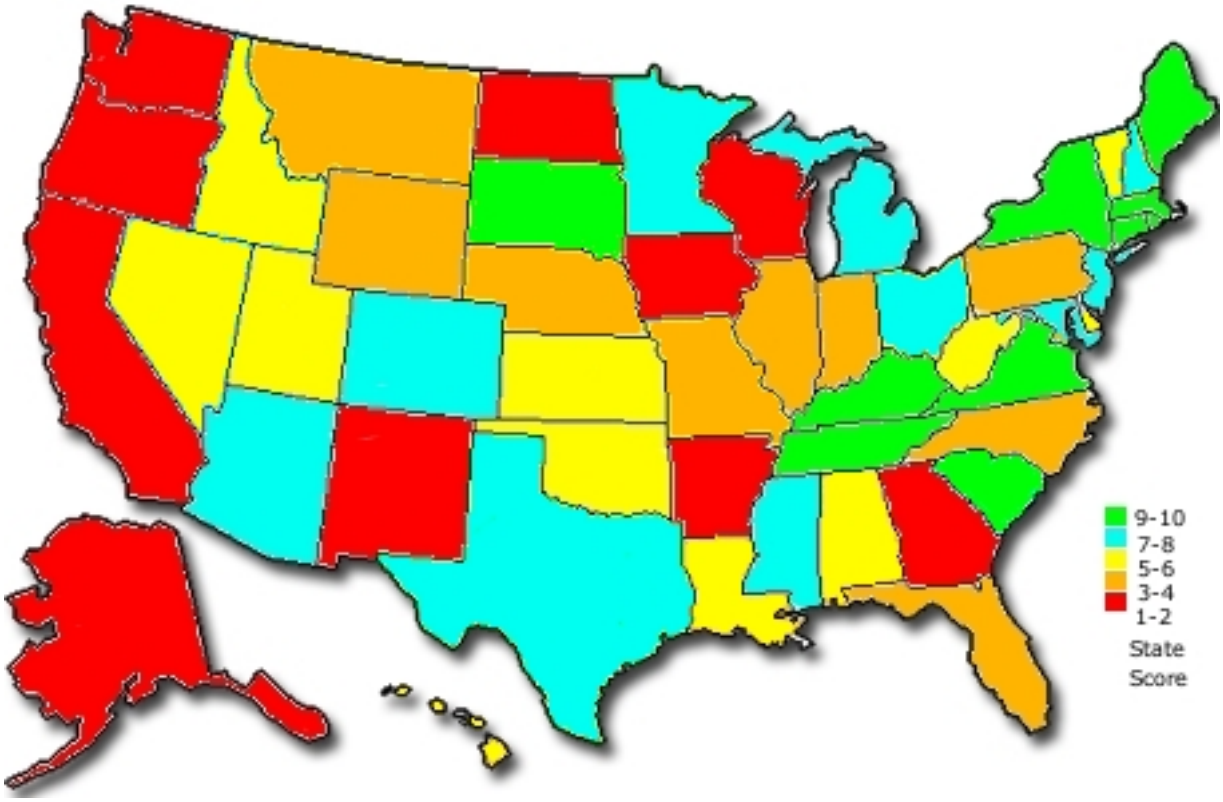
NAMI National's 2008 Consumer & Family Test Drive of Accessible Information from the State Mental Health Authorities

RESULTS
December 2008

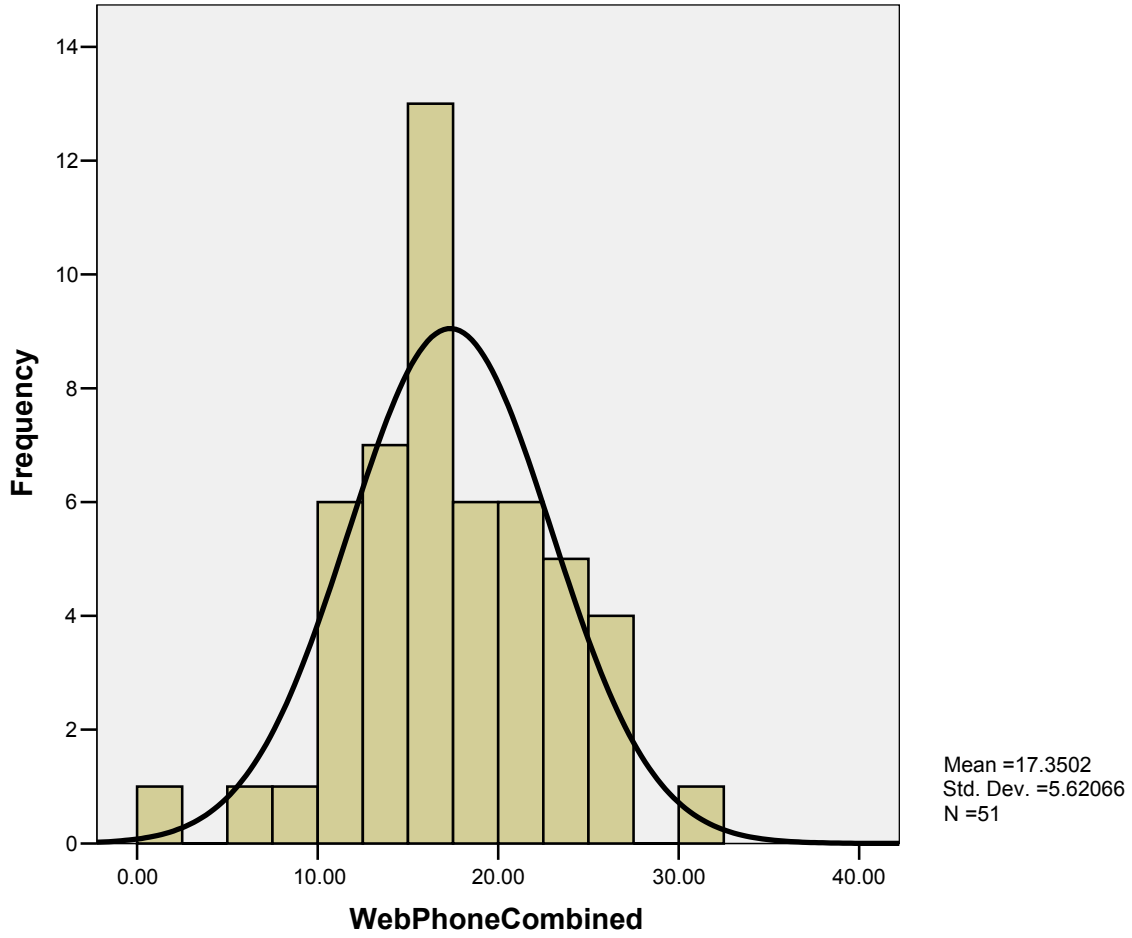
Rank 2008	Rank 2005	State Abbrev.	N 2008	N 2005	Web 2008 (out of 40)	Web 2005 (out of 40)	Phone 2008 (out of 40)	Phone 2005 (out of 40)	Combined 2008 (out of 40)	Combined 2005 (out of 40)	Category 2008	Category 2005
1	37	VA	**8**	8	**27.75**	6.00	**33.75**	16.75	**30.75**	11.38	**10**	3
2	29	MA	**8**	6	**27.00**	21.00	**27.50**	7.33	**27.25**	14.17	**10**	5
3	8	CT	**8**	6	**24.00**	16.33	**29.00**	24.00	**26.50**	20.17	**10**	9
4	19	ME	**8**	6	**25.50**	15.67	**26.50**	19.00	**26.00**	17.33	**10**	7
5	1	TN	**8**	8	**24.00**	21.50	**26.38**	28.00	**25.19**	24.75	**10**	10
6	48	SD	**8**	5	**17.00**	8.67	**32.50**	2.00	**24.75**	6	**9**	1
7	16	NY	**8**	6	**22.75**	21.67	**26.50**	14.00	**24.63**	17.83	**9**	7
8	44	KY	**8**	6	**15.50**	11.00	**31.00**	6.00	**23.25**	8.5	**9**	2
9	7	RI	**8**	4	**22.75**	10.50	**22.50**	30.00	**22.63**	20.25	**9**	9
10	4	SC	**8**	6	**12.25**	23.33	**32.75**	21.33	**22.50**	22.33	**9**	10
11	32	CO	**8**	4	**13.50**	3.50	**31.25**	23.50	**22.38**	13.5	**8**	4
12	22	AZ	**8**	6	**14.00**	10.00	**29.75**	23.00	**21.88**	16.5	**8**	6
13	17	MS	**8**	8	**16.50**	17.00	**27.00**	18.50	**21.75**	17.75	**8**	7
14	13	NJ	**8**	6	**15.75**	6.67	**27.25**	30.67	**21.50**	18.67	**8**	8
15	15	MD	**8**	4	**16.75**	8.50	**27.00**	27.50	**21.00**	18	**8**	8
16	21	NH	**8**	8	**7.67**	18.75	**30.25**	14.50	**20.17**	16.63	**7**	6
17	2	OH	**8**	8	**8.75**	19.00	**29.50**	28.75	**19.13**	23.88	**7**	10
18	5	MI	**8**	6	**22.75**	20.33	**15.00**	22.67	**18.88**	21.5	**7**	10
19	10	MN	**8**	8	**28.25**	21.75	**9.50**	17.75	**18.88**	19.75	**7**	9
20	26	TX	**8**	4	**26.00**	21.50	**11.25**	8.00	**18.63**	14.75	**7**	5
21	39	NV	**8**	6	**18.50**	11.00	**18.25**	11.33	**18.38**	11.17	**6**	3
22	40	KS	**8**	6	**15.75**	17.00	**20.00**	5.00	**17.88**	11	**6**	3
23	20	UT	**8**	8	**14.00**	12.50	**20.50**	21.50	**17.25**	17	**6**	7
24	38	ID	**8**	6	**19.25**	9.67	**15.00**	13.00	**17.13**	11.33	**6**	3
25	42	LA	**8**	6	**9.00**	14.00	**25.25**	6.67	**17.13**	10.33	**6**	2

Rank 2008	Rank 2005	State Abbrev.	N 2008	N 2005	Web 2008	Web 2005	Phone 2008	Phone 2005	Combined 2008	Combined 2005	Category 2008	Category 2005
26	28	OK	**8**	8	**11.00**	11.75	**23.25**	16.75	**17.13**	14.25	**6**	5
27	50	AL	**8**	8	**6.13**	4.75	**27.25**	2.00	**16.69**	3.38	**5**	1
28	6	WV	**8**	4	**13.00**	19.50	**20.00**	23.50	**16.50**	21.5	**5**	10
29	31	DE	**8**	8	**7.75**	7.25	**24.50**	20.50	**16.13**	13.88	**5**	4
30	30	VT	**8**	7	**12.00**	16.50	**20.25**	10.67	**16.13**	14	**5**	5
31	25	HI	**8**	6	**9.25**	8.67	**22.25**	22.00	**15.75**	15.33	**5**	6
32	36	NE	**8**	7	**16.25**	12.25	**15.00**	12.00	**15.63**	12.14	**4**	3
33	49	MO	**8**	8	**17.75**	5.00	**13.00**	6.00	**15.38**	5.5	**4**	1
34	20	DC	**8**	4	**6.75**	14.50	**23.75**	20.00	**15.25**	17.25	**4**	7
35	45	IL	**8**	6	**12.50**	5.00	**17.50**	10.00	**15.00**	7.5	**4**	2
36	41	PA	**8**	6	**13.50**	1.67	**15.75**	19.33	**14.63**	10.5	**4**	2
37	9	WY	**8**	7	**11.50**	16.33	**17.25**	22.75	**14.38**	20	**3**	9
38	18	NC	**8**	8	**12.25**	11.50	**15.25**	23.75	**13.75**	17.63	**3**	7
39	35	MT	**8**	8	**19.25**	7.25	**8.25**	18.00	**13.75**	12.63	**3**	4
40	3	IN	**8**	7	**11.75**	17.25	**14.50**	32.00	**13.13**	23.57	**3**	10
41	12	FL	**8**	4	**14.00**	15.00	**11.25**	22.50	**12.63**	18.75	**3**	8
42	43	ND	**8**	6	**11.25**	10.00	**14.00**	10.33	**12.63**	10.17	**2**	2
43	11	AK	**8**	7	**8.00**	23.00	**16.75**	15.00	**12.38**	19.57	**2**	8
44	33	IA	**8**	8	**12.50**	6.00	**10.75**	20.75	**11.63**	13.38	**2**	4
45	24	GA	**8**	8	**14.00**	15.25	**7.50**	16.75	**10.75**	16	**2**	6
46	27	WI	**8**	5	**16.00**	15.00	**5.50**	14.00	**10.75**	14.6	**2**	5
47	46	AR	**8**	8	**9.00**	5.75	**12.00**	8.50	**10.50**	7.13	**1**	1
48	23	CA	**8**	6	**8.50**	20.00	**11.50**	12.00	**10.00**	16	**1**	6
49	34	WA	**8**	5	**14.63**	4.67	**5.00**	25.00	**9.81**	12.8	**1**	4
50	14	OR	**8**	4	**9.00**	20.00	**5.25**	16.00	**7.13**	18	**1**	8
51	47	NM	**8**	6	**4.00**	3.33	**0.00**	10.00	**2.00**	6.67	**1**	1

In the graphic below, states have been color coded based on the 2008 test drive score received. To simply the presentation, scores have been groups into pairs (i.e., states receiving a 9 or 10 are the same color, states receiving a 7 or 8 are the same color, and so on).



Distribution of State's Mean Scores – Phone and Web Combined

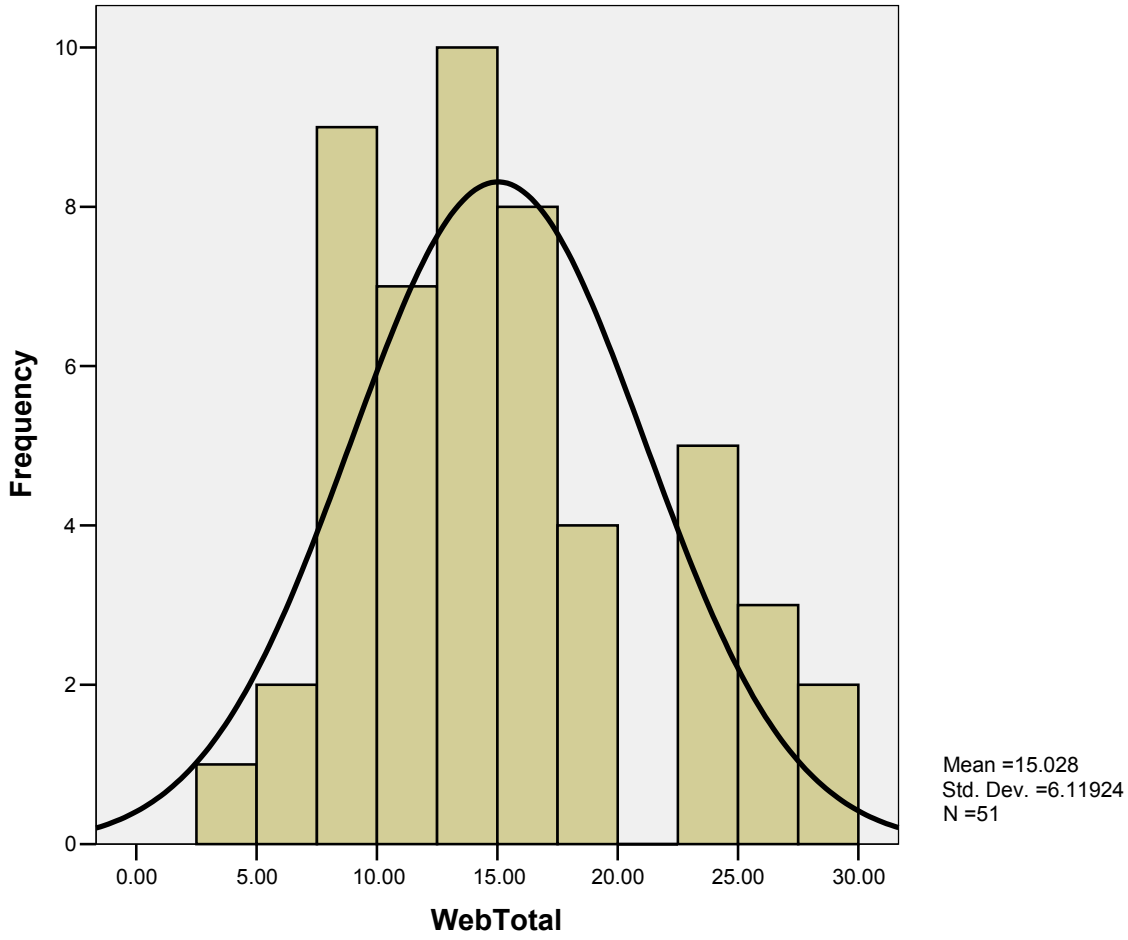


RESULTS
Web surveys

Rank 2008	Rank 2005	State Abbreviation	Web 2008 (out of 40)	Web 2005 (out of 40)
1	3	MN	**28.25**	21.75
2	41	VA	**27.75**	6.00
3	7	MA	**27.00**	21.00
4	5	TX	**26.00**	21.50
5	20	ME	**25.50**	15.67
6	18	CT	**24.00**	16.33
7	6	TN	**24.00**	21.50
8	8	MI	**22.75**	20.33
9	4	NY	**22.75**	21.67
10	31	RI	**22.75**	10.50
11	34	ID	**19.25**	9.67
12	38	MT	**19.25**	7.25
13	29	NV	**18.50**	11.00
14	44	MO	**17.75**	5.00
15	35	SD	**17.00**	8.67
16	37	MD	**16.75**	8.50
17	15	MS	**16.50**	17.00
18	26	NE	**16.25**	12.25
19	22	WI	**16.00**	15.00
20	16	KS	**15.75**	17.00
21	40	NJ	**15.75**	6.67
22	30	KY	**15.50**	11.00
23	47	WA	**14.63**	4.67
24	23	FL	**14.00**	15.00
25	21	GA	**14.00**	15.25

Rank 2008	Rank 2005	State Abbreviation	Web 2008 (out of 40)	Web 2005 (out of 40)
26	25	UT	**14.00**	12.50
27	32	AZ	**14.00**	10.00
28	48	CO	**13.50**	3.50
29	50	PA	**13.50**	1.67
30	11	WV	**13.00**	19.50
31	42	IA	**12.50**	6.00
32	45	IL	**12.50**	5.00
33	28	NC	**12.25**	11.50
34	1	SC	**12.25**	23.33
35	17	VT	**12.00**	16.50
36	14	IN	**11.75**	17.25
37	19	WY	**11.50**	16.33
38	33	ND	**11.25**	10.00
39	27	OK	**11.00**	11.75
40	36	HI	**9.25**	8.67
41	43	AR	**9.00**	5.75
42	24	LA	**9.00**	14.00
43	9	OR	**9.00**	20.00
44	12	OH	**8.75**	19.00
45	10	CA	**8.50**	20.00
46	2	AK	**8.00**	23.00
47	39	DE	**7.75**	7.25
48	13	NH	**7.67**	18.75
49	24	DC	**6.75**	14.50
50	46	AL	**6.13**	4.75
51	49	NM	**4.00**	3.33

Distribution of State's Mean Scores – Web Only

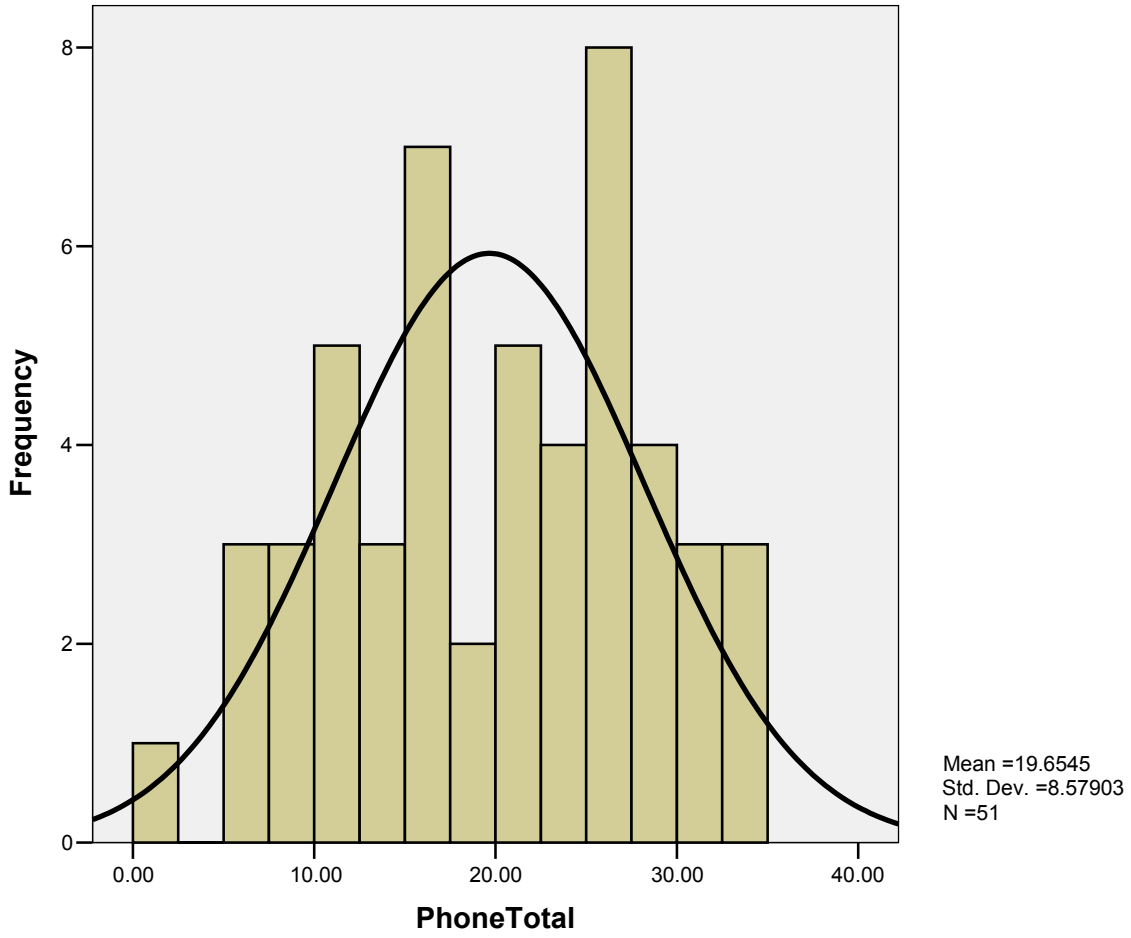


RESULTS
Phone surveys

Rank 2008	Rank 2005	State Abbreviation	Phone 2008 (out of 40)	Phone 2005 (out of 40)
1	26	VA	**33.75**	16.75
2	18	SC	**32.75**	21.33
3	49	SD	**32.50**	2.00
4	10	CO	**31.25**	23.50
5	46	KY	**31.00**	6.00
6	31	NH	**30.25**	14.50
7	12	AZ	**29.75**	23.00
8	4	OH	**29.50**	28.75
9	8	CT	**29.00**	24.00
10	44	MA	**27.50**	7.33
11	50	AL	**27.25**	2.00
12	2	NJ	**27.25**	30.67
13	6	MD	**27.00**	27.50
14	23	MS	**27.00**	18.50
15	22	ME	**26.50**	19.00
16	32	NY	**26.50**	14.00
17	5	TN	**26.38**	28.00
18	45	LA	**25.25**	6.67
19	20	DE	**24.50**	20.50
20	21	DC	**23.75**	20.00
21	27	OK	**23.25**	16.75
22	3	RI	**22.50**	30.00
23	16	HI	**22.25**	22.00
24	17	UT	**20.50**	21.50
25	38	VT	**20.25**	10.67

Rank 2008	Rank 2005	State Abbreviation	Phone 2008 (out of 40)	Phone 2005 (out of 40)
26	48	KS	**20.00**	5.00
27	11	WV	**20.00**	23.50
28	37	NV	**18.25**	11.33
29	40	IL	**17.50**	10.00
30	13	WY	**17.25**	22.75
31	30	AK	**16.75**	15.00
32	21	PA	**15.75**	19.33
33	9	NC	**15.25**	23.75
34	34	ID	**15.00**	13.00
35	14	MI	**15.00**	22.67
36	35	NE	**15.00**	12.00
37	1	IN	**14.50**	32.00
38	39	ND	**14.00**	10.33
39	47	MO	**13.00**	6.00
40	42	AR	**12.00**	8.50
41	36	CA	**11.50**	12.00
42	15	FL	**11.25**	22.50
43	43	TX	**11.25**	8.00
44	19	IA	**10.75**	20.75
45	25	MN	**9.50**	17.75
46	24	MT	**8.25**	18.00
47	28	GA	**7.50**	16.75
48	33	WI	**5.50**	14.00
49	29	OR	**5.25**	16.00
50	7	WA	**5.00**	25.00
51	41	NM	**0.00**	10.00

Distribution of State's Mean Scores – Phone Only

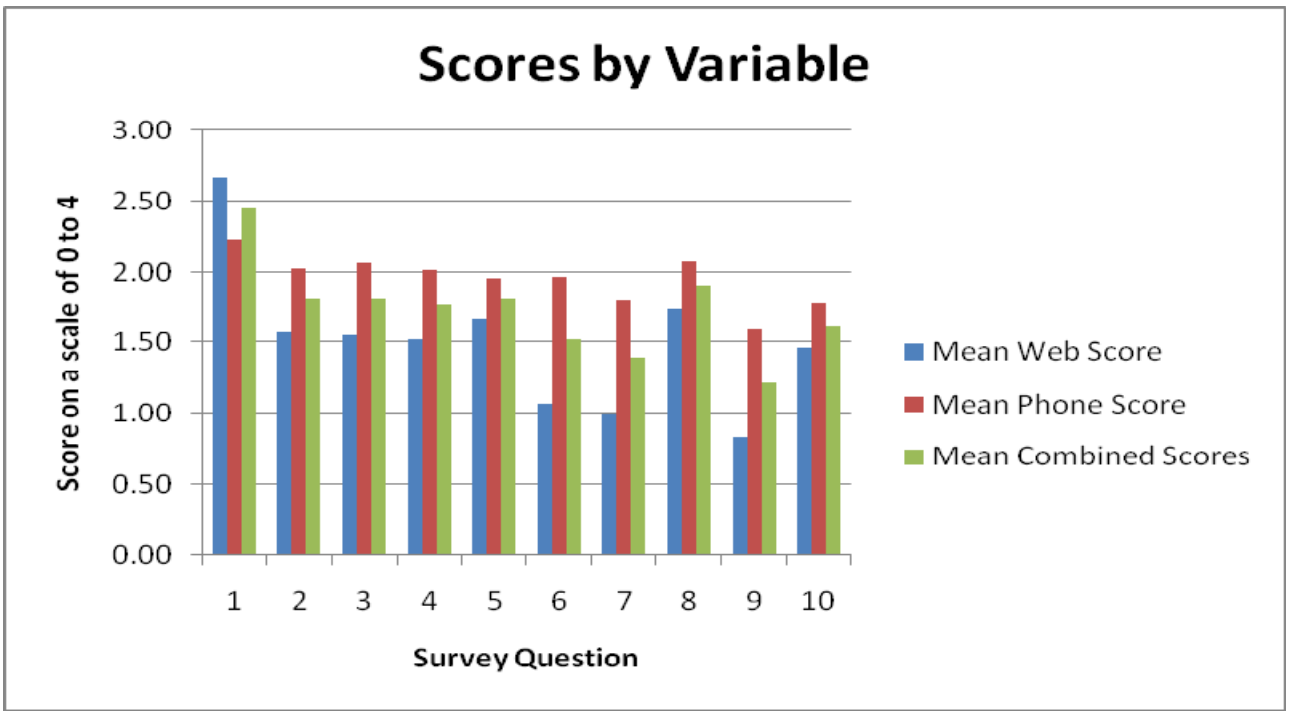


Extent of Difference Between Individual State's Phone & Web Scores*

Rank 2008	Rank 2005	State Abbreviation	Phone 2008	Web 2008	Difference 2008	Phone 2005	Web 2005	Difference 2005
1	12	MN	**9.50**	**28.25**	**-18.75**	17.75	21.75	-4.00
2	2	TX	**11.25**	**26.00**	**-14.75**	8.00	21.50	-13.50
3	38	MT	**8.25**	**19.25**	**-11.00**	18.00	7.25	10.75
4	16	WI	**5.50**	**16.00**	**-10.50**	14.00	15.00	-1.00
5	49	WA	**5.00**	**14.63**	**-9.63**	25.00	4.67	20.33
6	23	MI	**15.00**	**22.75**	**-7.75**	22.67	20.33	2.34
7	22	GA	**7.50**	**14.00**	**-6.50**	16.75	15.25	1.50
8	20	MO	**13.00**	**17.75**	**-4.75**	6.00	5.00	1.00
9	26	ID	**15.00**	**19.25**	**-4.25**	13.00	9.67	3.33
10	32	NM	**0.00**	**4.00**	**-4.00**	10.00	3.33	6.67
11	13	OR	**5.25**	**9.00**	**-3.75**	16.00	20.00	-4.00
12	33	FL	**11.25**	**14.00**	**-2.75**	22.50	15.00	7.50
13	44	IA	**10.75**	**12.50**	**-1.75**	20.75	6.00	14.75
14	17	NE	**15.00**	**16.25**	**-1.25**	12.00	12.25	-0.25
15	18	NV	**18.25**	**18.50**	**-0.25**	11.33	11.00	0.33
16	47	RI	**22.50**	**22.75**	**-0.25**	30.00	10.50	19.50
17	1	MA	**27.50**	**27.00**	**0.50**	7.33	21.00	-13.67
18	25	ME	**26.50**	**25.50**	**1.00**	19.00	15.67	3.33
19	45	PA	**15.75**	**13.50**	**2.25**	19.33	1.67	17.66
20	31	TN	**26.38**	**24.00**	**2.38**	28.00	21.50	6.50
21	19	ND	**14.00**	**11.25**	**2.75**	10.33	10.00	0.33
22	43	IN	**14.50**	**11.75**	**2.75**	32.00	17.25	14.75
23	24	AR	**12.00**	**9.00**	**3.00**	8.50	5.75	2.75
24	5	CA	**11.50**	**8.50**	**3.00**	12.00	20.00	-8.00
25	39	NC	**15.25**	**12.25**	**3.00**	23.75	11.50	12.25

* Difference was calculated by subtracting Web scores from Phone scores. Therefore, positive values indicate that the state's phone service scored higher than its website, and negative values indicate that the state's website scored higher than its phone service.

Rank 2008	Rank 2005	State Abbreviation	Phone 2008	Web 2008	Difference 2008	Phone 2005	Web 2005	Difference 2005
26	6	NY	**26.50**	**22.75**	**3.75**	14.00	21.67	-7.67
27	3	KS	**20.00**	**15.75**	**4.25**	5.00	17.00	-12.00
28	34	CT	**29.00**	**24.00**	**5.00**	24.00	16.33	7.67
29	29	IL	**17.50**	**12.50**	**5.00**	10.00	5.00	5.00
30	30	WY	**17.25**	**11.50**	**5.75**	22.75	16.33	6.42
31	37	VA	**33.75**	**27.75**	**6.00**	16.75	6.00	10.75
32	35	UT	**20.50**	**14.00**	**6.50**	21.50	12.50	9.00
33	27	WV	**20.00**	**13.00**	**7.00**	23.50	19.50	4.00
34	9	VT	**20.25**	**12.00**	**8.25**	10.67	16.50	-5.83
35	4	AK	**16.75**	**8.00**	**8.75**	15.00	23.00	-8.00
36	46	MD	**27.00**	**16.75**	**10.25**	27.50	8.50	19.00
37	21	MS	**27.00**	**16.50**	**10.50**	18.50	17.00	1.50
38	50	NJ	**27.25**	**15.75**	**11.50**	30.67	6.67	24.00
39	28	OK	**23.25**	**11.00**	**12.25**	16.75	11.75	5.00
40	42	HI	**22.25**	**9.25**	**13.00**	22.00	8.67	13.33
41	10	KY	**31.00**	**15.50**	**15.50**	6.00	11.00	-5.00
42	8	SD	**32.50**	**17.00**	**15.50**	2.00	8.67	-6.67
43	40	AZ	**29.75**	**14.00**	**15.75**	23.00	10.00	13.00
44	7	LA	**25.25**	**9.00**	**16.25**	6.67	14.00	-7.33
45	41	DE	**24.50**	**7.75**	**16.75**	20.50	7.25	13.25
46	30	DC	**23.75**	**6.75**	**17.00**	20.00	14.50	5.50
47	48	CO	**31.25**	**13.50**	**17.75**	23.50	3.50	20.00
48	15	SC	**32.75**	**12.25**	**20.50**	21.33	23.33	-2.00
49	36	OH	**29.50**	**8.75**	**20.75**	28.75	19.00	9.75
50	14	AL	**27.25**	**6.13**	**21.13**	2.00	4.75	-2.75
51	11	NH	**30.25**	**7.67**	**22.58**	14.50	18.75	-4.25



Individual variable scores – Possible range of scores for each item is 0 through 4.

Question – Able to locate information on…	Mean - Web	Std. Dev. - Web	Mean - Phone	Std. Dev. - Phone	Mean - Combined	Std. Dev. Combined
Where to go for help for mental illness treatment and services	2.67	1.41	2.23	1.71	2.45	1.22
The treatment of severe mental illness (schizophrenia, bipolar disorder, major depressive disorder)	1.58	1.60	2.03	1.73	1.81	1.30
Treatment for co-occurring disorder (having both a mental illness and a substance abuse disorder)	1.55	1.61	2.07	1.70	1.81	1.32
Supported housing	1.53	1.62	2.01	1.70	1.77	1.33
How to apply for Medicaid	1.67	1.57	1.96	1.69	1.81	1.25
The process of involuntary commitment to inpatient treatment facility (state psychiatric hospital)	1.07	1.49	1.97	1.72	1.52	1.23
Mental illness and their treatment in a non-English language	0.99	1.52	1.80	1.69	1.40	1.23
How to communicate feedback or complaints to the State Mental Health Authority	1.74	1.61	2.07	1.74	1.91	1.32
Medications for the treatment of mental illness (this may include medication side effects)	0.83	1.39	1.61	1.67	1.22	1.12
Recovery and wellness promotion (quitting smoking, exercise, managing medications, managing relapse prevention, etc.)	1.47	1.55	1.78	1.70	1.62	1.24