authority and the Better Health Foundation, QCTIC now provides free coaching and consultation for trauma-informed care implementation in Scott and Rock Island counties.

As QCTIC grows, so do its partnerships. In addition to schools and social services, it now works with healthcare systems, criminal justice, local government, and disaster response teams. Its focus goes beyond training to embedding the core principles of TIC - realizing, recognizing, responding, and resisting re-traumatization - into everyday operations, from policy review to program development.

“We found a critical piece was to also focus on the workforce itself,” Lindsey adds. “Through supervisor training, self-care groups, improved onboarding, and employee wellness initiatives, organizations are better equipped to support staff serving high-needs clients. Whether making small changes or committing to long-term transformation, having a third-party coach to walk alongside them is incredibly beneficial.”

Alongside systems work, QCTIC remains committed to accessible community education through monthly speaker events, quarterly Equity Speaker’s Bureau presentations, free ACEs trainings, and self-paced online learning. **Learn more at www.qctic.org or contact Lindsey at lindsey.schneider@namigmv.org.**

“Ultimately, TIC is an evidence-based framework for all people,” Lindsey says. “It isn’t another checkbox - it’s a way of doing the work that helps create a stronger, more resilient community. I truly believe that the more people and organizations committed to this approach, the happier, healthier, and more resilient our entire community will be.”



“Ultimately, TIC is an evidence-based framework for all people. It’s a ‘universal precaution’ that improves communication, safety, and effectiveness.”

– LINDSEY SCHNEIDER
Coordinator and Change Agent for QCTIC



Lindsey Schneider presenting at a Quad Cities Behavioral Health Coalition event in January 2026

Welcome Emma Nelson

Emma Nelson joined the NAMI Greater Mississippi Valley staff as the organization's first full-time program manager in February 2026.

"I'm very excited that we've been able to add Emma to the team – someone who wakes up every day focused on making NAMI programs better," says Executive Director Mark Mathews. "We're looking forward to her work with our community partners to connect as many individuals and families as possible with NAMI's support!"

Emma is a 2025 graduate of St. Ambrose University, where she earned degrees in Criminal Justice and Forensic Psychology. Prior to joining NAMI, she interned with Iowa State Extension for the Quad Cities Area Trauma-Informed Consortium. In her free time, she serves as a cheer coach at Pleasant Valley Junior High School.

"I'm truly honored to step into this role as NAMI Greater Mississippi Valley's first full-time program manager," Emma says. "I'm grateful for the opportunity to help grow and strengthen our programs and look forward to connecting with the volunteers, partners, and community members who make this work possible. Together, we can continue expanding awareness, fostering hope, and reaching more individuals and families across our community."



EMMA NELSON
Program Manager

NAMI's Office Expansion

NAMI Greater Mississippi Valley relocated to 852 Middle Rd., Suite 206, Bettendorf, Iowa, in January 2025, establishing its offices on the second floor of the Vera French Duck Creek Clinic building.

With the addition of Lindsey Schneider and Emma Nelson, the organization expanded into additional second-floor office space in February 2026.

Executive Director Mark Mathews remains in Suite 206, while Lindsey, Emma, and Director of Development Brooke Hendrickx now occupy the expanded offices, providing the team with greater room for growth and collaboration.

2025 BOARD OF DIRECTORS

- **President** – Brandon Kutmas, LCPC, LMHC, QC Psych Testing
- **Vice President** – Joy Summerlin, PhD, HQs, 1st U.S. Army
- **Treasurer** – Derek Ambrose, Navigate Homes
- **Secretary** – Melissa Sharer, PhD, MSW, MPH, St. Ambrose University
- Chad Brownfield, Ph.D., Clinical and Forensic Psychologist, Forensic Psychological Services
- Sara Carlson, Ruhl & Ruhl Realtors Muscatine
- Joseph Lilly, MS, UnityPoint Health – Robert Young Center
- Troy Lockhart, Higher Elevation Ministries
- Joseph Obleton, MA, Retired, Black Hawk College
- Kristine Oswald, MA, LISW, Eldridge Counseling
- Torri Smith, Boys and Girls Club of the Mississippi Valley
- Andrew Thompson, JD, Lane & Waterman
- Adam Curl, MBA, Eagle View Behavioral Health
- Beverly Downey-Eads, MBAEA, St. Ambrose University
- Tawny Eley, JD, John Deere & Company

Impact & Outreach

FOR DIVERSE POPULATIONS

With grant support from the Better Health Foundation, NAMI Greater Mississippi Valley expanded its diverse outreach efforts across the Quad Cities in 2025, building on work established in 2024. This included continued engagement with the Hispanic/Latino community in West Liberty, as well as partnerships with Vine Ministries at the J.B. Young Opportunity Center in Davenport, Higher Elevation Ministries in Davenport, and other community organizations.

SUPPORTING YOUTH MENTAL HEALTH

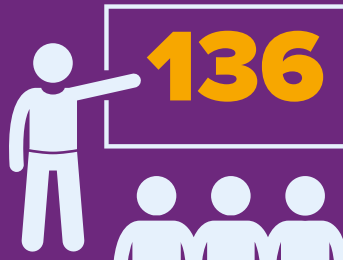
NAMI Greater Mississippi Valley received a grant from the Rausch Family Foundation I to present the film *My Ascension* to middle and high school students in Rock Island County. The documentary tells the story of a young woman who survived a suicide attempt and went on to help others navigate serious mental health challenges, including suicidal ideation.

The film will be shown to youth groups, followed by guided discussions designed to promote mental health awareness and suicide prevention.

37

people graduated from our **20-hour education program** for family members supporting an adult.

Additional programs are available online for parents of youth and military families.



individuals attended **17 In Our Own Voice Presentations**.

EDUCATION

individuals worked with our education volunteers to access community and NAMI services through **11 Family & Friends seminars**

51

9,522

people heard our message of hope and recovery through **245 community presentations, events and meetings.**

ADVOCACY

349

people **attended support groups** for peers and family, a 179% increase from 2024!

182

office inquiries were taken with 90 community referrals.

SUPPORT



Volunteer Spotlight: Suzanne Wiese

Volunteers who lead NAMI's free, nationally developed programs bring lived experience with mental health conditions and receive national training. Many first connect with NAMI through a class and are inspired to help others by becoming educators themselves.

Suzanne Wiese is one of those volunteers. A staff member at St. Ambrose University, she first became involved with NAMI in 2005 through the university's NAMIWalks team. After sharing concerns about her son with a faculty member, she was encouraged to attend a NAMI Family-to-Family class.

Soon after, her son was hospitalized, diagnosed with schizophrenia, and began treatment. "I had been sure it was schizophrenia, because the first night of the NAMI class they reviewed the symptoms and I checked every box," Suzanne says. "I found out about people who lived purposeful, meaningful lives with brain diseases like schizophrenia, and I began to have hope."

Suzanne believes strongly in NAMI's mission. "Locally, NAMI provides families with free education to help their loved ones - and themselves - not just survive, but thrive," she says. "Nationally, NAMI advocates for increased funding and improved access to mental health care."

Like many volunteers, Suzanne chose to give back by becoming an educator. "With each class I teach, I continue to learn new ways to support my son," she says. "Teaching allows us to invest in each other's lives - and in the end, we are the ones who are blessed by what participants give back."

NAMI program information is available online at www.namigmv.org/events.



"Teaching allows us to invest our time and our hearts in each other's lives, and we are the ones, in the end, who are blessed by what class members give back to us."

– SUZANNE WIESE
NAMI volunteer



2025 KEY FUNDING SOURCES

**Unrestricted
Individual Donations**
\$75,598

**NAMIWalks Event
Gross Revenue**
\$122,446

**In-Kind
Donations**
\$36,902

**Restricted Grant
Awards & Contracts**
\$335,538

You can view the organization's 2024 Federal 990 tax filing and its 2024 Financial Review by visiting the NAMI Greater Mississippi Valley website at www.namigmv.org/about/board-of-directors. Past annual impact reports are available there as well, and links to our Candid and Charity Navigator profiles are at www.namigmv.org/donate.

Make Your Impact Last All Year

One of the most effective ways to support NAMI Greater Mississippi Valley is through a recurring gift. Monthly, quarterly, or annual donations provide a reliable source of funding that helps sustain programs and plan for the future. Setting up a recurring donation is simple—just visit namigmv.org/donate, choose an amount that fits your budget, and select your preferred giving schedule.

Recurring donors play a vital role in nonprofit sustainability. In fact, retention rates for monthly donors can reach up to 90 percent, compared to about 45 percent for one-time gifts. They also tend to give more over time, providing consistent, long-term support that strengthens an organization's impact.

If you feel connected to NAMI GMV's mission to provide free education and support for individuals living with mental health conditions—and those who love them—consider making your gift recurring. Your ongoing support ensures a steady foundation for the programs our community depends on.

To learn more, contact Director of Development Brooke Hendrickx at brooke.hendrickx@namigmv.org or 563-888-6393.





Greater Mississippi Valley

Impact Report: 2025

NAMI Greater Mississippi Valley is a 45-year affiliate of the National Alliance on Mental Illness, the nation's largest grassroots organization dedicated to improving the lives of individuals living with mental health conditions and their families.

NAMI provides nationally developed, evidence-based education and support programs at no cost to participants. These programs are led by trained volunteers with lived experience, offering understanding, connection, and hope to those navigating mental health challenges. This work is made possible by dedicated volunteers who share their experiences to support others.

While NAMI does not provide clinical services, it plays a critical role in education, advocacy, and peer support. NAMI Greater Mississippi Valley serves residents across eight counties in eastern Iowa and western Illinois, ensuring that funds raised locally stay local to support programs in our community.

Together, we are building a community of hope, resilience, and recovery.

www.namigmv.org | 852 Middle Road, Suite 206 Bettendorf, IA 52722 | 563-888-6392



TOGETHER *we are*

NAMIWalks



2026



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NAMIWalks Greater Mississippi Valley

Saturday, October 10, 2026

Veterans Memorial Park, Bettendorf, Iowa

www.namiwalks.org/greatermississippivalley

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