



Vets Warriors

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INTRODUCTION



- ▶ WHO ARE WE
- ▶ WHAT WE WILL DO
- ▶ WHERE DO WE FIT
- ▶ HOW DOES PEER SUPPORT WORK



WHO WE ARE



OUR 38 PEERS

Service		Combat Experience		Number of Deployments		Education	
Army	25 (66%)	OIF	19	One	15	Associates Degree	4
Navy	2 (5%)	OEF	9	Two	6	Bachelors	11
Air Force	3 (8%)	Desert Shield/Storm	3	Three	4	Masters	5
USMC	6 (16%)	Vietnam	1	None	11	Working towards – Bachelors	11
Family Peers	2 (5%)					Working towards – Masters	5
						Working Towards - Doctorate	1

Clinicians

All Clinicians have Masters Degrees

Veterans = 3

Family Members = 2



WHAT WE DO



- ▶ Connect Veteran Peers with Service Members and Families.
- ▶ Reduce the stress of the Force, one at a time.
- ▶ Collaborate with others.
- ▶ Reciprocal Peer Support (RPS) Model



**One size
DOES NOT
fit all!**

WHERE DO WE FIT



DAILY
ACTIVITY;
QUALITY OF LIFE

Military
Crisis Line



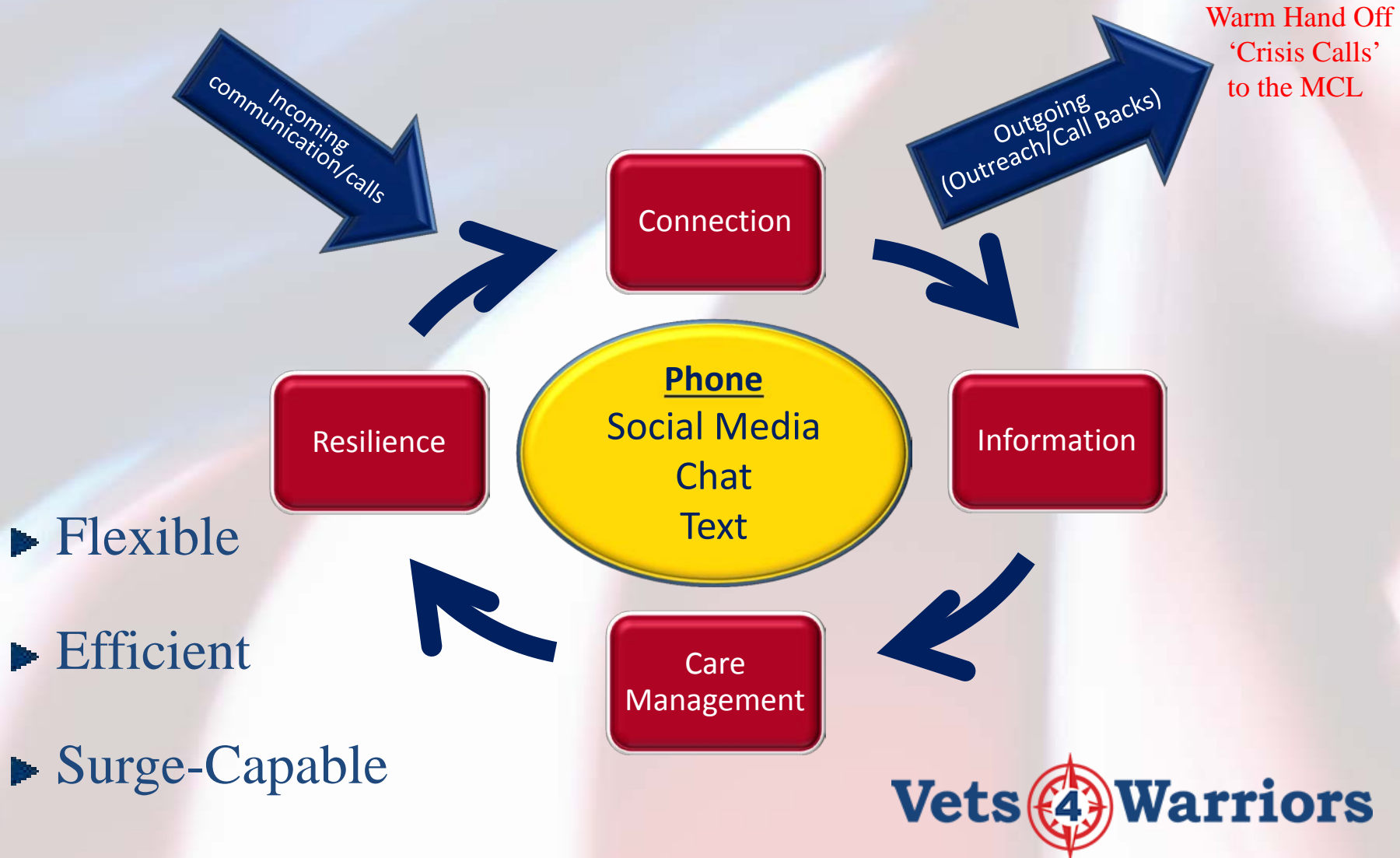
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RUTGERS
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OF NEW JERSEY

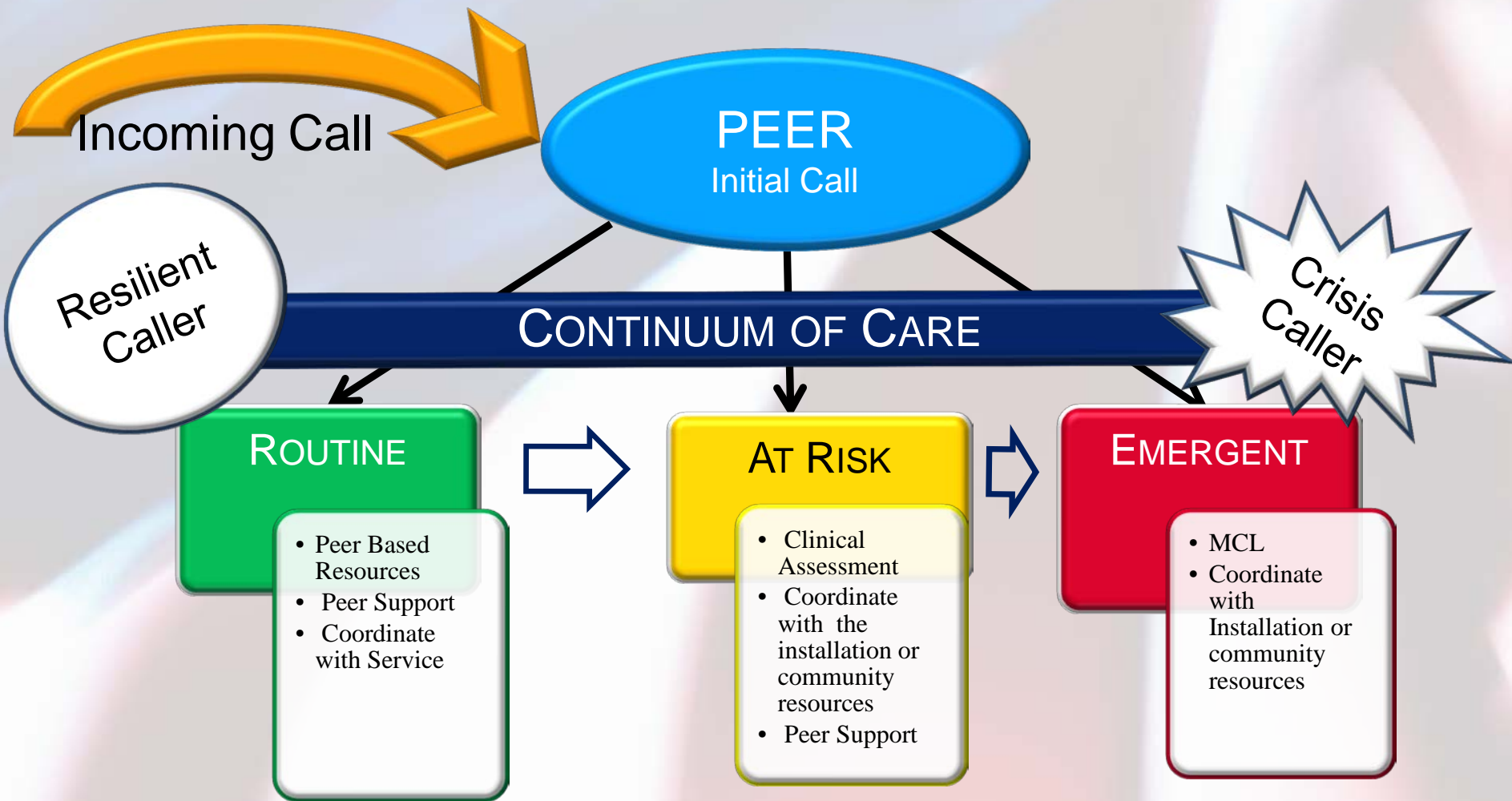
How Do We Do This

(HOW DOES PEER SUPPORT WORK)



PEER SUPPORT HANDOFF PROCESS

Coordination/Integration of Care



PERFORMANCE MEASURES/METRICS



- ▶ Less than 15 seconds (on average) 'live' answer response rate
- ▶ 24/7/365 Live coverage with Veteran Peers
- ▶ <5% Abandonment Rate (An abandoned call is a call not answered)
- ▶ No Call Waiting Queue

National "Best Practices in peer support" (Cop2Cop)
by NY Times, FBI, DCOE - 2011



RECIPROCAL PEER SUPPORT: THE MODEL

- ▶ Support **CHOICE**
- ▶ Share **HOPE**
- ▶ Facilitate **CHANGE**
- ▶ Focus on.....

❖ **STRONG** rather than “what’s wrong”

❖ **THE PERSON**, not the problem



PEERS (CONTINUED)



Are

- ▶ RESPECTFUL
- ▶ EMPATHETIC
- ▶ OPEN MINDED

Relationships are

- ▶ HONEST
- ▶ DIRECT
- ▶ MUTUAL
- ▶ RECIPROCAL



RECIPROCAL PEER SUPPORT (RPS)

UNIQUE FEATURES



- ▶ Reciprocal- Benefits both Peer staff & peers served
- ▶ Enhances/encourages treatment, w/existing resources
- ▶ Peer helpline/live chat application
- ▶ Peer/Clinician partners= self care and retention
- ▶ “Cultural” Peer Support –Strength-based focus, peer may be a consumer but it is not a consumer Peer model



RECIPROCAL PEER SUPPORT (RPS) STRUCTURED TASKS



ALL OF THESE TASKS ARE
CYCLICAL AND CAN
REPEAT
THROUGHOUT
THE RPS
EXPERIENCE

- TASK ONE** - *Connection & Pure Presence*
- TASK TWO** - *Information Gathering & Risk Assessment*
- TASK THREE** - *Case Management & Goal Setting*
- TASK FOUR** - *Resilience Affirmation & Praise*

RECIPROCAL PEER SUPPORT (RPS) THE MODEL



TASK ONE –

Connection:

- ▶ Combats stigma & isolation
- ▶ Increases capacity for risk assessment
- ▶ Ensures presenting problems are addressed through the Peer/clinician partnership.
- ▶ Align a “Best peer match” or engaged peer
- ▶ Trust to engage (or re-engage) in treatment

SHARED EXPERIENCES
ENHANCE AND
EXPEDITE
CONNECTION

RECIPROCAL PEER SUPPORT (RPS)

THE MODEL



TASK TWO –

Information Gathering & Risk Assessment

- ▶ Connection impacts capacity for more information
- ▶ AAS training, clinical partners, supervision , technical support drive effectiveness
- ▶ Language and “story” impact peer scripts and workflow
- ▶ Presenting problem unfolds as a part of the callers “story”
- ▶ A holistic view – (behavioral, medical, military, family, work, finances) follows in non scripted discussion

CONFIDENTIALITY
IS KEY

RECIPROCAL PEER SUPPORT (RPS)

THE MODEL



WELLNESS
APPROACH

TASK THREE –

Case Management & Goal Setting

- ▶ Not solely an information & referral service.
- ▶ Intensive collaboration with providers
- ▶ Ongoing case management approach offers a follow up to a variety of resources for all psychosocial needs.
- ▶ Peers establish a level of care and match with providers
- ▶ Episode of care is typically 120-180 days
- ▶ Prevention focus

RECIPROCAL PEER SUPPORT (RPS)

THE MODEL



TASK FOUR –

Resilience Affirmation, Praise and Advocacy

- ▶ Summarizing - Affirming, and acknowledging strength and resilience is an intimate experience for peers
- ▶ Humility and harsh self judgment are often cultural
- ▶ Recognition has significant credibility from a peer
- ▶ Language and timing are essential
- ▶ Self care fosters an environment of openness and humanity; increasing unity in strength

UNITED AS HEROES

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RECIPROCAL PEER SUPPORT (RPS) THE MODEL



Overall themes most prevalent in RPS

- ▶ Peer-centric environment
- ▶ Emphasize strengths, self care/ team building.
- ▶ Peer/Clinician partnerships
- ▶ Single point of access
- ▶ Confidential
- ▶ Informs network development & identifies service gaps & needs
- ▶ Continuum of care encourages treatment
- ▶ Specialized training for peer support roles
- ▶ Encourages collaboration, warm transfers, and advocacy



WHAT CAN YOU DO?



Share V4W with the Force!

Vets Warriors

Set your course with a military connection

855-838-8255 **vets4warriors.com**

www.Vets4Warriors.com

CONTACT THE DIRECTOR OF VETS4WARRIORS.....



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