“Finding Mental Health Services: Survey on Experiences and Needs”

Frequently Asked Questions

Thank you for your interest in participating in a survey about your experiences with seeking mental health treatment and related services. Your survey responses will help NAMI improve our own resources and inform future work by NAMI and our partners to create new or improved service-finder tools.

If you have further questions, please contact us at researchstudy@nami.org.

1. What is this study?

This study is an anonymous online survey for adults in the United States who have used service-finder tools to identify a mental health treatment provider or other mental health-related service. The survey includes questions about your priorities when seeking these services and your experiences with service-finder tools.

2. What is a “service-finder tool”?

A service finder tool is any online search platform, mobile app, or phone-based service like a provider directory or HelpLine designed to help people locate treatment or support for mental health conditions.

3. What is a “mental health-related service”?

For the purposes of this survey, NAMI defines a “mental health-related service” as any service intended to support a person with a mental health condition. This includes treatment-related services like psychiatric services, therapy sessions or support groups, community services like food assistance, and social services like case management and housing assistance.

4. Who is eligible to participate?

Anyone 18 years of age or older who lives in the United States is eligible to participate in the survey. To participate you will need access to the internet.
through a computer, tablet or smartphone at the time of the survey.

5. **Are my responses confidential?**

Yes. Participation in the survey is anonymous. You will be assigned a “Participant Identification Number” that will keep your responses separate from others, but allow comparison of responses. If you communicate with NAMI about the survey, NAMI will not share your name or any identifying information with anyone.

6. **What will be done with my responses?**

Your responses will be stored on NAMI’s data base which follows industry confidentiality and ethical guidelines. Analysis of responses will be conducted by NAMI. After any names and identifying information have been removed, a report of the analysis will be shared with our research partner.

7. **Why is NAMI involved?**

NAMI actively advocates for research to develop new and more effective treatment and access options for people with mental health conditions. When a research partner asked us to help them better understand the experiences members of our community have had when seeking treatment and related services, we determined this was a valuable opportunity. By learning from the experiences of people with mental health conditions and their families, we are putting your voices first in the development of new and improved resources.