



Reserve Component Program

Report: Program Year 2019

October 1st 2018- Sept 30th 2019

Background

Give an Hour (GAH)™ is comprised of several initiatives, including the **Reserve Component Program (RCP)**. RCP offers its enhanced services to all branches of the U.S. military reserve components; however, the RCP focuses its support on **U.S. Army** and **Air National Guard**, and **U.S. Army Reserve** through official **Memorandums of Understanding (MOUs)** with both the National Guard Bureau and Army Reserve.

The RCP program provides partnership opportunities between GAH staff and reserve component personnel to address special projects, gaps in service delivery or to provide specialized presentations on unit identified needs. The RCP program provides mental health awareness training to reserve service members and their loved ones and assistance with referrals through reserve component units and DoD entities (Military Family Life Counselors, Fort Family, Directors of Psychological Health, Chaplaincy, SHARP, ASAP, etc.).

Deliverables:

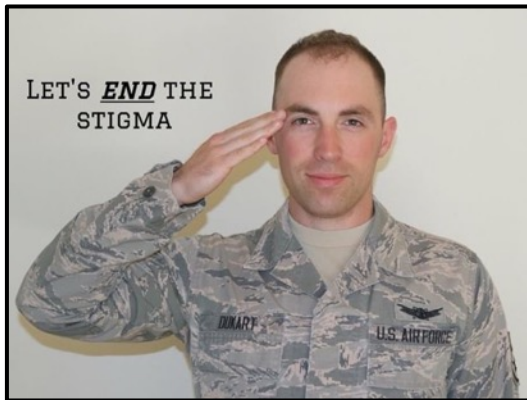
- **Deliver** comprehensive mental health literacy and public health resources to Guard, Reserve, their loved ones, and community members through GAH's **Campaign to Change Direction**.

Using the Five Signs of Emotional Suffering™, Healthy Habits™, GAH staff educate reserve component members on how to recognize when they themselves, or someone close to them, may be suffering or struggling emotionally, and how to access care.

In Program Year 2019 **69,585** reserve, guard, and loved ones learned about the Healthy Habits, Five Signs, and how to access GAH's network of mental health professionals through staff outreach and partnerships. Since 2015, RCP has educated over **273,391** reserve and loved ones on the Five Signs.

- RCP supported **66** events at **38** reserve and guard units; providing **19,757** print materials.
- RCP digital education materials were shared with over **2,000** reserve affiliated contacts.
- Through MIRRECC partnership, **49,828** materials were ordered for print by reserve, guard, military and veteran staff. These materials reached **1,062** unique cities and **56** states and territories.

Troy shares the impact of the **Campaign to Change Direction** in his testimonial:



"I had to help bury two fellow service members who died from suicide and also talked my friend out of killing himself. I know the Five Signs of Emotional Suffering as well as the Healthy Habits and have received treatment for my own mental health issues. The Habit that helps me the most is to take care of myself, eat well, sleep, and exercise. Nobody can quite prepare you for military life and the demands it asks of you. When I started having serious mental health issues was when our work schedule was lengthened. I was going through a rough break-up and my best friend got orders to deploy. I also was bullied, harassed, and shunned by some of my co-workers and

bosses. It was bad enough fighting the enemy only to have enemies that shared the same uniform. I woke up one day in my bed and couldn't calm down and felt I needed to talk to someone before I do something I would regret. I felt so alone, forgotten, and unappreciated. When I found that I needed help I called my supervisor and he got me to a mental health specialist which made a HUGE impact on my well-being. In the military, mental health issues are often ignored and stigmatized. Many members suffer in silence, which is the ultimate pain in my opinion. Having mental health issues was the worst pain I had."

Colorado client shares the impact of therapy and encourages others to **seek care**:

This video submission highlights a client's success and gratefulness to the GAH Program.



*"I'm here today to tell you that it's okay to get help, that it's okay to reach out. No matter what problems you may be experiencing or how little they seem. **Admitting that, and connecting with a Give an Hour Therapist, changed my life.**"*

After accepting that she needed help and that she could not face her problems on her own, she shares the impact of seeking mental health services.

"I began to feel free, I began to live my life, to love powerfully, to trust my intuition, to trust my instincts, and more importantly, to trust myself and see myself in a different light than I have ever seen before."

She encourages others to seek care, no matter how big or small their problems may seem.

"Having the courage and the ability to share my story, to help others to be able to have the same experience that I had. To show and lead by example that reaching out to a mental health provider can help you greatly in your life, in ways that you never expected"

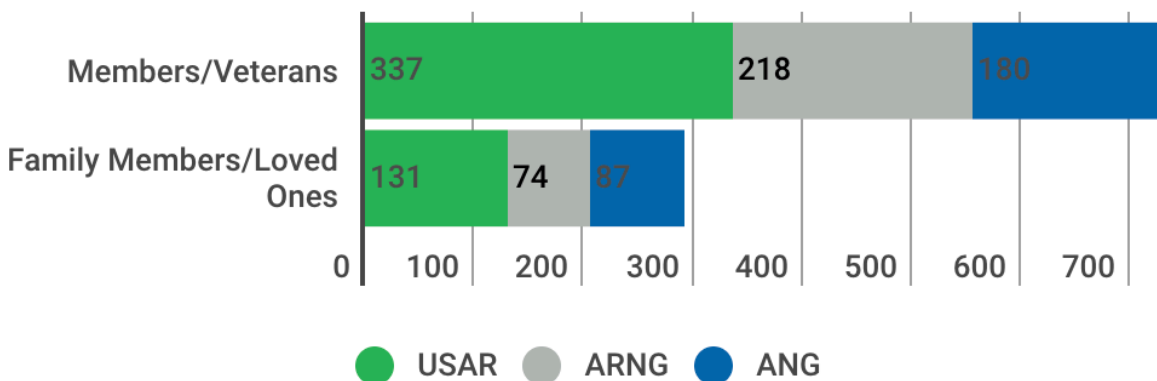
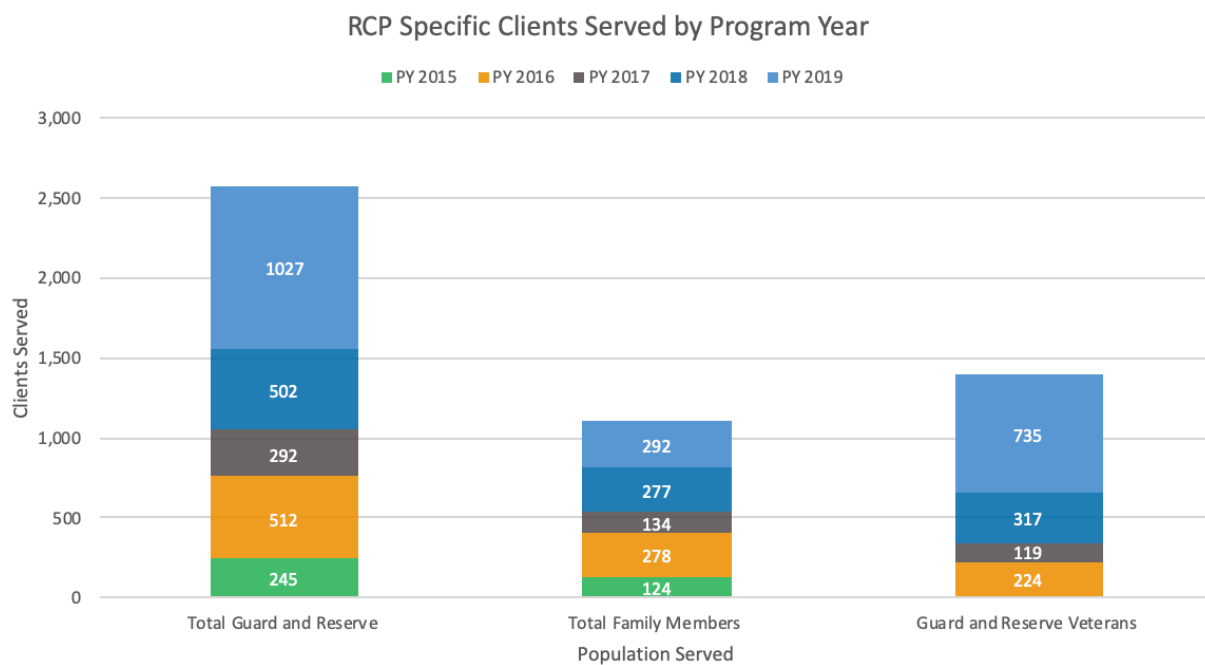
*"I want to remind you the same things my friends reminded me while encouraging me to seek therapy- **you are worthy, you are worth it, your problems are not too small, no one's problems trump yours, and no matter what you are seeking therapy for, there is a provider out there who is able to assist you.***

Read the full story and watch the video at: <https://giveanhour.org/its-okay-to-reach-out/>

- **Encourage mental wellbeing through provision of access to free, face to face, telephonic, and tele-health professional services.**

Direct Services: By mid-October 2019, GAH had provided over **297,351** hours of donated care valued at **\$29,735,100** since its creation in 2005.

- RCP programs (2015-2019) has enabled GAH Providers to donate over **62,157** hours of care valued at **\$6,215,755** to **5,078** reserve component members, veterans, and their loved ones.
 - o In PY 2019 **398** providers served **1,027** Reserve Component members, veterans, and their loved ones donating over **15,706** hours of care valued at **\$1,570,625**.
 - o Beyond therapy, GAH providers can opt to participate in additional volunteer opportunities that educate and support reserve component members. Currently, **233** providers have reported participation in this additional option.
 - o During this past year, GAH doubled the number of providers available for video counselling.



Referral Tracking:

To provide for requested anonymity, the match between GAH therapist and client is made online through the Give an Hour website, www.giveanhour.org. In that light, Give an Hour is only able to track referrals and service hours through direct client or personnel correspondence.

In PY2019 GAH staff received **2,564** direct referrals for professional mental health care from individuals, Fort Family, and United States Army Reserve's Psychological Health Program.

Client Feedback Survey: (for results see annex A) In PY2019, **2,637** individuals submitted feedback on our optional online survey. Relevant findings indicate that the most frequent users seeking care are veterans aged 25-44, with half being female. Of the respondents, **23%** indicate affiliation with the Reserve Components. With **87%** of respondents indicating that this was their first time seeking a provider and this shows that the **highest yielding** source of referral is military support personnel. ***These data sets support GAH's supposition that outreach to military support personnel is critical to increasing access to professional mental health care for individuals who have not otherwise sought care.***

Reserve component support staff members are responsible for the wellbeing of multiple units spanning multiple states; often up to 5,000 service members. GAH works directly to support these staff to ensure increased access to professional mental health care services and public health literacy when they need it most.

In PY 2019, GAH staff directly support and worked with 458 National Guard and Reserve Support Personnel.

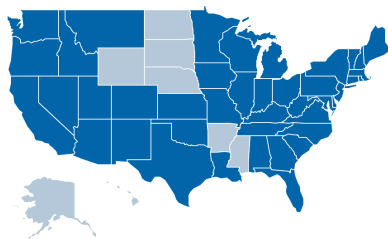


Francis Mitchell, Family Program Support Personnel for the U.S Army Reserve shares the impact of Give an Hour partnership: *"I have been working with GAH for the past four years. Each time I teach Soldiers and Families, I share information about GAH. Over the years, I have heard many success stories and testimonies from Soldiers and Families. One Soldier followed up with me to inform me about her teenager who was bullied and being pressured at school. The Soldier mentioned how her teenager began cutting as an outlet. The Soldier herself was overwhelmed with the stress of not knowing how to help her teen and being unable to afford counseling. Through the GAH program, the Soldier was able to not only find a counselor for her teenager but for herself and the rest of her family. Because of the severity of this situation, I wanted to share parts of this testimony to our Soldiers who are parents of teens. This one scenario has been enough to demonstrate the success of the program and allowed other Soldiers to reach out to GAH for help and assistance."*

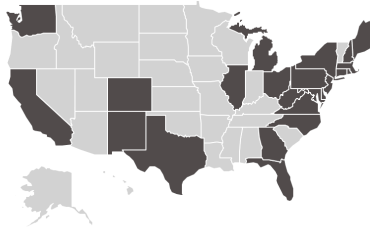
- **Increase** our network of volunteer mental health professionals who commit to providing no cost face to face, telephonic, and tele-health mental health care to our Guard and Reserve members and their loved ones.

In PY2019, GAH added **246** new providers to the network and increased the available number of providers offering video counseling **by 43%** (an additional 67 providers). In our multi-year provider recruitment goals, we aim to recruit an additional 800 new professional mental health care providers as well as 20 providers to opt to video counseling.

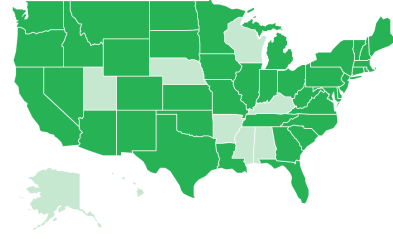
GAH's goal for access to care is 100 Reserve Component Members to one Mental Health Professional (100:1), which is well above the national mental health access to care ratio for all citizens (470:1¹). This year, the access to care remained relatively stable, despite growth in military force and provider recruitment.



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GAH Provider, Dan Thomas shares one of his most memorable reserve affiliated clients through the Give an Hour network. His therapy dog, Sebastian, also joined his sessions. Dan worked with this family after the loss of their service member. The Gold Star sister, and her two young boys worked with Dan for a year. Over the next year of therapy there were many ups and downs, and even some late arrivals and missed sessions, but the boys started doing better at school, and life at home was much better. Most sessions were family sessions, but sometimes the boys had to stay home while mom worked on her own grief and guilt to make sure it did not affect her parenting. ***"In my practice I always provided some pro bono services, but deciding to provide them to military and their families through Give an Hour was even more gratifying and rewarding."***

¹ According to "County Health Rankings and Roadmaps"¹ the 2018 national mental health access to care ratio for all citizens is 470:1.

- **Educate** civilian mental health professionals, community organizations, and, the general public on the unique aspects of the Guard and Reserve. GAH also seeks to educate these populations on how they can contribute to the comprehensive community care available to serve the Guard and Reserve.

- The RCP Program reached **1,403** Community Organizations through staff outreach which resulted in collaboration with **42%** of those organizations we reached out to (events, awareness, outreach, service utilization).
- **Psych Armor:** through a partnership created and nurtured with Psych Armor, GAH has been able to provide access to additional educational resources to not only our professional mental health care providers but also to reserve, guard, veterans, community members and other veteran service organizations.
- **Yellow Ribbon Reintegration Program:** Through a partnership with this DoD-wide effort to promote the well-being of National Guard and Reserve members, their families and communities, GAH has been promoted in the during deployment magazine. This magazine is distributed to all Reserve Component family members and loved ones whilst their member is deployed. GAH continues to support this partnership through provision of materials and connections to resources throughout the deployment cycle as well as event attendance and displays. In PY 2019 over 555 copies have thus far been mailed.
- **Project Sanctuary:** By partnering with their Military Family Support Program, GAH direct services are a highly utilized resource by Project Sanctuary families; helping veterans, spouses, caregivers, and their children. Through the delivery of our mental health services, we are able to provide expert care, and education to their numerous families. GAH have participated in various programs including their Family Support Resource Weekend where materials and resources were shared to educate military families and veterans on how to recognize the need for care and how to access free professional mental health care for themselves and loved ones. Project Sanctuary held retreats in over seven states in FY2019; with GAH resources displayed and available at each.

The impact of this work is incredible, live saving, and life altering. We work hard to continue to grow this program and its impact. Delivering mental health services is our passion.

Next Year:

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- Increase the number of Reserve, National Guard and their loved ones who are accessing our provider network and receiving professional mental health care through targeted outreach campaigns, social media, partnerships and representation at relevant events.
 - Increase the number of professional mental health care providers in our network, donating their skills and time to serve Reserve, National Guard and their loved ones. Video-counseling is becoming more and more popular due to its ease of accessibility, with this in mind, we want to do a targeted recruitment campaign to increase the number of licensed professionals willing to offer video-counseling or tele-counseling services.
 - Increase awareness regarding mental wellbeing, how to access care and how to support one-another in mental health journeys through educational resources, trainings, partnerships and public health initiatives in conjunction with the Campaign to Change Direction.

- Continue to break access to care barriers and smash social stigmas surrounding mental health care, particularly amongst the Reserve Component and their communities.

Annex A

Client age: Ages 25-44 (54%) and 45-64 (21%) are the most frequent users.

Gender: Female (50%), Male (43%), Non-binary (2%)

Military Affiliation: Veteran (38%), Loved One (26%), Service Member (20%)

Branch Affiliation: Reserve Component affiliation (23%), Active Branch affiliation (64%)

Reason for Choosing GAH: Give an Hour is a trusted resource for finding a provider to fit my needs (32%), Another Reason (26%), Anonymity (16%).

First Time Seeing a GAH Provider: Yes (87%), No (5%)

Referral Source: Military Support Personnel (12%), Online/Social Media (5%), Loved One (3%)