



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
- Email - info@naminh.org
- Walk in - in person visit to the NAMI NH office
- 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 76,000 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 10% responded.

- 92% of requests were responded to within 2 business days—69% 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
- 85% of respondents rated their experiences with the **NAMI NH Information and Resource Program** as being above average

July 1, 2020—June 30, 2021

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

Contact Method	Percentage
Phone	39%
Email/Web	57%
Walk in at the NAMI NH office	4%

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