

*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

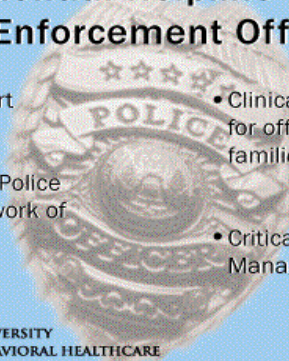
# THE MODEL


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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Pre-deployment prevention

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Service gaps

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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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Prevent problems from escalating into serious,  
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Unique focus  
Peer Helpline /Academic &  
military partnership

*OUTREACH,  
ACCESS & FOLLOW-UP*

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Veteran-to-veteran outreach

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Ongoing support



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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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Trains and employs veterans

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Reduces the stigma of  
seeking help by using veteran peers



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A NATIONAL MODEL***

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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,  
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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](http://www.state.nj.us/military)**

