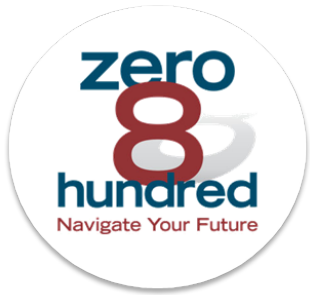




zero8hundred

Sean Mahoney
Kim Hunt



Program Overview

- Mission: To proactively link transitioning military families to a broad range of resources and opportunities in the community, helping them successfully transition to civilian life.
- Cross-sector community initiative implemented in partnership with the Armed Forces
- Support and case management by Peer Navigators who call “VIPs” periodically from 9 months prior to 12 months after separation
- Proactively connect them to resources in 4 areas: education & jobs, mental and physical health, basic needs, personal connections
- One-stop web portal for those who choose to “self-navigate”
- Started January 2015 in San Diego County



Program Overview

- Unique aspects:
 - ✓ Direct linkage to service members at on-base transition classes
 - ✓ Peer Navigators must be MSW students (or have MSW) *and* have lived military experience
 - ✓ 6000 vetted resources through relationship with 2-1-1 San Diego
- Accomplishments to date:
 - ✓ Implemented at 6 bases in first 15 months
 - ✓ Presented to 8000+ people at 275 classes to date
 - ✓ 1200+ opted-in for Peer Navigator support (400% of goal)
 - ✓ 13,000+ unique users on web portal



Success Factors

- Training helps Peer Navigators address challenges; their lived experience provides safe and trusted sounding board
- Frequent resource training sessions with Peer Navigators lead to effective referrals
- University of San Diego's Caster Center conducting formal process and outcome evaluation; integration during program launch was very helpful
 - **zero8hundred** VIPs will have increased:
 - ✓ Achievement of transition goals
 - ✓ Knowledge of and connection to resources
 - ✓ Sense of belonging to civilian community
 - ✓ Resilience
 - **zero8hundred** will improve effective collaborations (system goal)
- Caster Center: *"...zero8hundred is working and has accomplished a significant amount....truly a well-designed and executed program..."*



Lessons to Share

- Take time to study gaps; convene community for planning effort
- Existing veteran ecosystem eased implementation of this prevention initiative
- Asset mapping/vetting is crucial
- Important to select an appropriate case management system for the support model
- Intern Peer Navigators are cost-effective, but employed Navigators are needed for continuity
- Gaining active participation by VIPs is critical; proactive contact and 3-way referrals help
- Program evaluation is important for outcomes and sustainment

Thank you to:

