N=547 adult residents of Baltimore City; December 2025

Note: Where possible, NAMI 2024 Survey and Maryland 988 2025 Survey results are compared. NAMI 2024 sampled the US general adult population (N=2,048), while Maryland 988 sampled adult residents of Maryland statewide (N=1,246).

Introduction and Screening

This survey is anonymous. None of the questions will be connected to you personally. They are being asked to better understand what residents are experiencing so services can be improved.

S1. First, what is your age? *(Continue with age 13 or older.)*

	NAMI 2024	MD 988 2025	BHSB 2025
Less than 25			15%
25 to 34			22%
35 to 44			17%
45 to 54			13%
55 to 64			15%
65 or older			18%

S2. In what city or county do you live?

Baltimore City *(Continue with S3.)*	98%
Other *(Text box) (Ask S3 and continue if zip code is in range.)*	*%
Not sure or prefer not to say *(Ask S3 and continue if zip code is in range.)*	1%

(If Baltimore City, Other, or Not sure):

S3. What is your 5-digit zip code at home? *(See data file; all continuing respondents had a Baltimore City zip code.)*

S4. Do you work professionally or volunteer in any of these fields? Mark any that apply or none of these. *(Asked for analytical purposes; respondents not screened out based on this question.)*

In the health care field	15%
As a social worker/counselor	7%
In the mental health field	6%
In the area of substance use addiction services	5%
None of these	74%

Context: Household Economics

1. As you look at your own household's financial situation today, would you say money is something you worry about or not? If so, do you worry about it every day or only sometimes?

Worry every day	40%
Worry sometimes	40%
Total Worried	*80%*
Do not worry	15%
Not sure or prefer not to say	6%

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2. Do you or your immediate family receive any form of public assistance like SNAP, TANF, WIC, SSI, Medicaid, or something like that?

	NAMI 2024	MD 988 2025	BHSB 2025
Yes			49%
No			46%
Not sure or prefer not to say			5%

Mental Health and Substance Use Concerns

3. In the past 6 months, have you experienced any of the following (even if only once)? Please select any that apply.
(Compare to Maryland 988 Survey.)

(List randomized. Option M always second to last; "None of these" always last.)

	NAMI 2024	MD 988 2025	BHSB 2025
A. Feeling really sad or down		*(Not reported)*	36%
B. Confused thinking or difficulty concentrating		*(Not reported)*	16%
C. Feeling afraid or guilty, or worrying a lot		*(Not reported)*	21%
D. Mood swings of highs and lows		*(Not reported)*	26%
E. Withdrawal from family, friends, and activities you enjoy		*(Not reported)*	25%
F. Overly tired, low energy, or problems sleeping		*(Not reported)*	36%
G. Seeing or hearing things that are not real or feeling like others are out to get you (delusions, paranoia, or hallucinations)		*(Not reported)*	5%
H. Difficulty coping with daily problems or stress		*(Not reported)*	22%
I. Trouble understanding and relating to situations and to people		*(Not reported)*	11%
J. Having problems with alcohol or drug use		*(Not reported)*	10%
K. Major changes in eating habits		*(Not reported)*	17%
L. Easily angered, or acting out physically		*(Not reported)*	16%
M. Thoughts of hurting yourself or ending your own life[1]	8%		4%
N. None of these		*(Not reported)*	26%

[1]Maryland 988 wording: "Any experience with suicidal ideation."

4. In the past year, have you had any challenges with mental health or substance use that required you to visit a hospital emergency department?
(Adapted from the Maryland 988 report, which stated that "8% of respondents reported having to visit a hospital emergency department in the past year for their mental health or substance abuse.")

	NAMI 2024	MD 988 2025	BHSB 2025
Yes	8%		24%
No		*(Not reported)*	72%
Not sure or prefer not to say		*(Not reported)*	4%

Awareness of 988

5. Do you feel like you would know where to turn for help for the kind of problems just mentioned?

	BHSB 2025
Yes	70%
No	21%
Not sure or prefer not to say	9%

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6. Have you heard of any services in Baltimore that you could contact if you or a loved one needed immediate support with mental health or substance use?

	NAMI 2024	MD 988 2025	BHSB 2025
Yes			61%
No			29%
Not sure or prefer not to say			10%

(If yes):

7. Do you know what that service is called? *(Open-ended; categorized responses shown. See also verbatim responses.)*

Private and non-profit providers/ services	17%
988	**7%**
Hotline/ helpline/ crisis line (general)	5%
Reference to mental health services (general)	5%
311	4%
Baltimore City government agencies/ services	3%
Substance abuse centers/ rehab/ rehabilitation centers (general)	2%
Hospital/ hospitalization (general)	2%
Social services	1%
911	1%
Reference to crisis services (general)	1%
Baltimore City Crisis Hotline/ Center	1%
Church-based services	1%
Maryland government agencies/ services	1%
Baltimore City Health Department	1%
Another phone number (211, 611, 1-800-xxxx)	6%
Other	3%
No/Not sure/No response	40%

(All):

8. There is a phone number that residents in Baltimore City can call or text for high-quality emergency emotional support. Do you know what it is? *(Open-ended; categorized responses shown. See also verbatim responses.)*

988	**11%**
311	6%
211	4%
911	4%
611	2%
Other	7%
No/ not sure/ no response	65%

9. The phone number is 9-8-8. Were you aware of that before you took this survey?

Yes	**33%**
No	60%
I'm not sure	7%

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10. Have you ever contacted 9-8-8 or another mental health helpline?
(Adapted from the Maryland 988 report, which stated that "a total of 13% reporting having contacted any mental health helpline, including 988.")

	NAMI 2024	MD 988 2025	BHSB 2025
Yes		13%	10%
No		*(Not reported)*	86%
I'm not sure		*(Not reported)*	4%

(If yes):
11. Would you be willing to contact them again if you needed additional support in the future?

Yes	80%
No	15%
I'm not sure	6%

988 Services

(All):
12. What do you think are all the ways that 9-8-8 is prepared to help? *(5 text boxes; categorized responses shown. See also verbatim responses.)*

Someone to talk to/ listen/ general support/ counseling	58%
Information about available services in Baltimore/ referrals	31%
Mental illness	24%
Thoughts of ending your own life	22%
Problem drug use	14%
Emergency services (911, police, ambulance, etc.)	8%
Depression	7%
Housing/ shelter	6%
Anxiety or feeling overwhelmed	5%
Emergency/ crisis support	5%
Drinking too much	4%
Food	3%
Self-harm	3%
Worries about money	2%
Help with anything/ everything	2%
Domestic abuse/ violence	2%
Mentions specific concern (PTSD, psychosis, anger, etc.)	1%
Physical illness	1%
Relationships	1%
Loneliness	1%
Sexual identity	*%
Trauma	*%
Grief over loss	*%
Other	13%

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13. Which of these do you think 9-8-8 is prepared to help with? Please mark any that apply.

	NAMI 2024	MD 988 2025	BHSB 2025
(List randomized):			
Mental illness			67%
Thoughts of ending your own life			59%
Anxiety or feeling overwhelmed			57%
Problem drug use			56%
Trauma			49%
Grief over loss			47%
Information about available services in Baltimore			45%
Drinking too much			41%
Loneliness			40%
Relationships			25%
Worries about money			23%
Physical illness			21%
Sexual identity			20%
Other *(Text box)*			2%
None of these, or I'm not sure			9%

Personal Experiences

14. Have you or a loved one ever done or experienced the following? Choose any that apply or "None of these."*
(NAMI Question 16; see NAMI wording in footnotes below.)

	NAMI 2024	MD 988 2025	BHSB 2025
(List randomized):			
Seen a mental health provider (therapist, counselor, psychiatrist, etc.)[1]	44%		35%
Thought about, or talked about, hurting yourself or ending your life[2]	27%		15%
Experienced a life-threatening mental health emergency (i.e., attempting suicide, self-harm)[3]	19%		12%
Called 911 for someone else who was experiencing emotional distress or a mental health emergency[4]	11%		12%
Sent to the hospital without your consent (involuntary commitment, Emergency Petition)[5]	10%		10%
Called 911 while you were experiencing emotional distress or a mental health emergency[6]	6%		7%
Contacted the 988 Helpline for someone else who was experiencing emotional distress or a mental health emergency[7]	4%		7%
Been arrested during a mental health emergency[8]	4%		7%
Contacted the 988 Helpline while you were experiencing emotional distress or a mental health emergency[9]	3%		5%
None of these	*(Not reported)*		45%

[1]NAMI wording: "Seen a mental health provider (therapist, psychologist, psychiatrist, etc.)"

[2]NAMI wording: "Though about, or talked about, suicide or self-harm"

[3]NAMI wording: "Experienced a life-threatening mental health crisis (i.e., attempting suicide, self-harm)"

[4]NAMI wording: "Called 911 for someone else who was having a mental health, substance use, or suicide crisis"

[5]NAMI wording: "Been placed under an involuntary psychiatric hold"

[6]NAMI wording: "Called 911 while you are having a mental health, substance use, or suicide crisis"

[7]NAMI wording: "Contacted the 988 Suicide & Crisis Lifeline for someone else who was having a mental health, substance use, or suicide crisis"

[8]NAMI wording: "Been arrested during a mental health crisis"

[9]NAMI wording: "Contacted the 988 Suicide & Crisis Lifeline while you were having a mental health, substance use, or suicide crisis"

(If respondent or a loved one called 911 while they or someone else was experiencing emotional distress or mental health emergency; i.e., Q14=4 or 6):

15. You mentioned that you or a loved one had a mental health emergency 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.
(NAMI Question 17 wording: "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.")

	NAMI 2024	MD 988 2025	BHSB 2025
Yes, received all help needed	31%		50%
Yes, received some help needed	39%		34%
No, did not receive the help needed	18%		8%
Not sure	8%		7%
Prefer not to say	4%		2%
NAMI: Skipped	**%*		

(If they or a loved one contacted the 988 Suicide & Crisis Lifeline while they or someone else was experiencing emotional distress or mental health emergency i.e., Q14=7 or 9):

16. You mentioned that you or a loved one had a mental health emergency that involved contacting the 988 Helpline. 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.
(NAMI Question 18 wording: "You mentioned that you or a loved one had a mental health, alcohol/drug, or suicide crisis that involved contacting the 988 Suicide & Crisis Lifeline. 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.)

Yes, received all help needed	28%		43%
Yes, received some help needed	40%		41%
No, did not receive the help needed	14%		5%
Not sure	10%		10%
Prefer not to say	5%		2%
NAMI: Skipped	*3%*		

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Attitudes about Contacting 988

17. How much do you agree or disagree with these statements?
(Compare to Maryland 988 Survey.)

A. If I needed support, it would be easy for me to contact 9-8-8 to get help.
B. I know generally what would happen if I contacted 9-8-8.
C. I believe contacting 9-8-8 generally improves things for people who need help.
D. My friends and family would not approve of me contacting 9-8-8, even if I needed it.
E. People like me don't contact 9-8-8, even when we need it.
F. Contacting 9-8-8 would mean sharing information about myself I do not want to share.
G. Contacting 9-8-8 would require me to do things I don't want to do.
H. You should only contact 9-8-8 for very serious problems, once they become a crisis.

BHSB 2025	**A**	**B**	**C**	**D**	**E**	**F**	**G**	**H[2]**
Strongly agree	25%	17%	21%	8%	9%	13%	8%	11%
Agree	33%	28%	39%	12%	17%	20%	18%	22%
Total Agree	***58%***	***45%***	***60%***	***20%***	***26%***	***33%***	***26%***	***33%***
Neutral or not sure[1]	29%	36%	34%	28%	34%	40%	33%	31%
Disagree	5%	11%	3%	24%	21%	16%	28%	26%
Strongly disagree	7%	8%	3%	29%	19%	11%	14%	11%
Total Disagree	***13%***	***19%***	***6%***	***52%***	***40%***	***27%***	***41%***	***36%***

[1]"Neutral or not sure" was not an answer option on the Maryland 988 Survey.
[2]Statement H was not included on the Maryland 988 Survey.

MD 988 2025	**A**	**B**	**C**	**D**	**E**	**F**	**G**
Strongly agree							
Agree							
Total Agree[3]	***79%***	***54%***	***86%***	***21%***	***42%***	***49%***	***34%***
Disagree							
Strongly disagree							
Total Disagree							

[3]Only Total Agree was reported by Maryland 988.

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18. To what extent, if at all, would each of the following make you more or less likely to contact the 9-8-8 Helpline for yourself or another person in need of mental health or substance use services, or urgent emotional support?
(NAMI Question 14 wording: "To what extent, if at all, would each of the following make you more or less likely to contact the 988 Suicide & Crisis Lifeline for yourself or another person in a mental health, substance use, or suicide crisis?")

A. Being able to speak with a specialist immediately[1]

B. Your identity being anonymous to the person answering you

C. Being connected to a specialist who has a similar background to you/the person in distress[2]

D. Being connected to a person who is from your state or local area

E. Police would not respond to the scene[3]

[1]NAMI wording: "Being able to speak with a crisis counselor immediately"

[2]NAMI wording: "Being connected to a crisis counselor who has a similar background to you/the person in crisis"

[3]NAMI wording: "Police would not respond to the scene of a crisis"

BHSB 2025	**A**	**B**	**C**	**D**	**E**
Much more likely	32%	31%	24%	23%	27%
Somewhat more likely	31%	27%	33%	30%	20%
Total More Likely	***62%***	***59%***	***58%***	***53%***	***47%***
No impact	**15%**	**21%**	**20%**	**29%**	**25%**
Somewhat less likely	7%	6%	9%	5%	8%
Much less likely	4%	3%	4%	3%	6%
I'm not sure	12%	11%	9%	9%	14%
Total Less Likely	***16%***	***14%***	***13%***	***13%***	***20%***

NAMI 2024	**A**	**B**	**C**	**D**	**E**
Much more likely	53%	33%	26%	22%	23%
Somewhat more likely	26%	29%	33%	31%	26%
Total More Likely	***79%***	***63%***	***59%***	***52%***	***49%***
No impact	**5%**	**18%**	**20%**	**25%**	**18%**
Somewhat less likely	3%	5%	5%	7%	11%
Much less likely	2%	2%	2%	3%	6%
Don't know	8%	9%	11%	10%	13%
Total Less Likely	***5%***	***7%***	***7%***	***9%***	***17%***
Skipped	3%	3%	3%	3%	3%

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19. Which of the following would be most important to you if you needed to contact the 9-8-8 Helpline for yourself or another person in need of mental health or substance use services, or urgent emotional support? You may select up to two.
(NAMI Question 15 wording: "Which of the following would be most important to you if you needed to contact the 988 Suicide & Crisis Lifeline or another person in a mental health, substance use, or suicide crisis? You may select up to two.")

(List randomized; "Other" and "I'm not sure" always last):	NAMI 2024	MD 988 2025	BHSB 2025
Being able to speak with a crisis counselor immediately	51%		38%
Your identity being anonymous to the person answering you	16%		25%
Being connected to a counselor who has a similar background to you/the person in distress[1]	13%		20%
Health care professionals would come to you to provide support[2]	27%		19%
Not receiving a bill for contacting the 988 Helpline[3]	23%		19%
Being connected to a person who is from your state or local area	4%		14%
Being able to receive support in a language other than English or Spanish	3%		7%
Police would come to you to provide support[4]	4%		6%
Other	1%		1%
I'm not sure[5]	12%		14%
NAMI: Skipped	*2%*		

[1]NAMI wording: "Being connected to a crisis counselor who has a similar background to you/the person in crisis"
[2]NAMI wording: "Health care professionals would arrive to the scene of the crisis first"
[3]NAMI wording: "Not receiving a bill for contacting the 988 Suicide & Crisis Lifeline"
[4]NAMI wording: "Police would arrive to the scene of the crisis first"
[5]NAMI wording: "Don't know"

Public Education

20. If you wanted to get information about mental health and substance use support, who would you trust to give you that information? Select your top three sources.

(List randomized):	
Helpline/Resource line	47%
Medical professionals	47%
Friend or family member	35%
Google/Internet search	24%
Local community advocates	16%
Social media, like Facebook, Instagram, TikTok, or X	14%
YouTube	12%
Faith leader	11%
Media	10%
Other *(Text box)*	1%
None of these	7%

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Classification

The last few questions are just to make sure we reached a balanced cross-section. They will not be connected to you personally.

C1. What is the last grade in school that you completed?

	NAMI 2024	MD 988 2025	BHSB 2025
Less than 12th grade		3%	8%
High school diploma or GED		26%	33%
Attended some college		23%	20%
Associate (2-year) degree		10%	8%
Bachelor's degree/ 4-year college degree		24%	15%
Post-graduate or advanced degree		14%	13%
Not sure or prefer not to say			3%

C2. Which of these best describes your living situation?

Living independently, either alone or with others who are related to you	71%
Living independently in a group setting with people not related to you	10%
In assisted living or in other housing with services or support	8%
Other *(Text box)*	2%
Not sure or prefer not to say	9%

C3. Are you a caregiver for someone who is elderly, disabled, has a serious health issue, or needs extra care or support?

No	70%
Yes	23%
Not sure or prefer not to say	7%

C4. Do you identify your race or ethnicity as…? Choose any that apply to you. *(Allow multiple.)*

African-American or Black		30%	57%
Asian		4%	3%
Hispanic or Latino		10%	7%
White		50%	33%
Middle Eastern or North African			*%
Native American or Alaska Native			3%
Native Hawaiian or Pacific Islander			*%
Other *(Text box)*[1]		7%	1%
Not sure or prefer not to say			4%

[1]Combines "Other race/ethnicity groups" and "Multiracial" for Maryland 988.

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C5. What is your gender identity?

Female	54%	53%
Male	45%	45%
Another gender category *(Text box)*		*%
Prefer not to say	*%	2%

C6. Do you consider yourself to be…?

Heterosexual or straight	78%
Gay or lesbian	8%
Bisexual	9%
Other *(Text box)*	*%
Not sure	1%
Prefer not to say	4%

C7. Which of these categories includes the total income before taxes for all members of your household?

Less than $25,000	18%	28%
$25,000 to $49,999	25%	24%
$50,000 to $74,999	19%	20%
$75,000 to $99,999	13%	13%
$100,000 to $149,999	16%	5%
$150,000 or more	10%	5%
Not sure or prefer not to say		5%

Qualitative Pre-Recruit

In the next few weeks we will be inviting a few people to talk more about your opinions on these topics. It will last about 30 minutes and take place on Zoom. Participants will receive $50 as a thank you. No one will try to sell you anything, and your identity will not be shared.

F1. Are you interested in participating in (or just knowing more about) this?

Yes	58%
No	42%

F3. First name *(Text box)*

F4. Last name *(Text box)*

F5. Best telephone number to reach you *(Text box)*

F6. Is that a mobile phone?

Yes	92%
No	8%

F7. Email address *(Text box)*

That completes the survey. Your responses have been recorded.