



**nami**

National Alliance on Mental Illness

# New Hampshire

## INFORMATION AND RESOURCE PROGRAM EVALUATION SUMMARY

The **NAMI NH Information and Resource Program** is a service available to individuals seeking information about mental illness, those who are experiencing their first exposure to the illness of a loved one, or those who are trying to manage a crisis. Contacting the **NAMI NH Information and Resource Program**, families can access information, support through multiple means, and become connected with the NAMI NH Network. This contact can satisfy a family need quickly and effectively, thus reducing the impact of illness.

**Families and others who have questions about mental illness, recovery, and resources can have their inquiries addressed through multiple ways:**

- Phone - 1-800-242-6264
- Walk in - in person visit to the NAMI NH office
- Email - [info@naminh.org](mailto:info@naminh.org)
- The NAMI NH mental health resource center

**The NAMI NH Website - <http://www.naminh.org>**

### EVALUATION RESULTS

The **NAMI NH Information and Resource Program** is evaluated using a brief survey sent to all individuals who contact the program and provide an email address and/or mailing address. This survey goes out quarterly and assess how quickly NAMI NH responded to the information/resource request, the quality of the response, the helpfulness of the Information and Resource Specialist, and their overall experience with the **NAMI NH Information and Resource Program**.

Each year NAMI NH receives over 1,000 contacts through I&R, and 38,000 unique visitors on our website; all calls are helped through the **NAMI NH Information and Resource Program**. Of the sample contacted for a follow-up survey, approximately 8% responded.

- 95% of requests were responded to within 2 business days—79% were handled within 24 hours
- 9 out of 10 respondents report receiving accurate information or being directed to an appropriate agency/organization
- The Information and Resource Specialists were rated as very friendly, responsive, patient, enthusiastic, and courteous
- 84% of respondents rated their experiences with the **NAMI NH Information and Resource Program** as being above average

### July 1, 2019—June 30, 2020

How are people contacting the **NAMI NH Information and Resource Program** (excluding website)?

Contact Method	Percentage
Phone	58%
Email/Web	32%
Walk in at the NAMI NH office	10%

### QUOTES FROM PARTICIPANTS

- *“I think that NAMI NH is an invaluable organization”*
- *“NAMI and the staff have always been an excellent community partner. We feel fortunate to have access to their expertise to support our staff and senior center participants”*
- *“I called as a family member but am also a professional who gives your # to family members at least once per week. Keep up the great work!!!”*
- *“It is a relief to speak to a specialist who takes time to listen to my concerns!”*
- *“The representative was knowledgeable and showed concern for the circumstances discussed”*

For more information visit [www.naminh.org](http://www.naminh.org)