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

COP² 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 Revenue
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?
WHAT HAVE THEY TOLD US?

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
HIGH-RISK CALLERS

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

Health needs assessment survey of the National Guard
DATA DRIVEN INITIATIVES

Health needs assessment survey of the National Guard

Pre-deployment prevention
DATA DRIVEN INITIATIVES

Health needs assessment survey of the National Guard

Pre-deployment prevention

Service gaps
DATA DRIVEN INITIATIVES

Health needs assessment survey of the National Guard

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”
VETERAN TO VETERAN
A UNIQUE APPROACH

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A peer-operated “helpline”

Early intervention
Point of entry:
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Early intervention

Prevent problems from escalating into serious, even life-threatening crises
VETERAN TO VETERAN
A UNIQUE APPROACH

Point of entry:
A peer-operated “helpline”

Early intervention

Prevent problems from escalating into serious, even life-threatening crises

Unique focus
Peer Helpline /Academic & military partnership
OUTREACH, ACCESS & FOLLOW-UP
OUTREACH, ACCESS & FOLLOW-UP

Veteran-to-veteran outreach
OUTREACH, ACCESS & FOLLOW-UP

Veteran-to-veteran outreach

Ongoing support
OUTREACH, ACCESS & FOLLOW-UP

Veteran-to-veteran outreach

Ongoing support

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

Ongoing support

Peer Counselors:
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Sophisticated Access Center facility:
Data tracking, quality assurance
VETERAN TO VETERAN
ADVANTAGES
VETERAN TO VETERAN ADVANTAGES

Demonstrated success
VETERAN TO VETERAN ADVANTAGES

Demonstrated success

Averts crises from developing
VETERAN TO VETERAN ADVANTAGES

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Trains and employs veterans
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Maximizes value of existing resources
VETERAN TO VETERAN ADVANTAGES

Demonstrated success

Averts crises from developing

Trains and employs veterans

Maximizes value of existing resources

Reduces the stigma of seeking help by using veteran peers
VETERAN TO VETERAN: A NATIONAL MODEL
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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Veteran Coordinators for each state

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