



TOPLINE & METHODOLOGY

NAMI/Ipsos – 988 Crisis Response Research

Conducted by Ipsos using KnowledgePanel®
A survey of the American general population (ages 18+)

Interview dates: Oct. 22-25, 2021

Number of interviews: 2,049

Margin of error: +/-2.3 percentage points at the 95% confidence level

NOTE: All results show percentages among all respondents, unless otherwise labeled. Reduced bases are unweighted values.

NOTE: * = less than 0.5%, - = no respondents

Annotated Questionnaire:

1. Which three of the following issues do you find most worrying? Select up to three.

	Total
COVID-19/coronavirus	30%
Crime or gun violence	28%
Climate change	26%
Health care	25%
Government budget and debt	25%
Immigration	21%
Taxes	17%
Racial injustice	16%
Terrorism	13%
Social inequality	13%
Mental health care	12%
Homelessness	10%
Education	10%
Unemployment	8%
Alcohol or drug addiction	6%
Natural disasters	6%
Other	5%
None of these	4%
Skipped	-

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2. In general, how often, if at all, would you say you think about...

Your own physical well-being	Total
Often	32%
Sometimes	44%
Rarely	18%
Never	5%
Skipped	1%
<i>Often/Sometimes (net)</i>	76%
<i>Rarely/Never (net)</i>	23%

Your own mental well-being	Total
Often	25%
Sometimes	35%
Rarely	27%
Never	12%
Skipped	1%
<i>Often/Sometimes (net)</i>	60%
<i>Rarely/Never (net)</i>	39%

A loved one's physical well-being	Total
Often	41%
Sometimes	41%
Rarely	12%
Never	5%
Skipped	1%
<i>Often/Sometimes (net)</i>	82%
<i>Rarely/Never (net)</i>	17%

A loved one's mental well-being	Total
Often	31%
Sometimes	40%
Rarely	19%
Never	9%
Skipped	1%
<i>Often/Sometimes (net)</i>	71%
<i>Rarely/Never (net)</i>	28%



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3. How familiar are you with the following in the United States?

Total Familiar Summary (Familiar + Somewhat Familiar)	Total
Health care system	81%
Law enforcement in your community	72%
Criminal justice system	65%
Mental health care system	49%
National Suicide Prevention Lifeline	47%
Alcohol or drug treatment programs	44%
Housing assistance programs	35%

Mental health care system	Total
Very familiar	12%
Somewhat familiar	38%
Not very familiar	41%
I have heard of this, but that's it	9%
Skipped	1%
<i>Familiar (net)</i>	49%
<i>Not Familiar (net)</i>	50%

Health care system	Total
Very familiar	27%
Somewhat familiar	54%
Not very familiar	14%
I have heard of this, but that's it	4%
Skipped	1%
<i>Familiar (net)</i>	81%
<i>Not Familiar (net)</i>	18%

Criminal justice system	Total
Very familiar	14%
Somewhat familiar	51%
Not very familiar	28%
I have heard of this, but that's it	6%
Skipped	1%
<i>Familiar (net)</i>	65%
<i>Not Familiar (net)</i>	34%

Alcohol or drug treatment programs	Total
Very familiar	9%
Somewhat familiar	36%
Not very familiar	41%
I have heard of this, but that's it	14%
Skipped	1%
<i>Familiar (net)</i>	44%
<i>Not Familiar (net)</i>	55%



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3. How familiar are you with the following in the United States?

National Suicide Prevention Lifeline	Total
Very familiar	9%
Somewhat familiar	38%
Not very familiar	36%
I have heard of this, but that's it	17%
Skipped	1%
<i>Familiar (net)</i>	47%
<i>Not Familiar (net)</i>	52%

Law enforcement in your community	Total
Very familiar	20%
Somewhat familiar	52%
Not very familiar	23%
I have heard of this, but that's it	4%
Skipped	1%
<i>Familiar (net)</i>	72%
<i>Not Familiar (net)</i>	28%

Housing assistance programs	Total
Very familiar	7%
Somewhat familiar	27%
Not very familiar	48%
I have heard of this, but that's it	17%
Skipped	1%
<i>Familiar (net)</i>	35%
<i>Not Familiar (net)</i>	65%

4. In your own words, please tell us what comes to mind when you think of mental health care?

[Open-ended verbatim responses provided separately]

5. Consider the current state of the following in the United States. Do you have a favorable or unfavorable view of the following?

Total Favorable Summary (Very + Somewhat + Lean Favorable) <i>(Each item asked of respondents who are Very/Somewhat/Not very familiar of each item in Q3)</i>	Total
Law enforcement in your community	72%
Alcohol or drug treatment programs	66%
Health care system	53%
Mental health care system	48%
Criminal justice system	48%



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5. Consider the current state of the following in the United States. Do you have a favorable or unfavorable view of the following?

Mental health care system	Total (N=1863)
Very favorable	5%
Somewhat favorable	15%
Lean favorable	28%
Lean unfavorable	24%
Somewhat unfavorable	18%
Very unfavorable	9%
Skipped	1%
<i>Total Favorable (net)</i>	48%
<i>Total Unfavorable (net)</i>	50%

Health care system	Total (N=1958)
Very favorable	8%
Somewhat favorable	21%
Lean favorable	24%
Lean unfavorable	19%
Somewhat unfavorable	15%
Very unfavorable	12%
Skipped	1%
<i>Total Favorable (net)</i>	53%
<i>Total Unfavorable (net)</i>	46%

Criminal justice system	Total (N=1934)
Very favorable	7%
Somewhat favorable	18%
Lean favorable	24%
Lean unfavorable	22%
Somewhat unfavorable	16%
Very unfavorable	13%
Skipped	1%
<i>Total Favorable (net)</i>	48%
<i>Total Unfavorable (net)</i>	51%



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5. Consider the current state of the following in the United States. Do you have a favorable or unfavorable view of the following?

Alcohol or drug treatment programs	Total (N=1771)
Very favorable	6%
Somewhat favorable	22%
Lean favorable	37%
Lean unfavorable	18%
Somewhat unfavorable	10%
Very unfavorable	5%
Skipped	1%
<i>Total Favorable (net)</i>	66%
<i>Total Unfavorable (net)</i>	33%

Law enforcement in your community	Total (N=1957)
Very favorable	22%
Somewhat favorable	24%
Lean favorable	27%
Lean unfavorable	13%
Somewhat unfavorable	8%
Very unfavorable	6%
Skipped	1%
<i>Total Favorable (net)</i>	72%
<i>Total Unfavorable (net)</i>	27%

6. How concerned are you, if at all, about the following issues?

Total Concerned Summary (Very + Somewhat Concerned)	Total
Homelessness	69%
Racial injustice	62%
Stigma around mental illness	60%
Your loved one's mental health	59%
Alcohol or drug addiction	56%
Your own mental health	41%

Your own mental health	Total
Very concerned	15%
Somewhat concerned	26%
Not very concerned	35%
Not at all concerned	23%
Skipped	1%
<i>Total Concerned (net)</i>	41%
<i>Total Not Concerned (net)</i>	57%

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6. How concerned are you, if at all, about the following issues?

Your loved one's mental health	Total
Very concerned	24%
Somewhat concerned	35%
Not very concerned	27%
Not at all concerned	13%
Skipped	1%
<i>Total Concerned (net)</i>	59%
<i>Total Not Concerned (net)</i>	40%

Stigma around mental illness	Total
Very concerned	20%
Somewhat concerned	40%
Not very concerned	26%
Not at all concerned	13%
Skipped	1%
<i>Total Concerned (net)</i>	60%
<i>Total Not Concerned (net)</i>	39%

Homelessness	Total
Very concerned	26%
Somewhat concerned	43%
Not very concerned	18%
Not at all concerned	12%
Skipped	1%
<i>Total Concerned (net)</i>	69%
<i>Total Not Concerned (net)</i>	30%

Alcohol or drug addiction	Total
Very concerned	17%
Somewhat concerned	39%
Not very concerned	24%
Not at all concerned	19%
Skipped	1%
<i>Total Concerned (net)</i>	56%
<i>Total Not Concerned (net)</i>	43%

Racial injustice	Total
Very concerned	29%
Somewhat concerned	33%
Not very concerned	19%
Not at all concerned	17%
Skipped	1%
<i>Total Concerned (net)</i>	62%
<i>Total Not Concerned (net)</i>	36%

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7. Consider the following emergency situations. How much improvement, if any, is needed at the national level when it comes to the following emergency responses?

Total Improvement Needed Summary (Significant + Slight Improvement Needed)	Total
A violent crime	81%
A mental health or suicide crisis	76%
A drug or alcohol crisis	74%
A medical emergency (heart attack, severe car accident, etc.)	59%

A mental health or suicide crisis	Total
Significant improvement is needed	54%
Slight improvement is needed	22%
Not a lot of improvement is needed	7%
There is no need for improvement	4%
Don't know	12%
Skipped	1%
<i>Significant/Slight (net)</i>	76%
<i>Not a lot/None (net)</i>	11%

A drug or alcohol crisis	Total
Significant improvement is needed	46%
Slight improvement is needed	28%
Not a lot of improvement is needed	9%
There is no need for improvement	4%
Don't know	13%
Skipped	1%
<i>Significant/Slight (net)</i>	74%
<i>Not a lot/None (net)</i>	13%

A medical emergency (heart attack, severe car accident, etc.)	Total
Significant improvement is needed	26%
Slight improvement is needed	33%
Not a lot of improvement is needed	22%
There is no need for improvement	7%
Don't know	11%
Skipped	1%
<i>Significant/Slight (net)</i>	59%
<i>Not a lot/None (net)</i>	29%

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7. Consider the following emergency situations. How much improvement, if any, is needed at the national level when it comes to the following emergency responses?

A violent crime	Total
Significant improvement is needed	59%
Slight improvement is needed	22%
Not a lot of improvement is needed	6%
There is no need for improvement	3%
Don't know	9%
Skipped	1%
<i>Significant/Slight (net)</i>	81%
<i>Not a lot/None (net)</i>	9%

8. Consider the following emergency situations. How much improvement, if any, is needed in your state/in your area when it comes to the following emergency responses?

Total Improvement Needed Summary	Total
A violent crime	73%
A mental health or suicide crisis	71%
A drug or alcohol crisis	69%
A medical emergency (heart attack, severe car accident, etc.)	55%

A mental health or suicide crisis	Total
Significant improvement is needed	44%
Slight improvement is needed	27%
Not a lot of improvement is needed	10%
There is no need for improvement	3%
Don't know	16%
Skipped	1%
<i>Significant/Slight (net)</i>	71%
<i>Not a lot/None (net)</i>	13%

A drug or alcohol crisis	Total
Significant improvement is needed	38%
Slight improvement is needed	31%
Not a lot of improvement is needed	12%
There is no need for improvement	2%
Don't know	15%
Skipped	1%
<i>Significant/Slight (net)</i>	69%
<i>Not a lot/None (net)</i>	14%



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8. Consider the following emergency situations. How much improvement, if any, is needed in your state/in your area when it comes to the following emergency responses?

A medical emergency (heart attack, severe car accident, etc.)	Total
Significant improvement is needed	22%
Slight improvement is needed	33%
Not a lot of improvement is needed	25%
There is no need for improvement	6%
Don't know	13%
Skipped	1%
<i>Significant/Slight (net)</i>	55%
<i>Not a lot/None (net)</i>	31%

A violent crime	Total
Significant improvement is needed	44%
Slight improvement is needed	29%
Not a lot of improvement is needed	12%
There is no need for improvement	2%
Don't know	12%
Skipped	1%
<i>Significant/Slight (net)</i>	73%
<i>Not a lot/None (net)</i>	14%

9. Consider the following situations, which type of first responder would you want to show up if you or a loved one was experiencing any of the following?

A suicide attempt or self-harm	Total
Mental health professional (counselor, psychiatrist, psychologist, etc.)	52%
Paramedic/Emergency medical technician (EMT)	34%
Police	12%
Skipped	1%

Actively thinking about, or talking about, suicide or self-harm	Total
Mental health professional (counselor, psychiatrist, psychologist, etc.)	83%
Paramedic/Emergency medical technician (EMT)	8%
Police	7%
Skipped	2%

Delusions, paranoia, or hallucinations	Total
Mental health professional (counselor, psychiatrist, psychologist, etc.)	69%
Paramedic/Emergency medical technician (EMT)	22%
Police	7%
Skipped	1%

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9. Consider the following situations, which type of first responder would you want to show up if you or a loved one was experiencing any of the following?

An overdose	Total
Paramedic/Emergency medical technician (EMT)	89%
Mental health professional (counselor, psychiatrist, psychologist, etc.)	6%
Police	3%
Skipped	1%

Extreme withdrawal or isolation from everyday life	Total
Mental health professional (counselor, psychiatrist, psychologist, etc.)	89%
Paramedic/Emergency medical technician (EMT)	6%
Police	3%
Skipped	1%

10. Now consider the same situations, if you or a loved one were experiencing any of the following, what would be your first choice for where you/they should be taken for help, if anywhere?

A suicide attempt or self-harm	Total
A mental health or psychiatric facility	63%
A local hospital emergency room	29%
Into police custody/jail	2%
An alcohol or drug treatment facility	1%
They shouldn't be taken anywhere	3%
Skipped	2%

Actively thinking about, or talking about, suicide or self-harm	Total
A mental health or psychiatric facility	80%
A local hospital emergency room	7%
Into police custody/jail	1%
An alcohol or drug treatment facility	1%
They shouldn't be taken anywhere	9%
Skipped	1%

Delusions, paranoia, or hallucinations	Total
A mental health or psychiatric facility	75%
A local hospital emergency room	16%
An alcohol or drug treatment facility	3%
Into police custody/jail	1%
They shouldn't be taken anywhere	4%
Skipped	1%



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10. Now consider the same situations, if you or a loved one were experiencing any of the following, what would be your first choice for where you/they should be taken for help, if anywhere?

An overdose	Total
A local hospital emergency room	73%
An alcohol or drug treatment facility	18%
A mental health or psychiatric facility	5%
Into police custody/jail	1%
They shouldn't be taken anywhere	2%
Skipped	1%

Extreme withdrawal or isolation from everyday life	Total
A mental health or psychiatric facility	68%
A local hospital emergency room	5%
An alcohol or drug treatment facility	3%
Into police custody/jail	1%
They shouldn't be taken anywhere	23%
Skipped	1%

11. How well, if at all, do you think the following groups typically handle responding to mental health, alcohol/drug, or suicide crises?

Total Well Summary (Very + Somewhat Well)	Total
Mental health professionals (counselors, psychiatrists, psychologists, etc.)	87%
Paramedics/EMTs	82%
Doctors and nurses	82%
Family and friends	53%
Police	45%
People in the criminal justice system (judges, prosecutors, jail or prison administrators, etc.)	29%

Police	Total
Very well	9%
Somewhat well	36%
Not very well	32%
Not well at all	21%
Skipped	2%
<i>Well (net)</i>	45%
<i>Not well (net)</i>	53%



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11. How well, if at all, do you think the following groups typically handle responding to mental health, alcohol/drug, or suicide crises?

Paramedics/EMTs	Total
Very well	24%
Somewhat well	58%
Not very well	13%
Not well at all	3%
Skipped	2%
<i>Well (net)</i>	82%
<i>Not well (net)</i>	16%

Doctors and nurses	Total
Very well	23%
Somewhat well	59%
Not very well	13%
Not well at all	3%
Skipped	2%
<i>Well (net)</i>	82%
<i>Not well (net)</i>	16%

Mental health professionals (counselors, psychiatrists, psychologists, etc.)	Total
Very well	38%
Somewhat well	49%
Not very well	9%
Not well at all	3%
Skipped	2%
<i>Well (net)</i>	87%
<i>Not well (net)</i>	12%

Family and friends	Total
Very well	8%
Somewhat well	45%
Not very well	38%
Not well at all	7%
Skipped	2%
<i>Well (net)</i>	53%
<i>Not well (net)</i>	45%

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11. How well, if at all, do you think the following groups typically handle responding to mental health, alcohol/drug, or suicide crises?

People in the criminal justice system (judges, prosecutors, jail or prison administrators, etc.)	Total
Very well	4%
Somewhat well	25%
Not very well	46%
Not well at all	23%
Skipped	2%
<i>Well (net)</i>	29%
<i>Not well (net)</i>	69%

12. Following an emergency intervention for someone having a mental health, alcohol/drug, or suicide crisis, what type of follow up care, if any, do you think should be provided regardless of insurance coverage or ability to pay? Select all that apply.

	Total
Mental health care, including medication or therapy	81%
Alcohol or drug treatment, including rehabilitation facilities	64%
An assigned social worker/case worker	51%
Social services, like housing and food assistance	33%
Hospital stay	29%
In-home health care	26%
No follow up care should be available	4%
Skipped	1%

13. Which statement comes closest to your opinion, even if neither is exactly right?

	Total
When someone is having a mental health or suicide crisis, <u>mental health professionals</u> should be the primary first responders	79%
When someone is having a mental health or suicide crisis, <u>police</u> should be the primary first responders	19%
Skipped	2%

14. How familiar are you with the 988 emergency number?

	Total
Very familiar	1%
Somewhat familiar	2%
Not very familiar	9%
Have heard of it, but that's it	6%
I have never heard of it	80%
Skipped	1%
<i>Total Very/Somewhat Familiar (net)</i>	4%
<i>Total Not Very Familiar/Have Heard of/Never heard of (net)</i>	95%

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15. Please indicate how much you agree or disagree with each of the following statements.

Total Agree Summary	Total
A person having a mental health, suicide, or drug/alcohol crisis should be treated first by a health care provider or crisis counselor, not by law enforcement	82%
I am not content with status of mental health treatment in this country	75%
I would be afraid the police may hurt my loved one or me while responding to a mental health crisis	62%
I don't know what to do if someone I love were experiencing a mental health crisis	48%
If my loved one was having a mental health crisis, I would not feel safe calling 911 for help	46%
I don't know what to do if someone I love is thinking about suicide	45%

I am <u>not</u> content with status of mental health treatment in this country	Total
Strongly agree	32%
Somewhat agree	43%
Somewhat disagree	18%
Strongly disagree	5%
Skipped	2%
<i>Total Agree (net)</i>	75%
<i>Total Disagree (net)</i>	23%

I don't know what to do if someone I love were experiencing a mental health crisis	Total
Strongly agree	10%
Somewhat agree	38%
Somewhat disagree	35%
Strongly disagree	16%
Skipped	2%
<i>Total Agree (net)</i>	48%
<i>Total Disagree (net)</i>	50%

I would be afraid the police may hurt my loved one or me while responding to a mental health crisis	Total
Strongly agree	28%
Somewhat agree	34%
Somewhat disagree	22%
Strongly disagree	15%
Skipped	2%
<i>Total Agree (net)</i>	62%
<i>Total Disagree (net)</i>	37%



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15. Please indicate how much you agree or disagree with each of the following statements.

If my loved one was having a mental health crisis, I would not feel safe calling 911 for help	Total
Strongly agree	14%
Somewhat agree	32%
Somewhat disagree	32%
Strongly disagree	20%
Skipped	2%
<i>Total Agree (net)</i>	46%
<i>Total Disagree (net)</i>	52%

A person having a mental health, suicide, or drug/alcohol crisis should be treated first by a health care provider or crisis counselor, not by law enforcement	Total
Strongly agree	48%
Somewhat agree	34%
Somewhat disagree	13%
Strongly disagree	4%
Skipped	2%
<i>Total Agree (net)</i>	82%
<i>Total Disagree (net)</i>	17%

I don't know what to do if someone I love is thinking about suicide	Total
Strongly agree	11%
Somewhat agree	34%
Somewhat disagree	36%
Strongly disagree	18%
Skipped	2%
<i>Total Agree (net)</i>	45%
<i>Total Disagree (net)</i>	53%



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16. Taking into account everything you know about mental health, alcohol/drug problems, and suicide crises, would you support or oppose policies that...

Total Support Summary	Total
Create 24/7 mental health, alcohol/drug, and suicide crisis call centers that can respond effectively to callers and follow-up later	90%
Send mental health professionals to respond to mental health, alcohol/drug, or suicide crises	88%
Require all health insurers to cover mental health crisis services	87%
Provide state funding of 988 call-center operations and crisis response services	85%
Provide federal funding of 988 call-center operations and crisis response services	84%
Add monthly fees on phone bills to fund 988 call center operations and crisis response services, similar to fees already collected to fund 911 services [Base: Half of respondents]	61%
Add a service charge on phone bills to fund 988 call center operations and crisis response services, similar to the service charge already collected to fund 911 services [Base: Half of respondents]	60%

Create 24/7 mental health, alcohol/drug, and suicide crisis call centers that can respond effectively to callers and follow-up later	Total
Strongly support	57%
Somewhat support	33%
Somewhat oppose	5%
Strongly oppose	3%
Skipped	2%
Total Support (net)	90%
Total Oppose (net)	8%

Provide federal funding of 988 call-center operations and crisis response services	Total
Strongly support	51%
Somewhat support	33%
Somewhat oppose	8%
Strongly oppose	7%
Skipped	2%
Total Support (net)	84%
Total Oppose (net)	15%



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16. Taking into account everything you know about mental health, alcohol/drug problems, and suicide crises, would you support or oppose policies that...

Provide state funding of 988 call-center operations and crisis response services	Total
Strongly support	48%
Somewhat support	36%
Somewhat oppose	8%
Strongly oppose	6%
Skipped	2%
<i>Total Support (net)</i>	85%
<i>Total Oppose (net)</i>	13%

Send mental health professionals to respond to mental health, alcohol/drug, or suicide crises	Total
Strongly support	53%
Somewhat support	35%
Somewhat oppose	6%
Strongly oppose	3%
Skipped	2%
<i>Total Support (net)</i>	88%
<i>Total Oppose (net)</i>	10%

Add monthly fees on phone bills to fund 988 call center operations and crisis response services, similar to fees already collected to fund 911 services [<i>Only half of respondents saw this prompt</i>]	Total (N=1016)
Strongly support	25%
Somewhat support	35%
Somewhat oppose	18%
Strongly oppose	19%
Skipped	2%
<i>Total Support (net)</i>	61%
<i>Total Oppose (net)</i>	37%

Add a service charge on phone bills to fund 988 call center operations and crisis response services, similar to the service charge already collected to fund 911 services [<i>Only half of respondents saw this prompt</i>]	Total (N=1033)
Strongly support	25%
Somewhat support	35%
Somewhat oppose	19%
Strongly oppose	19%
Skipped	2%
<i>Total Support (net)</i>	60%
<i>Total Oppose (net)</i>	38%

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16. Please indicate how much you agree or disagree with each of the following statements.

Require all health insurers to cover mental health crisis services	Total
Strongly support	59%
Somewhat support	28%
Somewhat oppose	6%
Strongly oppose	4%
Skipped	2%
<i>Total Support (net)</i>	87%
<i>Total Oppose (net)</i>	11%

17. Have you or a loved one ever done or experienced the following?

Seen a mental health provider (therapist, psychologist, psychiatrist, etc.) for support during a difficult time	Total
Yes, I have	28%
Yes, a loved one has	28%
No	50%
Prefer not to say	3%
Skipped	2%

Seen a mental health provider (therapist, psychologist, psychiatrist, etc.) to treat a diagnosed mental illness	Total
Yes, I have	16%
Yes, a loved one has	23%
No	63%
Prefer not to say	2%
Skipped	2%

Experienced a life-threatening mental health crisis (i.e., attempting suicide)	Total
Yes, I have	7%
Yes, a loved one has	14%
No	76%
Prefer not to say	3%
Skipped	2%

Sought help for alcohol or drug addiction	Total
Yes, I have	5%
Yes, a loved one has	15%
No	77%
Prefer not to say	2%
Skipped	2%

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17. Have you or a loved one ever done or experienced the following?

Entered an alcohol or drug treatment program	Total
Yes, I have	5%
Yes, a loved one has	13%
No	79%
Prefer not to say	2%
Skipped	2%

Been to the hospital for an overdose	Total
Yes, I have	3%
Yes, a loved one has	8%
No	87%
Prefer not to say	2%
Skipped	2%

Called 911 while you are having a mental health, alcohol or drug, or suicide crisis	Total
Yes, I have	3%
Yes, a loved one has	5%
No	89%
Prefer not to say	2%
Skipped	2%

Called 911 for someone else who was having a mental health, alcohol or drug, or suicide crisis	Total
Yes, I have	7%
Yes, a loved one has	8%
No	82%
Prefer not to say	2%
Skipped	2%

Been arrested during a mental health crisis	Total
Yes, I have	1%
Yes, a loved one has	4%
No	90%
Prefer not to say	1%
Skipped	3%

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17. Have you or a loved one ever done or experienced the following?

Been placed under an involuntarily psychiatric hold by a court of law	Total
Yes, I have	1%
Yes, a loved one has	5%
No	90%
Prefer not to say	1%
Skipped	3%

Been placed under an involuntarily psychiatric hold by a doctor	Total
Yes, I have	2%
Yes, a loved one has	6%
No	87%
Prefer not to say	2%
Skipped	3%

18. You mentioned that you or a loved one had a mental health, alcohol/drug, or suicide crisis that involved 911 or the police. Did you or your loved one receive the help needed following this experience? If there was more than one experience, please think of the most recent experience.

Base: Respondent or a loved one had a mental health, alcohol/drug, or suicide crisis that involved 911 or the police	Total (N=361)
Yes, received all help needed	31%
Yes, received some help needed	40%
No, did not receive the help needed	17%
Not sure	9%
Prefer not to say	3%
Skipped	-

19. Please indicate how much you agree or disagree with each of the following statements.

Total Agree Summary	Total
Every person having a mental health crisis should receive a humane response that treats them with dignity and respect	93%
Mobile mental health crisis teams should be staffed by mental health professionals	91%
All health insurance should cover mental health crisis services	89%
If someone needs immediate mental health care, there must be a better alternative to going to the emergency room	88%
By building and providing mental health crisis services across the country, we can prevent people from cycling in and out of emergency rooms, arrests, incarceration, and homelessness	86%
A mental health crisis should be treated the same as any other health emergency	79%



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19. Please indicate how much you agree or disagree with each of the following statements.

Mobile mental health crisis teams should be staffed by mental health professionals	Total
Strongly agree	58%
Somewhat agree	33%
Somewhat disagree	4%
Strongly disagree	4%
Skipped	2%
<i>Total Agree (net)</i>	91%
<i>Total Disagree (net)</i>	8%

If someone needs immediate mental health care, there must be a better alternative to going to the emergency room	Total
Strongly agree	50%
Somewhat agree	38%
Somewhat disagree	8%
Strongly disagree	3%
Skipped	2%
<i>Total Agree (net)</i>	88%
<i>Total Disagree (net)</i>	10%

By building and providing mental health crisis services across the country, we can prevent people from cycling in and out of emergency rooms, arrests, incarceration, and homelessness	Total
Strongly agree	45%
Somewhat agree	41%
Somewhat disagree	8%
Strongly disagree	5%
Skipped	2%
<i>Total Agree (net)</i>	86%
<i>Total Disagree (net)</i>	12%

Every person having a mental health crisis should receive a humane response that treats them with dignity and respect	Total
Strongly agree	71%
Somewhat agree	22%
Somewhat disagree	2%
Strongly disagree	4%
Skipped	2%
<i>Total Agree (net)</i>	93%
<i>Total Disagree (net)</i>	6%



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19. Please indicate how much you agree or disagree with each of the following statements.

A mental health crisis should be treated the same as any other health emergency	Total
Strongly agree	49%
Somewhat agree	31%
Somewhat disagree	12%
Strongly disagree	7%
Skipped	2%
<i>Total Agree (net)</i>	79%
<i>Total Disagree (net)</i>	19%

All health insurance should cover mental health crisis services	Total
Strongly agree	61%
Somewhat agree	28%
Somewhat disagree	5%
Strongly disagree	4%
Skipped	2%
<i>Total Agree (net)</i>	89%
<i>Total Disagree (net)</i>	10%

20. How much, if any, in fees would you be willing to pay on your monthly phone bill to fund 988 call-center operations and associated crisis response services?

	Total
\$0.01-\$0.25 per month	15%
\$0.26-\$0.50 per month	8%
\$0.51-\$1.00 per month	14%
\$1.00-\$1.25 per month	8%
\$1.26-\$1.50 per month	3%
\$1.51-\$2.00 per month	9%
\$2.00 or more per month	15%
I am not willing to pay any amount	25%
Skipped	2%



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21. Americans pay an average of \$1.00 on their monthly phone bill for 911 services (fees range from \$0.00 to \$5.00 per month, depending on the location). After reading this information, we would like to ask again. How much, if any, in fees would you be willing to pay on your monthly phone bill to fund 988 call-center operations and associated crisis response services?

	Total
\$0.01-\$0.25 per month	8%
\$0.26 -\$0.50 per month	6%
\$0.51-\$1.00 per month	19%
\$1.00-\$1.25 per month	17%
\$1.26-\$1.50 per month	3%
\$1.51-\$2.00 per month	9%
\$2.00 or more per month	15%
I am not willing to pay any amount	20%
Skipped	2%



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About the Study

This Ipsos poll was conducted October 22-25, 2021, on behalf of the National Alliance on Mental Health (NAMI), using the KnowledgePanel®. This poll is based on a representative sample of 2,049 U.S. residents, age 18 or older.

The study was conducted in English. The data were weighted to adjust for gender by age, race/ethnicity, education, Census region, metropolitan status, household income and race/ethnicity. The demographic benchmarks came from the 2019 American Community Survey (ACS) except for the metropolitan status, which is not available from the 1-year ACS data, were obtained from the 2020 March Supplement of the Current Population Survey (CPS).

- Gender (Male, Female) by Age (18–29, 30–44, 45–59, and 60+)
- Race/Hispanic Ethnicity (White Non-Hispanic, Black Non-Hispanic, Other or 2+ Races Non-Hispanic, Hispanic)
- Education (Less than High School, High School, Some College, Bachelor or higher)
- Census Region (Northeast, Midwest, South, West) by Metropolitan status (Metro, non-Metro)
- Household Income (Under \$25,000, \$25,000-\$49,999, \$50,000-\$74,999, \$75,000-\$99,999, \$100,000-\$149,999, \$150,000+)

The margin of sampling error is plus or minus 2.3 percentage points at the 95% confidence level, for results based on the entire sample of adults. The margin of error takes into account the design effect, which was 1.16 for all adults. In our reporting of the findings, percentage points are rounded off to the nearest whole number. As a result, percentages in a given table column may total slightly higher or lower than 100%. In questions that permit multiple responses, columns may total substantially more than 100%, depending on the number of different responses offered by each respondent.



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About Ipsos

Ipsos is the world's third largest Insights and Analytics company, present in 90 markets and employing more than 18,000 people.

Our passionately curious research professionals, analysts and scientists have built unique multi-specialist capabilities that provide true understanding and powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. We serve more than 5000 clients across the world with 75 business solutions.

Founded in France in 1975, Ipsos is listed on the Euronext Paris since July 1st, 1999. The company is part of the SBF 120 and the Mid-60 index and is eligible for the Deferred Settlement Service (SRD).

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