

*Veteran to Veteran
Helpline Program
A National Model*

A COLLABORATION

New Jersey Department
of Military & Veterans Affairs
&

University Behavioral Healthcare
The University of Medicine & Dentistry of New
Jersey

What We Know- The Research

Hotlines – no efficacy

Stigma looms large

Families, social contacts critical

What May Work- The Research

Multifaceted interventions

Early contact – prior to crisis

Assistance from least threatening sources

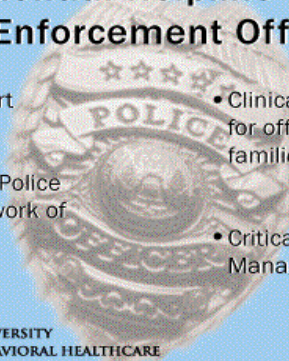
THE MODEL


Call 1-866-COP-2COP

COP 2 COP

**Confidential Helpline for NJ
Law Enforcement Officers**

- Peer Support
- Clinical assessments for officers and their families
- Referral to Police clinical network of providers
- Critical Incident Stress Management Services



 **UNIVERSITY
BEHAVIORAL HEALTHCARE**
A Partnership of University Behavioral HealthCare and the New Jersey Department of Personnel

COP 2 COP

Only legislated helpline in US

Only certified police helpline

25,000 calls

171 suicides averted

COP 2 COP

650 field responses-PFA

10 years of peer support

Model - 9/11 DOD Programs

Recognized as a national model: NY Times, FBI,
ICISF

9/11= Vet to vet support

VETERAN TO VETERAN

NEW JERSEY VETERAN TO VETERAN

Mid-1980's PTSD State Appropriation
Network of State Veterans Service Officers
PTSD Task Force
Post 9-11 Peer-to-Peer Support System
13,240+ NJNG Deployments/No Suicides

NEW JERSEY VETERAN TO VETERAN

Live 24 /7 peer helpline

Confidentiality

Continuum of service & follow-up

Broad range of services

Yellow Ribbon enhancements

NEW JERSEY VETERAN TO VETERAN

7,366 calls & 12,647 service requests

7,434 callbacks /telephone counseling

70 events

YELLOW RIBBON ENHANCEMENTS

Reviewed feedback & experience (70 events)

Created Veteran Peer / Provider Teams

Collaboration, Standardization, & Integration

YELLOW RIBBON ENHANCEMENTS

Demobilization:

“Welcome Home” - 2,400 1:1 sessions

60-day Reintegration:

“Re-entry” - 2,400 contacts

***WHAT HAVE THEY TOLD
US?***

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Top Five Presenting Problems

Depression/Suicidal Thoughts

Anxiety/Phobias

Medical/Somatic Complaints

Marital/Couples

Post-Traumatic Stress Disorder

WHAT HAVE THEY TOLD US?

Family/Parenting Issues

Substance Abuse

Aggression/Violence

Recent Loss

HIGH-RISK CALLERS

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65% counseling requests- OIF/OEF

Anger

Anxiety

Depression

Multiple deployments & anger

Marital & family issues

HIGH-RISK CALLERS

Sleep disturbances
Long hours /difficult schedules
Fear of harm
Flashbacks
Reactions to loud noises
Substance abuse minimized

DATA DRIVEN INITIATIVES



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Health needs assessment survey
of the National Guard

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Health needs assessment survey
of the National Guard

Pre-deployment prevention

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Health needs assessment survey
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Pre-deployment prevention

Service gaps

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Health needs assessment survey
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Pre-deployment prevention

Service gaps

Yellow Ribbon activity

VETERAN TO VETERAN

Making the right connections

VETERAN TO VETERAN A UNIQUE APPROACH

Point of entry:
A peer-operated “helpline”

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Early intervention

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Prevent problems from escalating into serious,
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A UNIQUE APPROACH

Point of entry:
A peer-operated “helpline”

Early intervention

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even life-threatening crises

Unique focus
Peer Helpline /Academic &
military partnership

*OUTREACH,
ACCESS & FOLLOW-UP*

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Veteran-to-veteran outreach

OUTREACH, ACCESS & FOLLOW-UP

Veteran-to-veteran outreach

Ongoing support

OUTREACH, ACCESS & FOLLOW-UP

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Peer Counselors:
To refer callers to Vet Centers,
VA hospitals, state and
community resources

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Sophisticated Access Center facility:
Data tracking, quality assurance

VETERAN TO VETERAN ADVANTAGES



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Demonstrated success

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Averts crises from developing

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Trains and employs veterans

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Maximizes value of existing resources

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Reduces the stigma of
seeking help by using veteran peers

***VETERAN TO VETERAN:
A NATIONAL MODEL***

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Utilizes our current peer helpline experience

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Readily expandable to serve all U.S. soldiers,
veterans and family members

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Veteran to Veteran Coordinators for each state

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Face-to-face services for returning veterans
provided by an average of four
Peer Veteran Counselors per state,
hired and trained by Coordinators

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Peer Veteran Counselors per state,
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Training and employment for
approximately 300 veterans to
continue serving their comrades and country

Veterans, life doesn't have to be a
Battlefield.



Don't let stigma stand in your way.

Post Traumatic Stress Disorder, Traumatic Brain Injury, Depression, Anxiety, Substance Abuse, and other Mental Health Care Needs.

Help is Available - For Information on Benefits and Services call or visit
1-866-VETS-NJ-4-U (1-866-838-7654) www.state.nj.us/military

