

Frequently Asked Questions

- **What is a typical meeting like?**

At the start of each group, our facilitators will go over the Agenda, Group Guidelines, Principles of Support and confidentiality statement. We will offer a quick check-in for you to share your first name (or any name you choose) and a current challenge or topic that you want to explore. Our facilitators may offer structure to the conversation depending on the nature of the group. However, for the most part, this support group offers an open and supportive place for sharing and discussion.

- **Will others be able to see me?**

No one will be able to see you unless you choose to turn on your webcam by clicking the camera icon. We understand that people have different comfort levels and respect participant's anonymity.

- **How often do the groups meet?**

We currently offer one NAMI Family Support Group the 3rd Wednesday of the month from 6:30pm – 8:00pm CST, one NAMI Connection Support Group the 4th Wednesday of the month from 6:30pm – 8:00pm CST and one NAMI Connection Support Group that meets every other Wednesday from 11:00am – 12:30pm CST beginning March 25, 2020. The schedule is on our welcome page at <https://www.supportgroupscentral.com/namitexas>

- **Who facilitates your support groups?**

NAMI support groups are peer-led. For our Family Support Groups, facilitators are adult family members with a loved one who has a mental health condition. For our Connection Support Groups, facilitators are adults in recovery with a mental health condition. Our facilitators go through extensive training provided by NAMI state or national trainers and receive ongoing support in their role.

- **Why are your support groups peer-led?**

Peers know firsthand that the impact of mental illness, in yourself or in a loved one, is often huge and traumatic. We understand how difficult it can be to find quality information and resources when facing this challenge. As peers, we are uniquely qualified to support others as they cope, adjust, understand, and advocate for themselves or their loved ones.

- **Are there hand-outs or materials I should review?**

We have several hand-outs which will be visible when you log-in to the support group meeting. You can also access these and other resources on our welcome page.

- **What if I don't feel like talking?**

There is never any pressure to talk or share. At check-in, you can simply say your first name (or any name you choose) and indicate that you're just here to listen today.

- **What if I need help connecting to additional resources?**

NAMI Texas is here as a resource for you and we encourage you to reach out by phone or email. Our welcome page lists NAMI Texas' contact information and links to several crisis resources. There may be a local NAMI affiliate in your community which you can locate by visiting <https://namitexas.org/find-your-local-affiliate/>

- **Will my participation be anonymous?**

Absolutely! In support group meetings, we only use first names and there is no other identifying information shared. You have the option to type in whatever screen name you'd like to use in that meeting, so you can remain anonymous. Your registration details will be accessible to NAMI Texas which includes your name, email and community you live in. You will also be asked to provide an Emergency Contact so we can reach out to someone close to you in the case of an emergency. The NAMI Texas administrator will be able to see the Emergency Contact information that you provide, but no one else will be able to. Your Emergency Contact will need to verify their information prior to your participation in the support group. You can view [Support Group Central's privacy policy here](#).

- **How is this a free service?**

Cost should not be a barrier to receiving support and information to help you or a loved one. NAMI Texas is a nonprofit organization and it does take money and resources to make this program possible. If you are interested and able, we would be grateful for your contributions. Learn about all the ways you can contribute at www.namitexas.org