

FAQs

(Frequently Asked Questions)

NATIONAL SURVEY FOR FAMILIES:

Experiences Using Crisis Services for their Child, Youth or Young Adults

- **Who is eligible to take the survey?**

Families who within the last year have used behavioral health (mental health or substance use) services for their child, youth, or young adult up to age 24 years.

- **What are behavioral health crisis services?**

Crisis services include, law enforcement (local or state police, sheriff) , crisis hotlines or text lines, mobile crisis teams, walk-in centers, and hospital emergency departments.

- **What is the purpose of the survey?**

As many states work toward developing crisis response systems to support children, youth, and families experiencing mental health and substance use emergencies, it is important that the real-life experiences of families are considered by those designing these systems.

- **Will my responses be anonymous?**

Yes. No one will be able to trace who completed the survey. Only zip codes are requested so that responses can be sorted by state.

- **Who is conducting the survey?**

The survey is being conducted by the Family-Run Executive Director Leadership Association (FREDLA), the Institute for Innovation and Implementation at the University of Maryland School of Social Work, and the Maryland Coalition of Families.

- **How will the survey be used?**

Survey responses will be used as part of a research project to inform the development of effective and responsive crisis systems for children and youth with mental health or substance use emergencies. All responses will be submitted to the University of Maryland's Institute for Innovation & Implementation, and data will be securely stored with access limited to only members of the evaluation staff associated with this project. Results of the national survey will be shared with state behavioral health agencies and family organizations within the state.

- **Is the survey available in other languages?**

There is limited ability to translate the survey into other languages. Contact FREDLA at info@fredla.org to discuss the possibility of translating the survey.

