



NAMI Board of Directors Resolution on Artificial Intelligence (AI) General-Purpose Chatbots & Mental Health

May 30, 2026

WHEREAS NAMI represents the interests of all people with mental health conditions and believes that no one should be subject to practices that can cause or worsen mental health symptoms;

WHEREAS the rapid expansion of AI, including general-purpose chatbots which simulate human conversation through text or voice using artificial intelligence, machine learning, and natural language processing, has led an increasing number of people to seek mental health information and support from AI chatbots;

WHEREAS persistent barriers to accessing mental health care, such as workforce shortages and gaps in health insurance coverage, have made these technologies an accessible option;

WHEREAS, at this time, AI general-purpose chatbots can provide a wide range of information regarding mental health, potentially acting as an educational and support tool;

WHEREAS most AI general-purpose chatbots have not been designed or intended to provide clinical feedback or treatment, and lack scientific validation and appropriate safety and privacy protocols;

WHEREAS AI general-purpose chatbots are not intended for therapeutic use yet are often designed to be engaging to keep user attention, foster dependency, and enhance retention, and can thereby decrease real-world connectedness;

WHEREAS emerging evidence and documented incidents have shown that AI general-purpose chatbots can generate inaccurate, misleading, or harmful mental health responses that can contribute to stigma, encourage self-harm, prolong delusional thinking and psychosis, and lead to fatal outcomes;

WHEREAS public policy and regulation have not kept pace with these developments, resulting in fragmented oversight and inconsistent standards for safety, privacy, transparency, and accountability;

THEREFORE, BE IT RESOLVED that NAMI believes that AI general-purpose chatbots and other AI systems should not be used as substitutes for a licensed mental health care provider, clinical diagnosis, treatment plan, or crisis support, and that AI should include guardrails that ensure people seeking mental health support are directed to appropriate crisis and clinical resources.