



TOPLINE & METHODOLOGY

NAMI/Ipsos – 988 Crisis Response Research

Conducted by Ipsos using KnowledgePanel®
A survey of the American general population (ages 18+)

Interview dates: May 20-23, 2022 & Oct. 22-25, 2021

Number of May 2022 interviews: 2,045

Number of October 2021 interviews: 2,049

Margin of error: +/-2.3 percentage points at the 95% confidence level

NOTE: All results show percentages among all respondents, unless otherwise labeled. Reduced bases are unweighted values.

*NOTE: * = less than 0.5%, - = no respondents*

Annotated Questionnaire:

1. Which three of the following issues do you find most worrying? Select up to three.

	May 2022	Oct. 2021
Inflation/rising prices	53%	-
Crime or gun violence	31%	28%
Climate change	20%	26%
Abortion policies	19%	-
Government budget and debt	18%	25%
Health care	17%	25%
Immigration	16%	21%
Racial injustice	15%	16%
COVID-19/coronavirus	14%	30%
Mental health care	12%	12%
Taxes	11%	17%
Terrorism	9%	13%
Social inequality	9%	13%
Education	9%	10%
Homelessness	7%	10%
Unemployment	5%	8%
Alcohol or drug addiction	5%	6%
Natural disasters	4%	6%
Other	3%	5%
None of these	3%	4%
Skipped	*	-

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2. How familiar are you with the following in the United States?

Total Familiar Summary (Familiar + Somewhat Familiar)	May 2022	Oct. 2021
Health care system	82%	81%
Law enforcement in your community	75%	72%
Criminal justice system	69%	65%
National Suicide Prevention Lifeline	53%	47%
Mental health care system	52%	49%
Alcohol or drug treatment programs	50%	44%
Housing assistance programs	40%	35%

Mental health care system	May 2022	Oct. 2021
Very familiar	12%	12%
Somewhat familiar	40%	38%
Not very familiar	37%	41%
I have heard of this, but that's it	10%	9%
Skipped	1%	1%
<i>Familiar (net)</i>	52%	49%
<i>Not Familiar (net)</i>	47%	50%

Health care system	May 2022	Oct. 2021
Very familiar	31%	27%
Somewhat familiar	50%	54%
Not very familiar	14%	14%
I have heard of this, but that's it	4%	4%
Skipped	1%	1%
<i>Familiar (net)</i>	82%	81%
<i>Not Familiar (net)</i>	18%	18%

Criminal justice system	May 2022	Oct. 2021
Very familiar	17%	14%
Somewhat familiar	52%	51%
Not very familiar	25%	28%
I have heard of this, but that's it	5%	6%
Skipped	1%	1%
<i>Familiar (net)</i>	69%	65%
<i>Not Familiar (net)</i>	30%	34%

Alcohol or drug treatment programs	May 2022	Oct. 2021
Very familiar	11%	9%
Somewhat familiar	39%	36%
Not very familiar	37%	41%
I have heard of this, but that's it	12%	14%
Skipped	1%	1%
<i>Familiar (net)</i>	50%	44%
<i>Not Familiar (net)</i>	49%	55%



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2. How familiar are you with the following in the United States?

National Suicide Prevention Lifeline	May 2022	Oct. 2021
Very familiar	13%	9%
Somewhat familiar	39%	38%
Not very familiar	31%	36%
I have heard of this, but that's it	16%	17%
Skipped	1%	1%
<i>Familiar (net)</i>	53%	47%
<i>Not Familiar (net)</i>	47%	52%

Law enforcement in your community	May 2022	Oct. 2021
Very familiar	22%	20%
Somewhat familiar	53%	52%
Not very familiar	20%	23%
I have heard of this, but that's it	5%	4%
Skipped	1%	1%
<i>Familiar (net)</i>	75%	72%
<i>Not Familiar (net)</i>	24%	28%

Housing assistance programs	May 2022	Oct. 2021
Very familiar	9%	7%
Somewhat familiar	31%	27%
Not very familiar	44%	48%
I have heard of this, but that's it	15%	17%
Skipped	1%	1%
<i>Familiar (net)</i>	40%	35%
<i>Not Familiar (net)</i>	59%	65%

3. Consider the current state of the following in the United States. Do you have a favorable or unfavorable view of the following?

Total Favorable Summary (Very + Somewhat + Lean Favorable) <i>(Each item asked of respondents who are Very/Somewhat/Not very familiar of each item in Q2)</i>	May 2022	Oct. 2021
Law enforcement in your community	71%	72%
Alcohol or drug treatment programs	67%	66%
Health care system	54%	53%
Mental health care system	47%	48%
Criminal justice system	47%	48%

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3. Consider the current state of the following in the United States. Do you have a favorable or unfavorable view of the following?

Mental health care system	May 2022 (N=1,842)	Oct. 2021 (N=1,863)
Very favorable	6%	5%
Somewhat favorable	15%	15%
Lean favorable	26%	28%
Lean unfavorable	27%	24%
Somewhat unfavorable	15%	18%
Very unfavorable	11%	9%
Skipped	1%	1%
<i>Total Favorable (net)</i>	47%	48%
<i>Total Unfavorable (net)</i>	53%	50%

Health care system	May 2022 (N=1,963)	Oct. 2021 (N=1,958)
Very favorable	9%	8%
Somewhat favorable	21%	21%
Lean favorable	25%	24%
Lean unfavorable	19%	19%
Somewhat unfavorable	14%	15%
Very unfavorable	13%	12%
Skipped	1%	1%
<i>Total Favorable (net)</i>	54%	53%
<i>Total Unfavorable (net)</i>	45%	46%

Criminal justice system	May 2022 (N=1,929)	Oct. 2021 (N=1,934)
Very favorable	6%	7%
Somewhat favorable	17%	18%
Lean favorable	24%	24%
Lean unfavorable	21%	22%
Somewhat unfavorable	16%	16%
Very unfavorable	14%	13%
Skipped	1%	1%
<i>Total Favorable (net)</i>	47%	48%
<i>Total Unfavorable (net)</i>	52%	51%

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3. Consider the current state of the following in the United States. Do you have a favorable or unfavorable view of the following?

Alcohol or drug treatment programs	May 2022 (N=1,798)	Oct. 2021 (N=1,771)
Very favorable	9%	6%
Somewhat favorable	21%	22%
Lean favorable	38%	37%
Lean unfavorable	18%	18%
Somewhat unfavorable	9%	10%
Very unfavorable	5%	5%
Skipped	1%	1%
<i>Total Favorable (net)</i>	67%	66%
<i>Total Unfavorable (net)</i>	32%	33%

Law enforcement in your community	May 2022 (N=1,946)	Oct. 2021 (N=1,957)
Very favorable	19%	22%
Somewhat favorable	25%	24%
Lean favorable	27%	27%
Lean unfavorable	12%	13%
Somewhat unfavorable	9%	8%
Very unfavorable	7%	6%
Skipped	1%	1%
<i>Total Favorable (net)</i>	71%	72%
<i>Total Unfavorable (net)</i>	28%	27%

4. How concerned are you, if at all, about the following issues?

Total Concerned Summary (Very + Somewhat Concerned)	May 2022	Oct. 2021
Homelessness	71%	69%
Racial injustice	65%	62%
Stigma around mental illness	65%	60%
Alcohol or drug addiction	60%	56%
Your loved one's mental health	58%	59%
Your own mental health	41%	41%

Your own mental health	May 2022	Oct. 2021
Very concerned	17%	15%
Somewhat concerned	25%	26%
Not very concerned	30%	35%
Not at all concerned	27%	23%
Skipped	1%	1%
<i>Total Concerned (net)</i>	41%	41%
<i>Total Not Concerned (net)</i>	58%	57%

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4. How concerned are you, if at all, about the following issues?

Your loved one's mental health	May 2022	Oct. 2021
Very concerned	25%	24%
Somewhat concerned	34%	35%
Not very concerned	23%	27%
Not at all concerned	18%	13%
Skipped	1%	1%
<i>Total Concerned (net)</i>	58%	59%
<i>Total Not Concerned (net)</i>	41%	40%

Stigma around mental illness	May 2022	Oct. 2021
Very concerned	23%	20%
Somewhat concerned	42%	40%
Not very concerned	24%	26%
Not at all concerned	10%	13%
Skipped	1%	1%
<i>Total Concerned (net)</i>	65%	60%
<i>Total Not Concerned (net)</i>	34%	39%

Homelessness	May 2022	Oct. 2021
Very concerned	27%	26%
Somewhat concerned	45%	43%
Not very concerned	17%	18%
Not at all concerned	11%	12%
Skipped	1%	1%
<i>Total Concerned (net)</i>	71%	69%
<i>Total Not Concerned (net)</i>	28%	30%

Alcohol or drug addiction	May 2022	Oct. 2021
Very concerned	20%	17%
Somewhat concerned	40%	39%
Not very concerned	22%	24%
Not at all concerned	17%	19%
Skipped	1%	1%
<i>Total Concerned (net)</i>	60%	56%
<i>Total Not Concerned (net)</i>	39%	43%

Racial injustice	May 2022	Oct. 2021
Very concerned	32%	29%
Somewhat concerned	33%	33%
Not very concerned	19%	19%
Not at all concerned	16%	17%
Skipped	1%	1%
<i>Total Concerned (net)</i>	65%	62%
<i>Total Not Concerned (net)</i>	34%	36%

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5. Consider the following emergency situations. How much improvement, if any, is needed at the national level when it comes to the following emergency responses?

Total Improvement Needed Summary (Significant + Slight Improvement Needed)	May 2022	Oct. 2021
A violent crime	82%	81%
A mental health or suicide crisis	79%	76%
A drug or alcohol crisis	78%	74%
A medical emergency (heart attack, severe car accident, etc.)	62%	59%

A mental health or suicide crisis	May 2022	Oct. 2021
Significant improvement is needed	57%	54%
Slight improvement is needed	22%	22%
Not a lot of improvement is needed	6%	7%
There is no need for improvement	3%	4%
Don't know	12%	12%
Skipped	1%	1%
<i>Significant/Slight (net)</i>	79%	76%
<i>Not a lot/None (net)</i>	9%	11%

A drug or alcohol crisis	May 2022	Oct. 2021
Significant improvement is needed	50%	46%
Slight improvement is needed	28%	28%
Not a lot of improvement is needed	7%	9%
There is no need for improvement	3%	4%
Don't know	12%	13%
Skipped	-	1%
<i>Significant/Slight (net)</i>	78%	74%
<i>Not a lot/None (net)</i>	10%	13%

A medical emergency (heart attack, severe car accident, etc.)	May 2022	Oct. 2021
Significant improvement is needed	25%	26%
Slight improvement is needed	37%	33%
Not a lot of improvement is needed	21%	22%
There is no need for improvement	6%	7%
Don't know	11%	11%
Skipped	1%	1%
<i>Significant/Slight (net)</i>	62%	59%
<i>Not a lot/None (net)</i>	27%	29%

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5. Consider the following emergency situations. How much improvement, if any, is needed at the national level when it comes to the following emergency responses?

A violent crime	May 2022	Oct. 2021
Significant improvement is needed	62%	59%
Slight improvement is needed	20%	22%
Not a lot of improvement is needed	6%	6%
There is no need for improvement	3%	3%
Don't know	9%	9%
Skipped	-	1%
<i>Significant/Slight (net)</i>	82%	81%
<i>Not a lot/None (net)</i>	9%	9%

6. Consider the following emergency situations. How much improvement, if any, is needed in your state/in your area when it comes to the following emergency responses?

Total Improvement Needed Summary	May 2022	Oct. 2021
A violent crime	76%	73%
A mental health or suicide crisis	76%	71%
A drug or alcohol crisis	72%	69%
A medical emergency (heart attack, severe car accident, etc.)	59%	55%

A mental health or suicide crisis	May 2022	Oct. 2021
Significant improvement is needed	46%	44%
Slight improvement is needed	30%	27%
Not a lot of improvement is needed	7%	10%
There is no need for improvement	3%	3%
Don't know	14%	16%
Skipped	1%	1%
<i>Significant/Slight (net)</i>	76%	71%
<i>Not a lot/None (net)</i>	10%	13%

A drug or alcohol crisis	May 2022	Oct. 2021
Significant improvement is needed	41%	38%
Slight improvement is needed	31%	31%
Not a lot of improvement is needed	9%	12%
There is no need for improvement	3%	2%
Don't know	14%	15%
Skipped	1%	1%
<i>Significant/Slight (net)</i>	72%	69%
<i>Not a lot/None (net)</i>	12%	14%

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6. Consider the following emergency situations. How much improvement, if any, is needed in your state/in your area when it comes to the following emergency responses?

A medical emergency (heart attack, severe car accident, etc.)	May 2022	Oct. 2021
Significant improvement is needed	22%	22%
Slight improvement is needed	37%	33%
Not a lot of improvement is needed	22%	25%
There is no need for improvement	6%	6%
Don't know	12%	13%
Skipped	1%	1%
<i>Significant/Slight (net)</i>	59%	55%
<i>Not a lot/None (net)</i>	28%	31%

A violent crime	May 2022	Oct. 2021
Significant improvement is needed	48%	44%
Slight improvement is needed	28%	29%
Not a lot of improvement is needed	11%	12%
There is no need for improvement	4%	2%
Don't know	10%	12%
Skipped	1%	1%
<i>Significant/Slight (net)</i>	76%	73%
<i>Not a lot/None (net)</i>	15%	14%

7. Following an emergency intervention for someone having a mental health, alcohol/drug, or suicide crisis, what type of follow up care, if any, do you think should be provided regardless of insurance coverage or ability to pay? Select all that apply.

	May 2022	Oct. 2021
Mental health care, including medication or therapy	78%	81%
Alcohol or drug treatment, including rehabilitation facilities	68%	64%
An assigned social worker/case worker	55%	51%
Social services, like housing and food assistance	48%	33%
Hospital stay	41%	29%
In-home health care	31%	26%
No follow up care should be available	4%	4%
Skipped	2%	1%

- 8a. Which statement comes closest to your opinion, even if neither is exactly right?

	May 2022 (N=1,021)	Oct. 2021
When someone is having a mental health or suicide crisis, <u>mental health professionals</u> should be the primary first responders	76%	79%
When someone is having a mental health or suicide crisis, <u>police</u> should be the primary first responders	23%	19%
Skipped	1%	2%

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8b. Which statement comes closest to your opinion, even if neither is exactly right?

	May 2022 (N=1,024)
When someone is in a mental health or suicide crisis, <u>they should</u> receive a mental health response.	86%
When someone is in a mental health or suicide crisis, <u>they should</u> receive a police response.	13%
Refused	1%

9. How familiar are you with the 988 emergency number?

	May 2022	Oct. 2021
Very familiar	1%	1%
Somewhat familiar	3%	2%
Not very familiar	12%	9%
Have heard of it, but that's it	6%	6%
I have never heard of it	77%	80%
Skipped	1%	1%
<i>Total Very/Somewhat Familiar (net)</i>	4%	4%
<i>Total Not Very Familiar/Have Heard of/Never heard of (net)</i>	95%	95%

10. If you or a loved one were experiencing a mental health, alcohol/drug, or suicide crisis, would you prefer to use text message, online chat, or phone calls to reach crisis counselors?

	May 2022
Phone call	72%
Text message	16%
Online chat	7%
None of these	5%
Refused	-

11. Please indicate how much you agree or disagree with each of the following statements.

Total Agree Summary	May 2022	Oct. 2021
A person having a mental health, suicide, or drug/alcohol crisis should be treated first by a health care provider or crisis counselor, not by law enforcement	84%	82%
I am <u>not</u> content with status of mental health treatment in this country	77%	75%
I would be afraid the police may hurt my loved one or me while responding to a mental health crisis	64%	62%
I don't know what to do if someone I love were experiencing a mental health crisis	48%	48%
If my loved one was having a mental health crisis, I would not feel safe calling 911 for help	45%	46%
I don't know what to do if someone I love is thinking about suicide	45%	45%

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11. Please indicate how much you agree or disagree with each of the following statements.

I am <u>not</u> content with status of mental health treatment in this country	May 2022	Oct. 2021
Strongly agree	33%	32%
Somewhat agree	44%	43%
Somewhat disagree	17%	18%
Strongly disagree	5%	5%
Skipped	1%	2%
<i>Total Agree (net)</i>	77%	75%
<i>Total Disagree (net)</i>	22%	23%

I don't know what to do if someone I love were experiencing a mental health crisis	May 2022	Oct. 2021
Strongly agree	10%	10%
Somewhat agree	38%	38%
Somewhat disagree	35%	35%
Strongly disagree	16%	16%
Skipped	1%	2%
<i>Total Agree (net)</i>	48%	48%
<i>Total Disagree (net)</i>	51%	50%

I would be afraid the police may hurt my loved one or me while responding to a mental health crisis	May 2022	Oct. 2021
Strongly agree	28%	28%
Somewhat agree	36%	34%
Somewhat disagree	21%	22%
Strongly disagree	14%	15%
Skipped	1%	2%
<i>Total Agree (net)</i>	64%	62%
<i>Total Disagree (net)</i>	35%	37%

If my loved one was having a mental health crisis, I would not feel safe calling 911 for help	May 2022	Oct. 2021
Strongly agree	16%	14%
Somewhat agree	30%	32%
Somewhat disagree	32%	32%
Strongly disagree	22%	20%
Skipped	1%	2%
<i>Total Agree (net)</i>	45%	46%
<i>Total Disagree (net)</i>	54%	52%



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11. Please indicate how much you agree or disagree with each of the following statements.

A person having a mental health, suicide, or drug/alcohol crisis should be treated first by a health care provider or crisis counselor, not by law enforcement	May 2022	Oct. 2021
Strongly agree	49%	48%
Somewhat agree	35%	34%
Somewhat disagree	12%	13%
Strongly disagree	3%	4%
Skipped	1%	2%
<i>Total Agree (net)</i>	84%	82%
<i>Total Disagree (net)</i>	15%	17%

I don't know what to do if someone I love is thinking about suicide	May 2022	Oct. 2021
Strongly agree	11%	11%
Somewhat agree	34%	34%
Somewhat disagree	36%	36%
Strongly disagree	19%	18%
Skipped	1%	2%
<i>Total Agree (net)</i>	45%	45%
<i>Total Disagree (net)</i>	54%	53%

12. Please indicate how much you agree or disagree with each of the following statements.

Total Agree Summary	May 2022
Everyone, regardless of location or income, deserves access to quality mental health care [Base: Half of respondents]	91%
Everyone, regardless of location or income, deserves access to quality mental health crisis responses and care [Base: Half of respondents]	89%
Society would be improved if everyone who needed mental health care was able to access it	88%
Mental health crisis responses must be improved for people experiencing homelessness	83%
Mental health crisis responses must be improved for people with low incomes	82%
Young people need more mental health resources dedicated to them and their unique needs	79%
More federal funding is needed to support mental health crisis services [Base: Half of respondents]	79%
More federal funding is needed to support mental health crisis services specifically for young people [Base: Half of respondents]	76%
Mental health crisis responses must be improved for people of color	73%
Mental health crisis responses must be improved for LGBTQ people	69%

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12. Please indicate how much you agree or disagree with each of the following statements.

Young people need more mental health resources dedicated to them and their unique needs	May 2022
Strongly agree	40%
Somewhat agree	39%
Somewhat disagree	13%
Strongly disagree	6%
Skipped	2%
<i>Total Agree (net)</i>	79%
<i>Total Disagree (net)</i>	19%

Everyone, regardless of location or income, deserves access to quality mental health care <i>[Only half of respondents saw this prompt]</i>	May 2022 (N=1,027)
Strongly agree	65%
Somewhat agree	27%
Somewhat disagree	4%
Strongly disagree	3%
Skipped	1%
<i>Total Agree (net)</i>	91%
<i>Total Disagree (net)</i>	7%

Everyone, regardless of location or income, deserves access to quality mental health crisis responses and care <i>[Only half of respondents saw this prompt]</i>	May 2022 (N=1,018)
Strongly agree	62%
Somewhat agree	27%
Somewhat disagree	5%
Strongly disagree	4%
Skipped	2%
<i>Total Agree (net)</i>	89%
<i>Total Disagree (net)</i>	10%

Society would be improved if everyone who needed mental health care was able to access it	May 2022
Strongly agree	55%
Somewhat agree	33%
Somewhat disagree	7%
Strongly disagree	4%
Skipped	1%
<i>Total Agree (net)</i>	88%
<i>Total Disagree (net)</i>	11%



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12. Please indicate how much you agree or disagree with each of the following statements.

Mental health crisis responses must be improved for people of color	May 2022
Strongly agree	38%
Somewhat agree	34%
Somewhat disagree	15%
Strongly disagree	10%
Skipped	2%
<i>Total Agree (net)</i>	73%
<i>Total Disagree (net)</i>	25%

Mental health crisis responses must be improved for people with low incomes	May 2022
Strongly agree	46%
Somewhat agree	37%
Somewhat disagree	10%
Strongly disagree	6%
Skipped	2%
<i>Total Agree (net)</i>	82%
<i>Total Disagree (net)</i>	16%

Mental health crisis responses must be improved for people experiencing homelessness	May 2022
Strongly agree	44%
Somewhat agree	39%
Somewhat disagree	10%
Strongly disagree	5%
Skipped	2%
<i>Total Agree (net)</i>	83%
<i>Total Disagree (net)</i>	15%

Mental health crisis responses must be improved for LGBTQ people	May 2022
Strongly agree	35%
Somewhat agree	34%
Somewhat disagree	17%
Strongly disagree	12%
Skipped	3%
<i>Total Agree (net)</i>	69%
<i>Total Disagree (net)</i>	29%

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12. Please indicate how much you agree or disagree with each of the following statements.

More federal funding is needed to support mental health crisis services <i>[Only half of respondents saw this prompt]</i>	May 2022 (N=1,027)
Strongly agree	44%
Somewhat agree	34%
Somewhat disagree	12%
Strongly disagree	8%
Skipped	1%
<i>Total Agree (net)</i>	79%
<i>Total Disagree (net)</i>	20%

More federal funding is needed to support mental health crisis services specifically for young people <i>[Only half of respondents saw this prompt]</i>	May 2022 (N=1,018)
Strongly agree	36%
Somewhat agree	40%
Somewhat disagree	14%
Strongly disagree	8%
Skipped	2%
<i>Total Agree (net)</i>	76%
<i>Total Disagree (net)</i>	22%

13. Which statement comes closest to your opinion, even if neither is exactly right?

	May 2022
I would support my tax dollars being part of how we fund mental health crisis services for young people in this country	66%
Funding mental health crisis services for young people in this country should not come from taxpayers	33%
Refused	2%



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14. Taking into account everything you know about mental health, alcohol/drug problems, and suicide crises, would you support or oppose policies that...

Total Support Summary	May 2022	Oct. 2021
Create 24/7 mental health, alcohol/drug, and suicide crisis call centers that can respond effectively to callers and follow-up later	91%	90%
Require all health insurers to cover mental health crisis services	88%	87%
Send mental health professionals to respond to mental health, alcohol/drug, or suicide crises	87%	88%
Provide <u>state</u> funding of 988 call-center operations and crisis response services <i>[Base: Half of respondents in May 2022/All Respondents in October 2021]</i>	85%	85%
Provide <u>federal</u> funding of 988 call-center operations and crisis response services <i>[Base: Half of respondents in May 2022/All Respondents in October 2021]</i>	83%	84%
Use <u>federal</u> tax money to support a mental health crisis response system, including the 988 emergency number and its services <i>[Base: Half of respondents in May 2022]</i>	77%	-
Use <u>state</u> tax money to support a mental health crisis response system, including the 988 emergency number and its services <i>[Base: Half of respondents in May 2022]</i>	75%	-
Use multiple sources of funding, including local, state, federal taxes, and fees on monthly phone bills to support a mental health crisis response system	70%	-
Add monthly fees on phone bills to fund 988 call center operations and crisis response services, similar to fees already collected to fund 911 services <i>[Base: All respondents in May 2022/Half of respondents in October 2021]</i>	55%	61%

Create 24/7 mental health, alcohol/drug, and suicide crisis call centers that can respond effectively to callers and follow-up later	May 2022	Oct. 2021
Strongly support	53%	57%
Somewhat support	38%	33%
Somewhat oppose	5%	5%
Strongly oppose	3%	3%
Skipped	2%	2%
Total Support (net)	91%	90%
Total Oppose (net)	7%	8%

Provide <u>federal</u> funding of 988 call-center operations and crisis response services <i>[Only half of respondents saw this prompt in May 2022]</i>	May 2022 (N=1,027)	Oct. 2021
Strongly support	46%	51%
Somewhat support	37%	33%
Somewhat oppose	10%	8%
Strongly oppose	6%	7%
Skipped	1%	2%
Total Support (net)	83%	84%
Total Oppose (net)	15%	15%



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14. Taking into account everything you know about mental health, alcohol/drug problems, and suicide crises, would you support or oppose policies that...

Provide state funding of 988 call-center operations and crisis response services <i>[Only half of respondents saw this prompt in May 2022]</i>	May 2022 (N=1,027)	Oct. 2021
Strongly support	44%	48%
Somewhat support	41%	36%
Somewhat oppose	9%	8%
Strongly oppose	4%	6%
Skipped	1%	2%
<i>Total Support (net)</i>	85%	85%
<i>Total Oppose (net)</i>	14%	13%

Send mental health professionals to respond to mental health, alcohol/drug, or suicide crises	May 2022	Oct. 2021
Strongly support	50%	53%
Somewhat support	38%	35%
Somewhat oppose	7%	6%
Strongly oppose	4%	3%
Skipped	2%	2%
<i>Total Support (net)</i>	87%	88%
<i>Total Oppose (net)</i>	11%	10%

Add monthly fees on phone bills to fund 988 call center operations and crisis response services, similar to fees already collected to fund 911 services <i>[Only half of respondents saw this prompt in October 2021]</i>	May 2022	Oct. 2021 (N=1,016)
Strongly support	21%	25%
Somewhat support	34%	35%
Somewhat oppose	22%	18%
Strongly oppose	21%	19%
Skipped	2%	2%
<i>Total Support (net)</i>	55%	61%
<i>Total Oppose (net)</i>	44%	37%

TOPLINE & METHODOLOGY

14. Taking into account everything you know about mental health, alcohol/drug problems, and suicide crises, would you support or oppose policies that...

Require all health insurers to cover mental health crisis services	May 2022	Oct. 2021
Strongly support	59%	59%
Somewhat support	29%	28%
Somewhat oppose	7%	6%
Strongly oppose	4%	4%
Skipped	2%	2%
<i>Total Support (net)</i>	88%	87%
<i>Total Oppose (net)</i>	11%	11%

Use <u>federal</u> tax money to support a mental health crisis response system, including the 988 emergency number and its services <i>[Only half of respondents saw this prompt in May 2022]</i>	May 2022 (N=1,018)
Strongly support	41%
Somewhat support	36%
Somewhat oppose	11%
Strongly oppose	9%
Skipped	3%
<i>Total Support (net)</i>	77%
<i>Total Oppose (net)</i>	20%

Use <u>state</u> tax money to support a mental health crisis response system, including the 988 emergency number and its services <i>[Only half of respondents saw this prompt in May 2022]</i>	May 2022 (N=1,018)
Strongly support	34%
Somewhat support	41%
Somewhat oppose	14%
Strongly oppose	9%
Skipped	2%
<i>Total Support (net)</i>	75%
<i>Total Oppose (net)</i>	23%

Use multiple sources of funding, including local, state, federal taxes, and fees on monthly phone bills to support a mental health crisis response system	May 2022 (N=1,018)
Strongly support	33%
Somewhat support	37%
Somewhat oppose	16%
Strongly oppose	13%
Skipped	1%
<i>Total Support (net)</i>	70%
<i>Total Oppose (net)</i>	29%

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15. Have you or a loved one ever done or experienced the following?

Seen a mental health provider (therapist, psychologist, psychiatrist, etc.)	May 2022
Yes, I have	29%
Yes, a loved one has	29%
No	50%
Prefer not to say	3%
Skipped	1%

Experienced a life-threatening mental health crisis (i.e., attempting suicide)	May 2022	Oct. 2021
Yes, I have	7%	7%
Yes, a loved one has	14%	14%
No	76%	76%
Prefer not to say	3%	3%
Skipped	1%	2%

Sought help for alcohol or drug addiction	May 2022	Oct. 2021
Yes, I have	4%	5%
Yes, a loved one has	15%	15%
No	78%	77%
Prefer not to say	2%	2%
Skipped	1%	2%

Thought about, or talked about, suicide or self-harm	May 2022
Yes, I have	17%
Yes, a loved one has	19%
No	65%
Prefer not to say	4%
Skipped	1%

Experienced delusions, paranoia, hallucinations, or extreme withdrawal/isolation from everyday life	May 2022
Yes, I have	7%
Yes, a loved one has	12%
No	79%
Prefer not to say	3%
Skipped	1%

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15. Have you or a loved one ever done or experienced the following?

Been to the hospital for an overdose	May 2022	Oct. 2021
Yes, I have	3%	3%
Yes, a loved one has	8%	8%
No	86%	87%
Prefer not to say	3%	2%
Skipped	1%	2%

Called 911 while you are having a mental health, substance use, or suicide crisis	May 2022	Oct. 2021
Previous wording: Called 911 while you are having a mental health, alcohol or drug, or suicide crisis		
Yes, I have	2%	3%
Yes, a loved one has	5%	5%
No	89%	89%
Prefer not to say	3%	2%
Skipped	1%	2%

Called 911 for someone else who was having a mental health, alcohol or drug, or suicide crisis	May 2022	Oct. 2021
Previous wording: Called 911 for someone else who was having a mental health, substance use, or suicide crisis		
Yes, I have	6%	7%
Yes, a loved one has	8%	8%
No	83%	82%
Prefer not to say	3%	2%
Skipped	1%	2%

Been arrested during a mental health crisis	May 2022	Oct. 2021
Yes, I have	2%	1%
Yes, a loved one has	4%	4%
No	91%	90%
Prefer not to say	3%	1%
Skipped	2%	3%

Been placed under an involuntarily psychiatric hold	May 2022
Yes, I have	4%
Yes, a loved one has	9%
No	83%
Prefer not to say	3%
Skipped	1%

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16. You mentioned that you or a loved one had a mental health, alcohol/drug, or suicide crisis that involved 911 or the police. Did you or your loved one receive the help needed following this experience? If there was more than one experience, please think of the most recent experience.

Base: Respondent or a loved one had a mental health, substance use, or suicide crisis that involved 911 or the police	May 2022 (N=309)	Oct. 2021 (N=361)
Previous Base: Respondent or a loved one had a mental health, alcohol/drug, or suicide crisis that involved 911 or the police		
Yes, received all help needed	30%	31%
Yes, received some help needed	40%	40%
No, did not receive the help needed	22%	17%
Not sure	5%	9%
Prefer not to say	4%	3%
Skipped	-	-

17. Please indicate how much you agree or disagree with each of the following statements.

Total Agree Summary	May 2022	Oct. 2021
Every person having a mental health crisis should receive a humane response that treats them with dignity and respect	92%	93%
Mobile mental health crisis teams should be staffed by mental health professionals	90%	91%
If someone needs immediate mental health care, there must be a better alternative to going to the emergency room	89%	88%
All health insurance should cover mental health crisis services	88%	89%
By building and providing mental health crisis services across the country, we can prevent people from cycling in and out of emergency rooms, arrests, incarceration, and homelessness	86%	86%
It's important for people who have experienced a mental health crisis to connect with others who have had a similar experience as part of their recovery	86%	-
A mental health crisis should be treated the same as any other health emergency	77%	79%
It's okay for a person in a mental health crisis to be kept in a hospital emergency department for days or weeks	39%	-

Mobile mental health crisis teams should be staffed by mental health professionals	May 2022	Oct. 2021
Strongly agree	54%	58%
Somewhat agree	36%	33%
Somewhat disagree	5%	4%
Strongly disagree	3%	4%
Skipped	2%	2%
<i>Total Agree (net)</i>	90%	91%
<i>Total Disagree (net)</i>	8%	8%

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17. Please indicate how much you agree or disagree with each of the following statements.

If someone needs immediate mental health care, there must be a better alternative to going to the emergency room	May 2022	Oct. 2021
Strongly agree	51%	50%
Somewhat agree	38%	38%
Somewhat disagree	7%	8%
Strongly disagree	3%	3%
Skipped	1%	2%
<i>Total Agree (net)</i>	89%	88%
<i>Total Disagree (net)</i>	10%	10%

By building and providing mental health crisis services across the country, we can prevent people from cycling in and out of emergency rooms, arrests, incarceration, and homelessness	May 2022	Oct. 2021
Strongly agree	43%	45%
Somewhat agree	44%	41%
Somewhat disagree	8%	8%
Strongly disagree	4%	5%
Skipped	2%	2%
<i>Total Agree (net)</i>	86%	86%
<i>Total Disagree (net)</i>	12%	12%

Every person having a mental health crisis should receive a humane response that treats them with dignity and respect	May 2022	Oct. 2021
Strongly agree	68%	71%
Somewhat agree	24%	22%
Somewhat disagree	3%	2%
Strongly disagree	3%	4%
Skipped	1%	2%
<i>Total Agree (net)</i>	92%	93%
<i>Total Disagree (net)</i>	6%	6%

A mental health crisis should be treated the same as any other health emergency	May 2022	Oct. 2021
Strongly agree	45%	49%
Somewhat agree	32%	31%
Somewhat disagree	15%	12%
Strongly disagree	6%	7%
Skipped	1%	2%
<i>Total Agree (net)</i>	77%	79%
<i>Total Disagree (net)</i>	21%	19%



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17. Please indicate how much you agree or disagree with each of the following statements.

All health insurance should cover mental health crisis services	May 2022	Oct. 2021
Strongly agree	59%	61%
Somewhat agree	30%	28%
Somewhat disagree	6%	5%
Strongly disagree	4%	4%
Skipped	2%	2%
<i>Total Agree (net)</i>	88%	89%
<i>Total Disagree (net)</i>	10%	10%

It's okay for a person in a mental health crisis to be kept in a hospital emergency department for days or weeks	May 2022
Strongly agree	11%
Somewhat agree	28%
Somewhat disagree	31%
Strongly disagree	28%
Skipped	2%
<i>Total Agree (net)</i>	39%
<i>Total Disagree (net)</i>	59%

It's important for people who have experienced a mental health crisis to connect with others who have had a similar experience as part of their recovery	May 2022
Strongly agree	32%
Somewhat agree	53%
Somewhat disagree	10%
Strongly disagree	3%
Skipped	2%
<i>Total Agree (net)</i>	86%
<i>Total Disagree (net)</i>	13%

18. How much, if any, in fees would you be willing to pay on your monthly phone bill to fund 988 call-center operations and associated crisis response services?

	May 2022	Oct. 2021
\$0.01-\$0.25 per month	17%	15%
\$0.26-\$0.50 per month	8%	8%
\$0.51-\$1.00 per month	16%	14%
\$1.01-\$1.25 per month	7%	8%
\$1.26-\$1.50 per month	3%	3%
\$1.51-\$2.00 per month	9%	9%
\$2.01 or more per month	11%	15%
I am not willing to pay any amount	28%	25%
Skipped	2%	2%

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19. Americans pay an average of \$1.00 on their monthly phone bill for 911 services (fees range from \$0.00 to \$5.00 per month, depending on the location). After reading this information, we would like to ask again. How much, if any, in fees would you be willing to pay on your monthly phone bill to fund 988 call-center operations and associated crisis response services?

	May 2022	Oct. 2021
\$0.01-\$0.25 per month	12%	8%
\$0.26-\$0.50 per month	6%	6%
\$0.51-\$1.00 per month	23%	19%
\$1.01-\$1.25 per month	12%	17%
\$1.26-\$1.50 per month	3%	3%
\$1.51-\$2.00 per month	10%	9%
\$2.01 or more per month	10%	15%
I am not willing to pay any amount	22%	20%
Skipped	1%	2%

20. What do you think is the best way to fund the 988 lifeline and related crisis services?

	May 2022
Federal funding	51%
Fees on monthly phone bills, similar to existing fees for 911 services	41%
State funding	41%
Offsets in savings from health care and public safety costs from less 911 number usage	28%
Private health insurance reimbursement of costs	25%
Medicaid/Medicare reimbursement of costs	22%
Other	4%
None of these	8%
Skipped	2%

21. Consider existing 911 emergency services and the new 988 emergency number. How much, if at all, do you trust that you would receive the help you need from each number if you needed to call?

Total A great deal/Somewhat Summary	May 2022
911 emergency number (physical health emergency, crime in progress, etc.)	84%
988 emergency number (mental health, alcohol/drug, or suicide crisis)	80%

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21. Consider existing 911 emergency services and the new 988 emergency number. How much, if at all, do you trust that you would receive the help you need from each number if you needed to call?

911 emergency number (physical health emergency, crime in progress, etc.)	May 2022
A great deal	40%
Somewhat	44%
Not very much	10%
Not at all	4%
Skipped	2%
<i>A great deal/Somewhat (net)</i>	84%
<i>Not very much/Not at all (net)</i>	14%

988 emergency number (mental health, alcohol/drug, or suicide crisis)	May 2022
A great deal	24%
Somewhat	56%
Not very much	14%
Not at all	4%
Skipped	2%
<i>A great deal/Somewhat (net)</i>	80%
<i>Not very much/Not at all (net)</i>	18%

22. Why do you not completely trust that you would receive the help you need from the 988 emergency number when it is available? [Asked of those who do not say “a great deal” in Q21 to the 988 emergency number]

[Verbatim Response]

23. In the upcoming elections this November, are you more or less likely to support a candidate who does the following?

Total More Likely Summary	May 2022
Supports improving mental health care and access for all Americans	63%
Supports fully funding the 988 emergency number and related crisis services	54%

Supports fully funding the 988 emergency number and related crisis services	May 2022
Much more likely	25%
Somewhat more likely	29%
Makes no difference	37%
Somewhat less likely	4%
Much less likely	4%
Refused	2%
<i>More likely (Net)</i>	54%
<i>Less likely (Net)</i>	7%



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23. In the upcoming elections this November, are you more or less likely to support a candidate who does the following?

Supports improving mental health care and access for all Americans	May 2022
Much more likely	32%
Somewhat more likely	32%
Makes no difference	30%
Somewhat less likely	3%
Much less likely	2%
Refused	2%
<i>More likely (Net)</i>	63%
<i>Less likely (Net)</i>	5%



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About the Study

This Ipsos poll was conducted May 20-23, 2022, on behalf of the National Alliance on Mental Illness (NAMI), using the KnowledgePanel®. This poll is based on a representative sample of 2,045 U.S. residents, age 18 or older.

The study was conducted in English. The data were weighted to adjust for gender by age, race/ethnicity, education, Census region, metropolitan status, household income and race/ethnicity. The demographic benchmarks came from the 2019 American Community Survey (ACS) except for the metropolitan status, which is not available from the 1-year ACS data, were obtained from the 2020 March Supplement of the Current Population Survey (CPS).

- Gender (Male, Female) by Age (18–29, 30–44, 45–59, and 60+)
- Race/Hispanic Ethnicity (White Non-Hispanic, Black Non-Hispanic, Other or 2+ Races Non-Hispanic, Hispanic)
- Education (Less than High School, High School, Some College, Bachelor or higher)
- Census Region (Northeast, Midwest, South, West) by Metropolitan status (Metro, non-Metro)
- Household Income (Under \$25,000, \$25,000-\$49,999, \$50,000-\$74,999, \$75,000-\$99,999, \$100,000-\$149,999, \$150,000+)

The margin of sampling error is plus or minus 2.3 percentage points at the 95% confidence level, for results based on the entire sample of adults. The margin of error takes into account the design effect, which was 1.13 for all adults. In our reporting of the findings, percentage points are rounded off to the nearest whole number. As a result, percentages in a given table column may total slightly higher or lower than 100%. In questions that permit multiple responses, columns may total substantially more than 100%, depending on the number of different responses offered by each respondent.



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About Ipsos

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