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

Alabama – (State Rank: 27 Score: 5)

- One participant noted that NAMI was mentioned on the website as being associated with recovery/wellness promotion.

Alaska – (State Rank: 43 Score: 2)

- One participant reported difficulties accessing resource lists from the state website. It was unclear as to whether the information was in a format his/her computer could not open, or if the website would not allow him/her access to that area. Another participant reported that it was unclear whether the agency he/she reached was part of the state government, or a private entity. One participant found that individuals are referred to NAMI for information on the treatment of severe mental illness.

Arizona – (State Rank: 12 Score: 8)

- One participant described the website as a good resource once it is finally located (he/she spent several minutes trying to find the correct site).

Arkansas – (State Rank: 47 Score: 1)

- One participant reported that it is very easy to access information on how to apply for Medicaid.

California – (State Rank: 48 Score: 1)

- Two participants reported difficulties with the website. One stated that it was currently under construction, and the other stated that the only information available was from sites outside of the state website. When conducting the phone survey, one participant reached an ombudsman who refused to complete survey and directed the participant to an out of service number for media relations.

Colorado – (State Rank: 11 Score: 8)

- One participant reported that information is not available at the state level. One must contact individual counties which may or may not have information available.

Connecticut – (State Rank: 3 Score: 10)

- One participant reported that the website was very difficult to navigate. Another participant reported that the individual reached for the phone survey was very helpful and willing to provide his name and contact information in case assistance is needed again in the future.

Delaware – (State Rank: 29 Score: 5)

- One participant reported extreme difficulties in obtaining the correct phone number from the 411 service in that area.

Florida – (State Rank: 41 Score: 3)

- One participant reached an individual in the state and was told to "talk to a therapist" regarding the survey questions.

Georgia – (State Rank: 45 Score: 2)

- One participant reported that the website was "awful". Three participants reported extreme difficulties in completing the phone survey. Two were unable to reach anyone able to answer questions prior to the survey deadline, and a third individual was told that the person he/she reached had already completed the survey (this participant was asked "what is NAMI?").

Hawaii – (State Rank: 31 Score: 5)

- One participant reported that he/she was unable to contact anyone able to provide answers to the survey items prior to the deadline. Another participant reported that most of the links on the website were "sponsored links" for outside sources.

Idaho – (State Rank: 24 Score: 6)

- One participant reported that he/she was unable to contact anyone able to provide answers to the survey items prior to the deadline. A link to NAMI is posted on the website.

Illinois – (State Rank: 35 Score: 4)

- One participant was told to submit his/her questions by email and then wait for answers – the email address provided to him/her was invalid (message returned as "undeliverable".

Indiana – (State Rank: 40 Score: 3)

- One participant reported that he/she was unable to contact anyone able to provide answers to the survey items prior to the deadline.

Iowa – (State Rank: 44 Score: 2)

- One participant reported that he/she was unable to connect to the state mental health authority from an out of state phone number. Another participant reported that the website is not user friendly and seems to be designed for staff rather than consumers/family members.

Kansas – (State Rank: 22 Score: 6)

- One participant reported that he/she was unable to contact anyone able to provide answers to the survey items prior to the deadline. Another participant reported that there are many "dead links" on the website which made it difficult to obtain information.

Kentucky – (State Rank: 8 Score: 9)

- One participant reported that he/she had difficulties with 411 for this state. He/she was connected to an agency other than the state mental health authority. Another

participant reported that the state website links to outside sources (not necessarily state agencies) to provide information instead of having it consolidated in one location.

Louisiana – (State Rank: 25 Score: 6)

- One participant reported that the website was very slow. Another participant reported that the phone system was not easy to access – he/she was told that this was only temporary due to the hurricane that the state was experiencing at the time.

Maine – (State Rank: 4 Score: 10)

- One participant stated that "Excellent!" information is available on the treatment of mental illness.

Maryland – (State Rank: 15 Score: 8)

- One participant reported that the website was "Awful!!!" Links to information existed, but those links were non-functional.

Massachusetts – (State Rank: 2 Score: 10)

- One participant was able to obtain answers to the survey items on the phone survey but reported that the individual he/she spoke to did not seem to want to talk. Another participant reported that the state website has a great deal of information for veterans.

Michigan – (State Rank: 18 Score: 7)

- One participant reported reaching someone who had already responded to the survey. Another participant identified the website as being very helpful and well organized.

Minnesota – (State Rank: 19 Score: 7)

- One participant reported that the first person he/she reached was rude, and that the second person reached did not call back before the survey deadline.

Mississippi – (State Rank: 13 Score: 8)

- One participant stated that the receptionist was very consumer oriented.

Missouri – (State Rank: 33 Score: 4)

- One participant reported reaching someone who had already completed one NAMI survey. The participant was told that the person would call back yet he/she never received a return call.

Montana – (State Rank: 39 Score: 3)

- Three participants reported difficulty completing the phone survey for this state. One stated that the phone rang but no one answered on multiple occurrences and that there was no way to leave a message. A second participant reported that he/she had to speak to multiple people before finding someone able to answer the

questions. The third individual reported that he/she was unable to reach anyone before the survey deadline. One participant reported that navigating the website was very frustrating.

Nebraska – (State Rank: 32 Score: 4)

- One participant reported calling multiple times with no answer – no voicemail was available. Another participant reported that no information was available directly through the website. One needed to click links to outside sources from the website.

Nevada – (State Rank: 21 Score: 6)

- One participant reported that he/she was on hold for 30 minutes and that there was no system in place to leave voicemail. A second participant reported that the person he/she spoke with was very helpful and that he/she was only transferred once.

New Hampshire – (State Rank: 16 Score: 7)

- One participant reported that the website had a link to NAMI NH. Another participant noted that he/she was called back within 10 minutes of leaving a message.

New Jersey – (State Rank: 14 Score: 8)

- One participant found that the state mental health authority is able to link individuals with numerous different services at the local level.

New Mexico – (State Rank: 51 Score: 1)

- One participant reported that although the website can be viewed in English and Spanish, there was no useful information posted on the website. Three participants had difficulty completing the phone survey. The reasons included all operators being busy during multiple attempts to reach them with way of leaving a message, a participant being transferred multiple times and reaching nothing but voicemail, and multiple transfers before locating the correct person to leave a message for.

New York – (State Rank: 7 Score: 9)

- One participant had difficulty obtaining the number from the 411 service, and another participant had difficulties locating the correct website (the participant ended up using the website provided by NAMI NH).

North Carolina – (State Rank: 38 Score: 3)

- One participant reported that for non-English language information, one is directed to the Spanish version of the NAMI website. Two other participants reported difficulties when conducting the phone survey. The reasons given were that the phone number provided to them by information was not in service, and that there was no answer and no voice mail when he/she called.

North Dakota – (State Rank: 42 Score: 2)

- One participant reported that a great deal of irrelevant information came up in the search results and that there were several broken links on the website.

Ohio – (State Rank: 17 Score: 7)

- One participant that the individual he/she reached did not know who he/she should speak with and said "Sorry I can't help you".

Oklahoma – (State Rank: 26 Score: 6)

- One participant reported being transferred multiple times when calling and finally being transferred to an unhelpful mental health referral line. Another participant reported that the search function on website did not work properly.

Oregon – (State Rank: 50 Score: 1)

- Three participants reported difficulties when trying to conduct the phone survey. One stated that his/her calls were not returned prior to survey deadline. The second participant stated that he/she was disconnected before he/she finished introducing himself/herself. The third participant was told that only one person at the agency could respond to the call and that he/she was unavailable prior to survey deadline.

Pennsylvania – (State Rank: 36 Score: 4)

- One participant reported that he/she called multiple times but that the voicemail full and he/she was unable to leave a message.

Rhode Island – (State Rank: 9 Score: 9)

- One participant was told to contact an individual who was unable to complete the survey before the deadline.

South Carolina – (State Rank: 10 Score: 9)

- One participant reported that the 411 operator gave him/her the number for the South Carolina corrections center. The individual who answered there stated that this happens so often that he keeps the DMH number readily available (he provided the correct number to the participant).

South Dakota – (State Rank: 6 Score: 9)

- One participant found that the availability of treatment for co-occurring disorders is inconsistent across the state.

Tennessee – (State Rank: 5 Score: 10)

- One participant reported difficulties with obtaining the correct number from information. Another participant sated that he/she was referred to the SAMHSA website for answers instead of being provided with local information.

Texas – (State Rank: 20 Score: 7)

- One participant reported that he/she was connected to patient records when choosing mental illness option from a menu in automated phone system. Another participant reported state services were overwhelmed at that time due to hurricane Ike.

Utah – (State Rank: 23 Score: 6)

- One participant reported that the individual responding to the survey said that he/she had to go after responding to only 5 questions.

Vermont – (State Rank: 30 Score: 5)

- One participant reported that the website needs more highlighted applicable links and that it currently has all small text and that it is wordy.

Virginia – (State Rank: 1 Score: 10)

- One participant reported that through the 211 service, the state has translators available for 3-way calls in over 100 languages.

Washington – (State Rank: 49 Score: 1)

- One participant reported that the state website is complicated and difficult to navigate. Another participant reported difficulty connecting with the appropriate agency by phone.

Washington D.C. – (State Rank: 34 Score: 4)

- One participant reported that the state mental health authority did not return his/her calls. Three participants reached the same individual by phone.

West Virginia – (State Rank: 28 Score: 5)

- One participant spoke with a receptionist who was "totally uninterested in issue of caller" and was simply reading the available services/treatments from a sheet.

Wisconsin – (State Rank: 46 Score: 2)

- One participant reported difficulty accessing the materials available on the state website.

Wyoming – (State Rank: 37 Score: 3)

- One participant reported extreme difficulty locating the correct agency. The participant expressed doubts that the agency even exists. Another participant reached an individual who was unwilling to participate in the survey.