



NATIONAL GUARD BUREAU
111 SOUTH GEORGE MASON DRIVE
ARLINGTON VA 22204-1382

ARNG-HRS

9 December 2011

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Vets4Warriors Program Launch – December 2011

1. The Vets4Warriors peer support line, 1-855-838-8255 (1-855-VET-TALK), will provide easy access to supportive, non-attributional conversations with trained veteran peers representing all branches of the military. This team of veteran peers has immediate access to behavioral health clinicians to respond to potentially emergent issues and can offer referrals to local community services, military veteran centers, and military healthcare providers based upon the needs of the Service Member.
2. The overall program is designed to help achieve and maintain Service Member readiness while promoting resilience and risk reduction through timely outreach, peer support, and referral to service providers or agencies that can address potential issues or risk factors. The Vets4Warriors National Peer Support Outreach Program capabilities include:
 - (a) Comprehensive Peer Counseling and Outreach support services comprised of a toll free peer support line with web-chat capability are available to all Reserve Component Service Members, regardless of status.
 - (b) A targeted outreach capability during off-peak periods to proactively contact potential at-risk populations over an extended period including Members of the Individual Ready Reserve (IRR), pre-Basic Training Service Members within the Recruit Sustainment Program (RSP), Inactive National Guard (ING) Service Members, Pre-Mobilizing / Demobilizing Reserve Component Service Members, etc. Recurring non-contact reports can be generated and provided to state / unit leadership for their action as appropriate.
 - (c) A comprehensive state level services database compiled to provide current service and provider data relevant to caller's location. This data will be owned by the government and updated on a recurring basis for use by the Peer Counselors. The services can also use this data for their own applications, such as integrating into the Joint Support Services (JSS) Portal geo-mapping application.
3. This program is a component of a larger effort to promote individual resilience, risk reduction, and coping skills through peer support and referrals to community based

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services. Peer counseling is an effective method to acculturate these self-development skills without the potential stigma that some Service Members may associate with help-seeking behavior. The program will also improve awareness and access to local resources that are relevant to the issues communicated by the Service Member while the utilization data can help share and refine current support programs.

4. The ARNG will implement the Vets4Warriors peer support line for all Reserve Components on 13 December 2011. The peer support phone number will be provided prior to the launch date.

5. The point of contact is COL Gregg Bliss, Chief, ARNG Soldier and Family Support Division, at DSN 327-7597, 703-607-7597, or Gregg.Bliss@us.army.mil.

GREGG A. BLISS
COL, IN
Chief, Soldier & Family Support Division

CF:

Each State's G/J Staff
Each State's Chaplain
Each State's DPH
Each State's R2SPPMs
Each State's Substance Abuse
Each State's SHARP
Each State's PAO
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