

Navigating the Military Transition with zero8hundred Annual Evaluation 2023

Prepared By Nash &
Associates with Komposset
Consulting Strategies, LLC

zero8hundred's MISSION

Offer compassionate, evidence-based support to service members and their families, helping them navigate the unique challenges of transitioning from active duty to civilian life through a peer-based social work model.



NASH & ASSOCIATES



Nash and Associates is dedicated to helping their clients empower communities and transform lives by securing funding, strategic program design and operational implementation. Nash and Associates subcontracts with Komposset Consulting Strategies for the evaluation of **zero8hundred**.

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LETTER FROM THE CEO

On behalf of our Board of Directors, Clients, Staff, and Volunteers we would like to express sincere gratitude to those who consistently recognize the **zero8hundred** mission across our community, your dedication and support of our mission has created meaningful and measurable impact to transitioning serving members and their families; we sincerely “Thank You”.

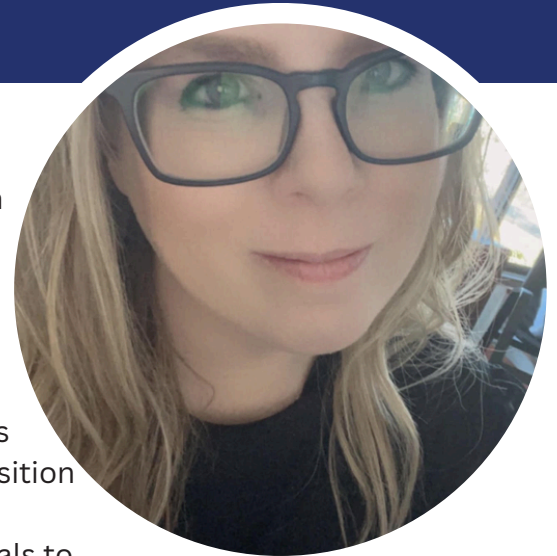
As we reflect on the past year, we share remarkable progress and challenges our military members are facing as they transition to civilian life; we will share in initiatives that we know has strengthened our approach and we will share in strategic goals to continue our mission for many years to come. Every single service member who enrolls at **zero8hundred** has a unique transition out of service; you will see throughout this report that this past year we had a focus as an organization to build upon the support modalities that would best address the needs of our clients. Our Social Work team was able to strengthen our Standard Operating Procedures, update our logic model, and begin and continue partnerships that had an instant and positive impact on those being served.

zero8hundred is committed to advocacy of our veteran community and is thrilled to have wonderful things ahead for 2024 and beyond. Our partnerships across the community include partnering with the Department of Veteran Affairs (VA), the 988 Crisis Line and the Department of Labor “VETS”. **zero8hundred** will continue to build and strengthen partnerships with the County of San Diego, City of San Diego and Non-Profit Organizations who are dedicated to supporting veterans and their families.

zero8hundred understands the incredible bravery it takes to stand up and say through an oath “I will support and defend the Constitution”, we understand that our service members coming out of service cannot unsee or unhear the things that they may have experienced during their time in uniform, **zero8hundred** stands ready to provide case management services through this social work model as a way to “Thank” a service member for their service; let them know that they are appreciated, heard, and that their time in service means the world to our nation.

zero8hundred is excited to grow our organization, our client base, our board, and our team – we look forward to new partnerships, continued partnerships and unique conversations that lead to incredible growth opportunities across our philanthropic community – because it means that those, being served by our mission will have an incredible supportive veteran lifecycle.

zero8hundred is grateful to an incredible community who stands alongside veterans and their families – Thank You for all you do!



-Ashley Camac
CEO **zero8hundred**



KEY FINDINGS

Since its inception, **zero8hundred** has been a vital source of support from transition from military to civilian life. A key element to the success has been the collection and analysis of data that allows **zero8hundred** to meet service members and their families where they are at. This year's key findings highlight the importance of support, a sense of belonging, and connection to resources through the guidance of mental health professionals who also have lived experience.

- ◆◆ Anxiety and stress levels were highest among respondents who noted low marital, family, and peer support
- ◆◆ A lower sense of belonging was reported by the newest sailors and officers (E1-E2 and O2), noting a need for more robust sponsorship or command introduction to the new duty station
- ◆◆ Newly enlisted (E1-E2) and O4 were more likely to be separating from service involuntarily
- ◆◆ 88% of respondents who noted their transition was involuntary, stated their separation was medically related
- ◆◆ Clients who were referred to resources by **zero8hundred** and worked with a Peer Navigator stated they were:
 - ◆◆ Better prepared for transition
 - ◆◆ Had a clearer vision of their life out of the military
 - ◆◆ 97% of respondents to the Post-Survey would recommend **zero8hundred** to a friend
 - ◆◆ Feelings of belonging to the civilian community nearly doubled
- ◆◆ Clients who worked with a Peer Navigator reported high levels of satisfaction and that they were better prepared for transition and had a clearer vision of their life out of the military.

BACKGROUND OF ZERO8HUNDRED

zero8hundred has been providing support for Transitioning Service Members and their families since 2015 by providing professional social work support and proactively linking them to a broad range of resources and opportunities, helping them successfully transition to civilian life in San Diego County. After the initial pilot phase of the program, which showed that **zero8hundred** exceeded its initial goals,¹ **zero8hundred** was expanded to serve Transitioning Service Members beyond San Diego County to include the neighboring counties of Imperial, Orange and Riverside. Over the next few years, **zero8hundred** continued to expand its reach across San Diego and neighboring counties enrolling over 5,600 transitioning service members and spouses to date. **zero8hundred** has remained committed to its evidenced-based model using trained social workers and social work interns, most of whom also have lived experience with military life as Veterans, spouses, and/or children.

Figure 1: Military Presence in San Diego



- Over 1.4 million veterans call California home
- San Diego County has the third largest veteran population in the United States
- 14% of all active duty personnel are located in California
 - Over 7% of all Selected Reserve members are located in California

Military Presence

San Diego has the third largest Veteran population in the United States, being home to over 225,000 veterans.² California has the second largest military Veteran population with five of its southern counties making the

list of top 20 counties in the United States with the largest Veteran populations (San Diego County, Los Angeles County, Riverside County, Orange County, and San Bernardino County).³ In addition to the Veteran population, California is the location for 14% of all active duty personnel (roughly 196,000)⁴ and over 7% of all Selected Reserve members.⁵



Veteran Wellness Model

Since its founding, **zero8hundred** provides services and support to transitioning service members and their families based upon the Veterans Wellness Model - which advocates a holistic approach to Veteran wellness. The five pillars of this model are Education, Employment, Basic Needs, Social and Community Connections, and Health and Wellness (physical and mental).

zero8hundred provides support within the framework of these pillars in the following ways:

◆ **Education:** For clients who choose to continue their education, **zero8hundred** partners with Veteran Service offices in local universities directly introducing clients to military liaisons at various universities and colleges. **zero8hundred** also partners with the County of San Diego Veterans Service Officers to connect Veterans to community college funding initiatives. **zero8hundred** connects clients with resources to achieve their goals such as earning a GED, college degree, or other certification to help them advance in the civilian workforce. This includes utilizing Veteran education benefits and scholarship opportunities.

◆ **Employment:** Peer Navigators conduct an employment assessment to determine each client's needs and skills before directly introducing them to employment-related services. This may include resume support, local employers with veteran hiring initiatives, training programs, and educational resources to increase employment marketability.

◆ **Basic Needs:** Peer Navigators (PNs) screen for any urgent needs and provide referrals to address those needs and ensure clients have access to emergency food services, shelter/housing, transportation, utilities, financial services, and legal aid services. **zero8hundred** also keeps basic needs kits available

onsite including toiletries, non-perishable foods, and other essential items for those in immediate need.

◆ **Social and Community Connections:** **zero8hundred** provides a range of opportunities for community connection through an e-newsletter, online platforms, community outreach

events, and day-to-day counseling services. Through a network of 200+ local partners, daily support services, ongoing events, and an Alumni Network, **zero8hundred** provides referrals to a range of services, support groups, personal and professional networking opportunities, self-care and personal development, as well as military family support services.

◆ **Health and Wellness:** As social workers, Peer Navigators are trained in suicide prevention and crisis intervention and screen each client for risk factors such as homelessness, abuse, and suicidal/homicidal ideation. PNs conduct mental health screenings using the PHQ-9 and assess for risk factors such as housing insecurity, abuse, and suicidal/homicidal ideation and to create Safety Plans for those with high-risk scores. PNs are trained and prepared to provide crisis intervention if necessary. On a day-to-day basis, PNs refer clients to clinical mental health care providers, as well as to other resources that assist clients in navigating health care benefits and securing care.

zero8hundred clients sign a release that enables our social work staff to provide “warm handoffs” to mental health providers and become part of their community care team.

Figure 2: Veteran Wellness Model



EVALUATION

Evaluation has been built into the **zero8hundred** program since its inception. Beginning with its initial two-year pilot program in January 2015, data has been collected to evaluate the intended outcomes of **zero8hundred**. During 2023, **zero8hundred** outcomes were primarily measured through a series of surveys administered at intake and 12 months post separation (post survey), as well as observations and interviews. Past evaluations of the **zero8hundred** program have shown it has been successful in helping service members and their families navigate the transition from military to civilian life. Data has tracked stress, anxiety, support and preparedness for transition as well as outcomes such as employment, education, mental and physical health as well as other goal attainment (see Appendix A for the logic model). Data collection tools are built and modified based on current research on transitioning service members, Veterans and their families. This report summarizes data collected from active clients from January 2023 through March 2024.⁶

Data Collection Methodology

During 2023, client information was collected through both self report methods (online)⁶ and reported directly to Peer Navigators, Case Managers and evaluators (in person and over the telephone). Client information is initially collected upon enrollment with **zero8hundred**. Initial information is limited to demographic information. Upon enrolling, clients meet with a **zero8hundred** Peer Navigator who administers a pre-survey. This initial interaction between the client and the PN is either in-person, virtually, or over the phone. This survey provides evaluators with a baseline regarding the client's access to basic needs, status with the Veterans Administration, and mental health. Twelve months after completing work with **zero8hundred**, clients are given a post survey which asks many of the same questions as the pre-survey providing the evaluators the ability to compare changes and progress in the client's life directly related to support provided by **zero8hundred**. A table of all data collection tools can be found in Appendix B.

“[zero8hundred] helped me get connected with valuable resources that led to [a] career”

-Transitioning Service Member

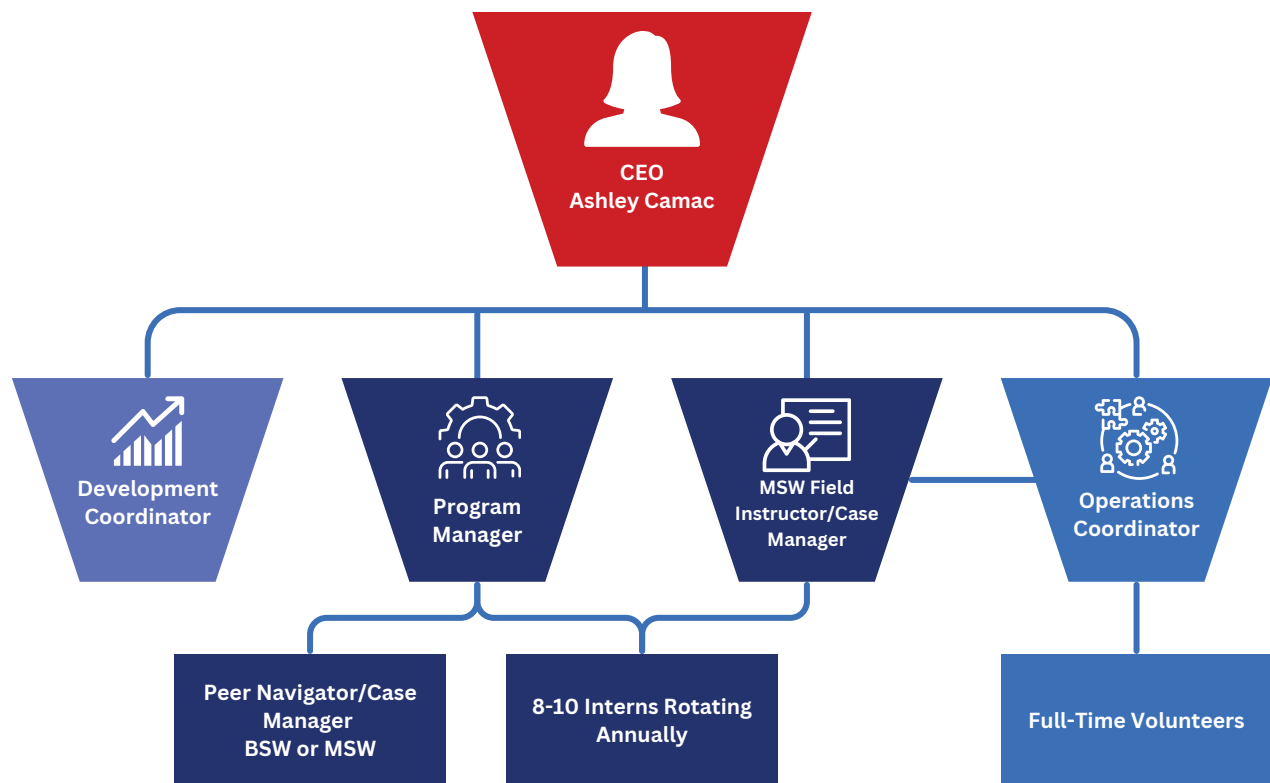
ZERO8HUNDRED IN 2023

2023 brought many changes to the organization. After a year and half of deep engagement with the San Diego SVP team - Social Venture Partners - who provided support in developing the organization's three-year Strategic Plan, **zero8hundred** was positioned to strengthen the overall program. This work allowed **zero8hundred** leadership to address the gaps in services and align client needs to strengthen effective support. In 2023, a new Program Manager began. Figure 3 shows the updated organization chart representative of 2023. The new Program Manager, in partnership with a third-party evaluation team, has implemented changes to streamline the client intake process, improve data collection, and implement enhanced mental health screenings for all clients. In addition, updates were made to all Program Policies and Procedures that included the creation of an official SOP and client flow chart. With this enhanced focus on mental health, **zero8hundred** has strengthened and expanded community partnerships including with the DOL ENPP,⁷ 988 Warm Transfer Program and strengthened engagement with the VA's Community Care Network.

“I really appreciate everything you guys did and the resources were useful.”

-Transitioning Service Member

Figure 3: Organization Chart



Changes in Protocol

Clients are eligible to enroll with **zero8hundred** up to 12 months prior to separation (with primary support being given 12 months before) and for up to 12 months post separation. Upon enrolling with **zero8hundred**, clients are eligible to work with a PN for 12 months. This new protocol allows **zero8hundred** to work with clients in a wider time range of transition. Originally, clients were able to enroll in **zero8hundred's** program up to six months prior to separation, (with very few clients enrolling after separation) and were eligible to work with a PN for 12 months after separation. In 2023, the timeline was updated for clients to be eligible to enroll up to 12 months prior to separation and for up to 12 months post separation. This new protocol is more closely aligned with the current definition of “transition” and allows clients more time to work towards meeting their individualized goals both before and after separation.⁸ Figure 4 shows the **zero8hundred** protocol from onboarding to exit.

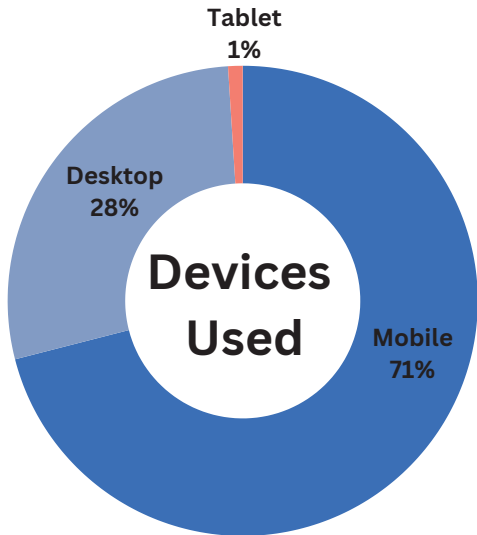
Figure 4: 2023 Protocol Flow Chart and Timeline



Website Usage

zero8hundred reaches a wide range of individuals in person and via their website. In 2023, there were nearly 40,000 unique visitors to the **zero8hundred** website. See Figure 5 for website analytics..

Figure 5: Website Analytics



Site Sessions

44,445

▲ 115%

Unique Visitors

39,050

▲ 123%

The vast majority of website visits came from Google (37,436), followed by direct website visits (5,867). Visits to the **zero8hundred** website from other websites included a variety of non-profit and local/state/federal government entities with whom **zero8hundred** has a history of collaboration.

2023 ZERO8HUNDRED CLIENT PROFILE ⁹

In 2023, **zero8hundred** enrolled 313 new clients and worked with 528 active clients. The majority of **zero8hundred** clients are in the Navy (72%), male (73%) and enlisted (92%). About one-third (32%) are white and nearly one-quarter are black (24%) and another one-quarter are Hispanic (22%). Nearly three-quarters (73%) have some college or higher. Half of the clients are married (50%) and 44% have children under the age of 18. Most clients were separating voluntarily (78%) with 75% separating and 25% retiring. About 2 in 10 (21%) respondents were transitioning for medically related reasons. Appendix C shows a breakdown of the 2024 active clients.

313 New Client
Enrollments

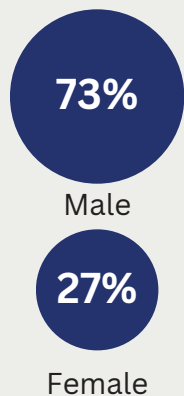
528 Active
Clients

*Includes clients who enrolled in 2023
plus clients who carried over from
2022*

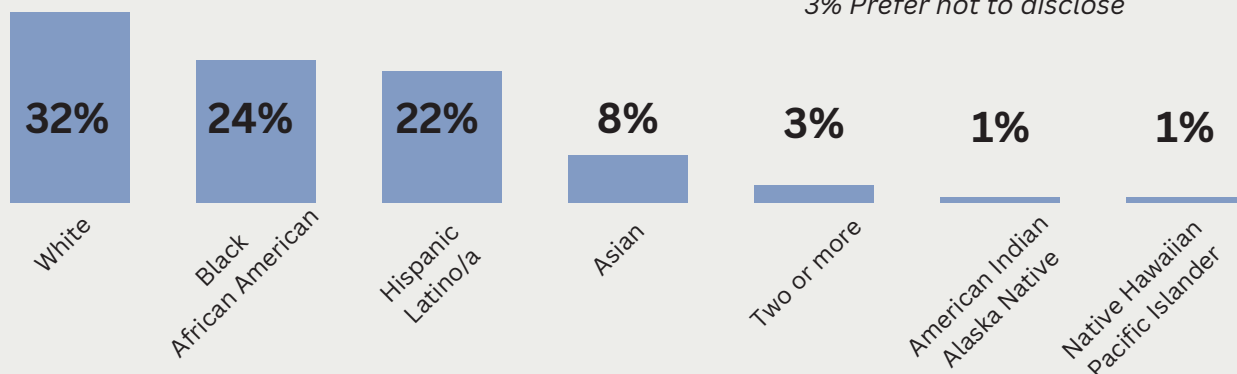
Who are zero8hundred clients?

Some totals will not equal 100% due to rounding

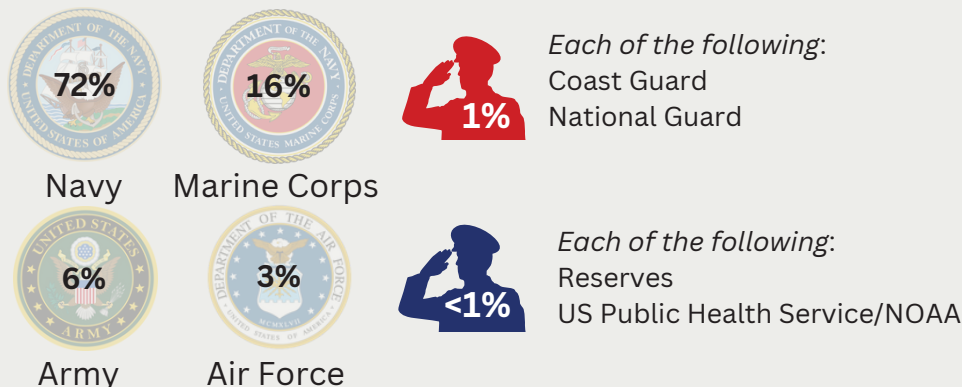
Gender



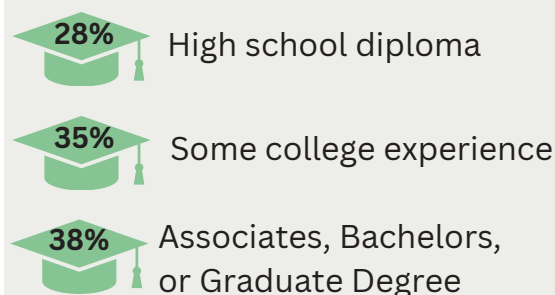
Ethnicity



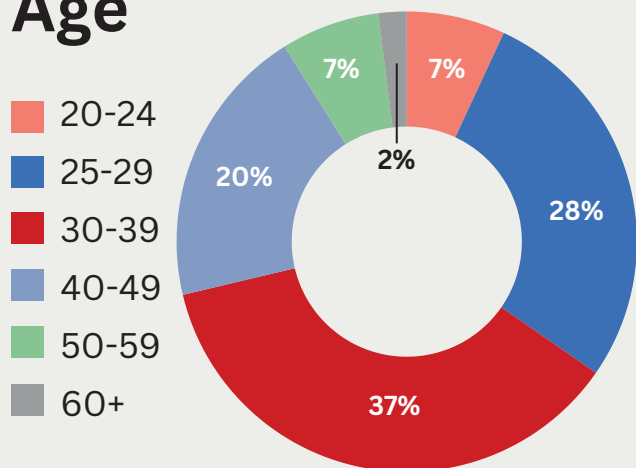
Branch of Service



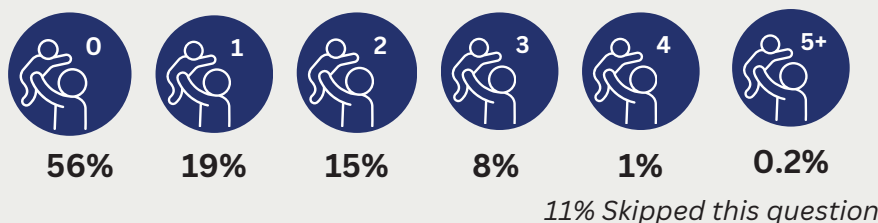
Highest Level of Education



Age



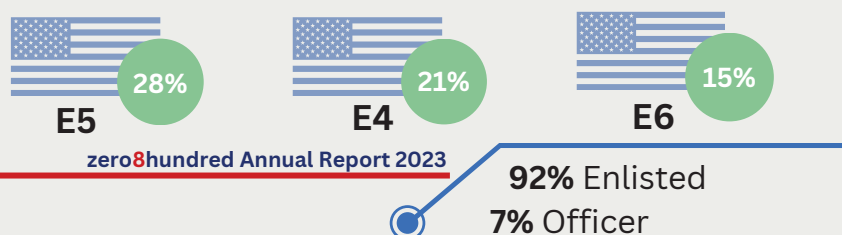
Number of Minor Children



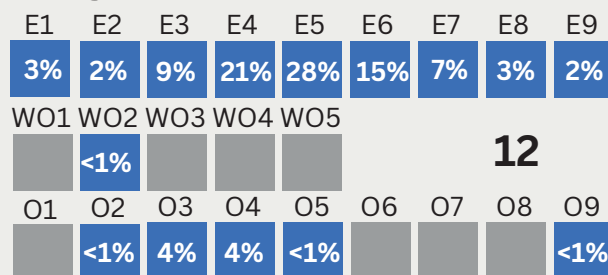
Marital Status



Top 3 Largest Ranks



Pay Grade



Transitioning from the military...

Separation

75% Separating
25% Retiring

78% Voluntary
22% Involuntary



94% plan to
enroll with
the VA

Discharge Status

79%

6% 4%

- Honorable
- General Under Honorable
- Other Than Honorable

1% Preferred not to disclose
8% Skipped this question

Medical Retirements



3% of voluntary transitions
22% of involuntary transitions

Medical Separations



21% of separations were
medically related
61% of medical separations
were involuntary



TRANSITION

The pre survey provides **zero8hundred** with baseline data and serves as a catalyst for meaningful interaction between the client and **zero8hundred**. Many of these baseline questions are asked again in the post survey 12 months post separation to measure changes for clients throughout their transition process. In addition, the post survey also asks respondents questions about employment, needs met, moral injury and satisfaction with the resources and **zero8hundred**. Outcome measures such as support, employment, financial readiness, belonging and moral injury are developed and refined based on ongoing research of current literature. These measures are particularly vital during the transition process which has been shown to be an especially vulnerable time.¹⁰ Figures 6-7 provide the baseline data and the post data for **zero8hundred** clients in 2023.¹¹

Transition Readiness

Those clients who took the pre survey noted a lower level of preparedness and vision for the future and a higher level of stress and anxiety than those who completed the post survey. While this is not a direct comparison of individual clients, aggregated data shows that those clients who responded to the post survey showed more positive outcomes for transition.

Figure 6: Readiness

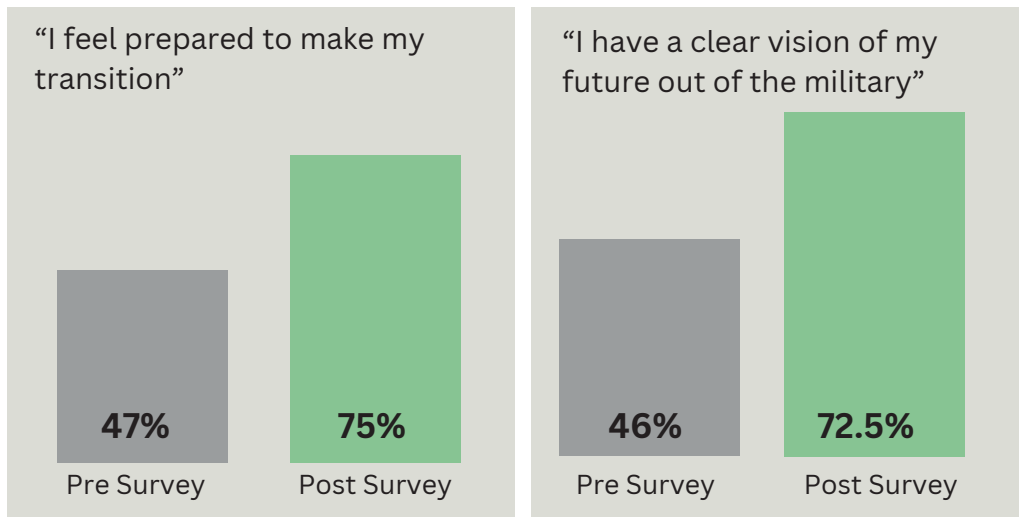


Figure 7: Stress & Anxiety

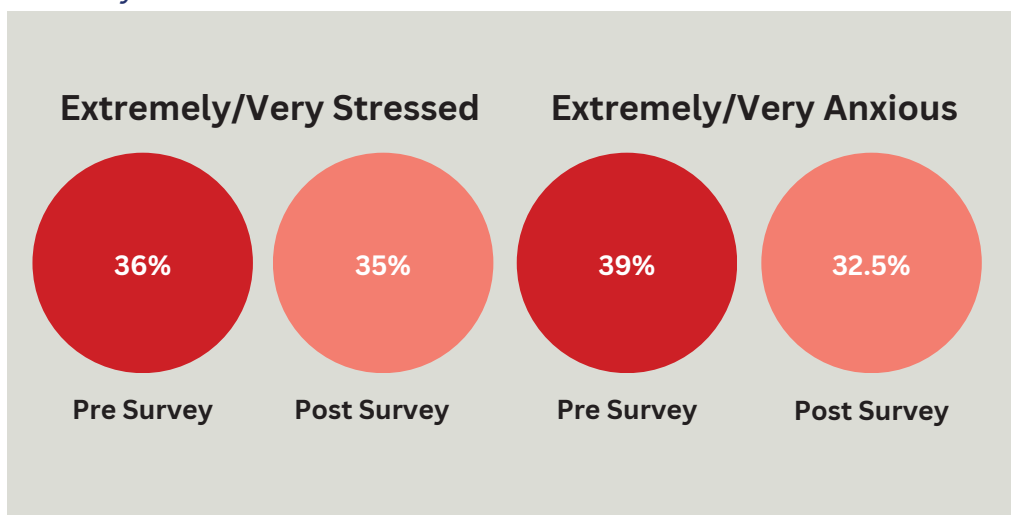


Figure 8: Support

Pre Survey Responses

Spouse Support	82%	High/ Medium	4%	Neutral	14%	Low/None
Family Support	75%	High/ Medium	10%	Neutral	14%	Low/None
Peer Support	77%	High/ Medium	13%	Neutral	9%	Low/None

Post Survey Responses

Spouse Support	86%	High/ Medium	3%	Neutral	10%	Low/None
Family Support	73%	High/ Medium	14%	Neutral	13%	Low/None
Peer Support	67%	High/ Medium	18%	Neutral	16%	Low/None

Post Survey Responses

Military Support	49%	High/ Medium	13%	Neutral	39%	Low/None
Civilian Support	61%	High/ Medium	25%	Neutral	15%	Low/None
zero8hundred Support	75%	High/ Medium	28%	Neutral	5%	Low/None

The categories listed above were only asked in the post survey in 2023, therefore, there are no pre survey responses for comparison

Support

“Suicide among veterans remains a serious public health issue, and poor social support is identified as a robust risk factor for suicide... research suggests that veterans prefer a family member or friend to help shoulder the burden of a potential crisis”.¹² Due to the importance of support in Veteran wellness, clients were asked in both the pre- and post-surveys “What level of support did you receive from the following...?” for their transition from military to civilian life. The majority of respondents who were married noted a high level of support (76%) from their spouses. They also noted high support from family (60%) and peers (15%). For those clients who responded to the post-survey, spouse (73%), family (56%), peers (49%), and zero8hundred (48%) were perceived as offering a high level of support, just over a quarter (26%) noted high support from

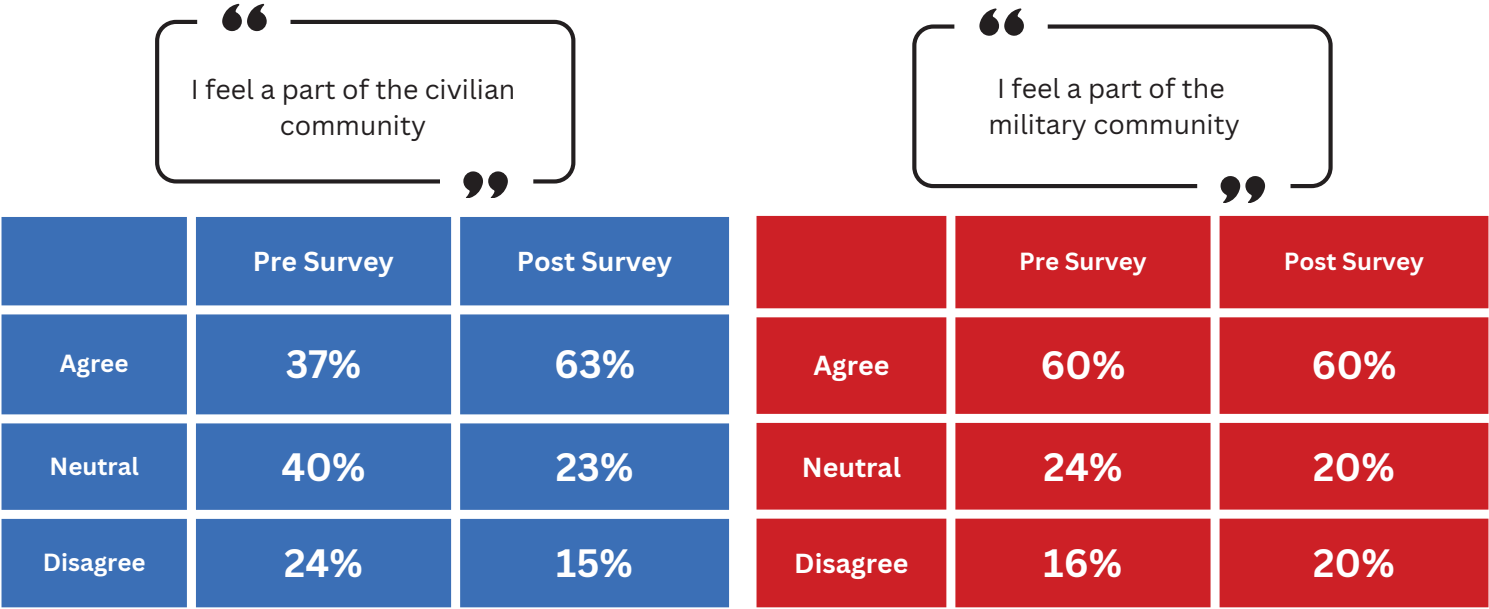
the military and 18% reported a high level of support from the civilian community (see Figure 8). In addition to the spouse, family and peer support, the post survey asked about the support clients received from the military and civilian communities as well as zero8hundred. Three-quarters of respondents noted zero8hundred provided high or medium support during their transition.



Sense of Belonging

Respondent level of belonging to the civilian community nearly doubled from the pre to the post survey while the level of belonging to the military stayed relatively the same (see Figure 9). While not a direct comparison of individual clients from pre to post surveys, **zero8hundred** data has remained consistent throughout the past years' reports¹³ suggesting belonging to the civilian community builds after separation. These results reinforce the findings of current literature that report issues relating to civilian life, belonging and social integration can become intensified over time following a Veteran's transition out of service.¹⁴

Figure 9: Sense of Belonging



Primary and Secondary Needs

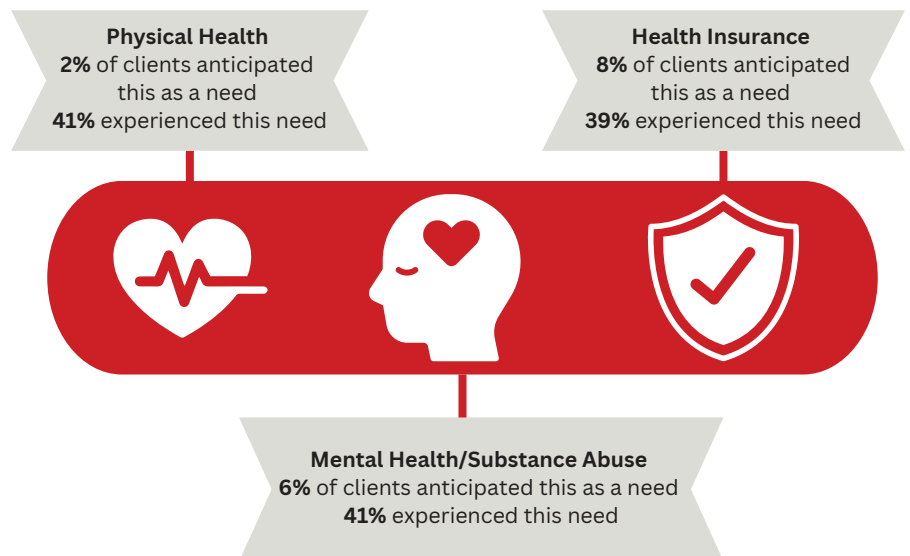
Upon intake, clients' top three anticipated needs (primary or secondary upon intake) were employment (70%), education for self (32%) and financial assistance (21%). While employment (56%) and education (54%) for self were the top two needs experienced by clients as reported in the post-survey, mental health/substance abuse (41%) and physical health (41%) were the third most experienced needs¹⁵ (see Figure 10). See Appendix D for a complete list of client needs, both anticipated and experienced. Figure 11 shows the top three areas where there were gaps in knowledge between what service members anticipated their needs to be, and what they actually experienced.

Figure 10: Gaps in Knowledge

ANTICIPATED NEEDS		EXPERIENCED NEEDS
EMPLOYMENT	1	EMPLOYMENT
EDUCATION FOR SELF	2	EDUCATION FOR SELF
FINANCIAL	3	PHYSICAL HEALTH
NETWORKING	4	MENTAL HEALTH/SUBSTANCE ABUSE
HOUSING	5	HEALTH INSURANCE

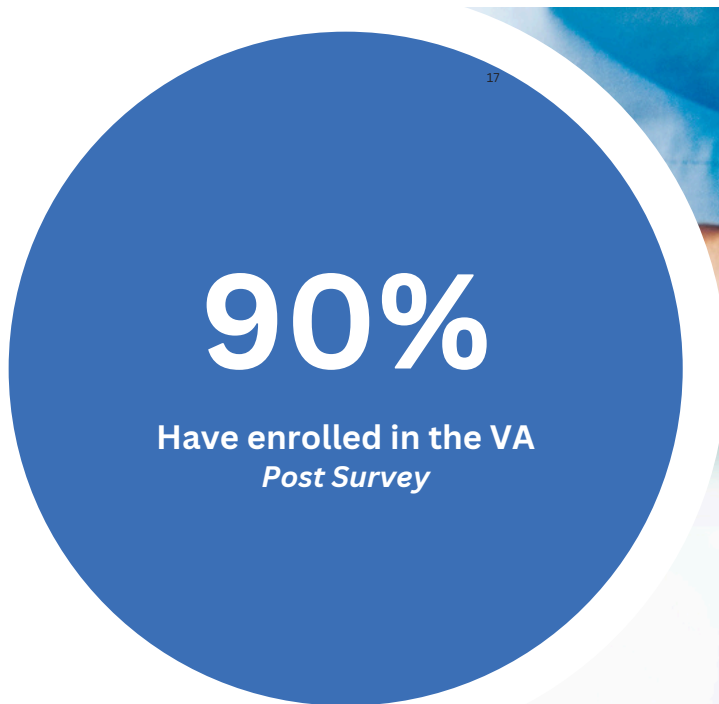


Figure 11: Gaps in Knowledge



VA Enrollment

The majority (90%) of the respondents to the post survey stated they had filed a disability claim with the VA, which is much higher than the reported number of existing Veterans in the U.S. who have filed a disability claim with the VA (about half).¹⁶ Connection to Veterans Health Administration (VHA) Health Care has been shown to be associated with a lower rate of suicide among Veterans.¹⁷ Therefore, **zero8hundred** works to connect transitioning service members with VA enrollment resources.



A DEEPER DIVE

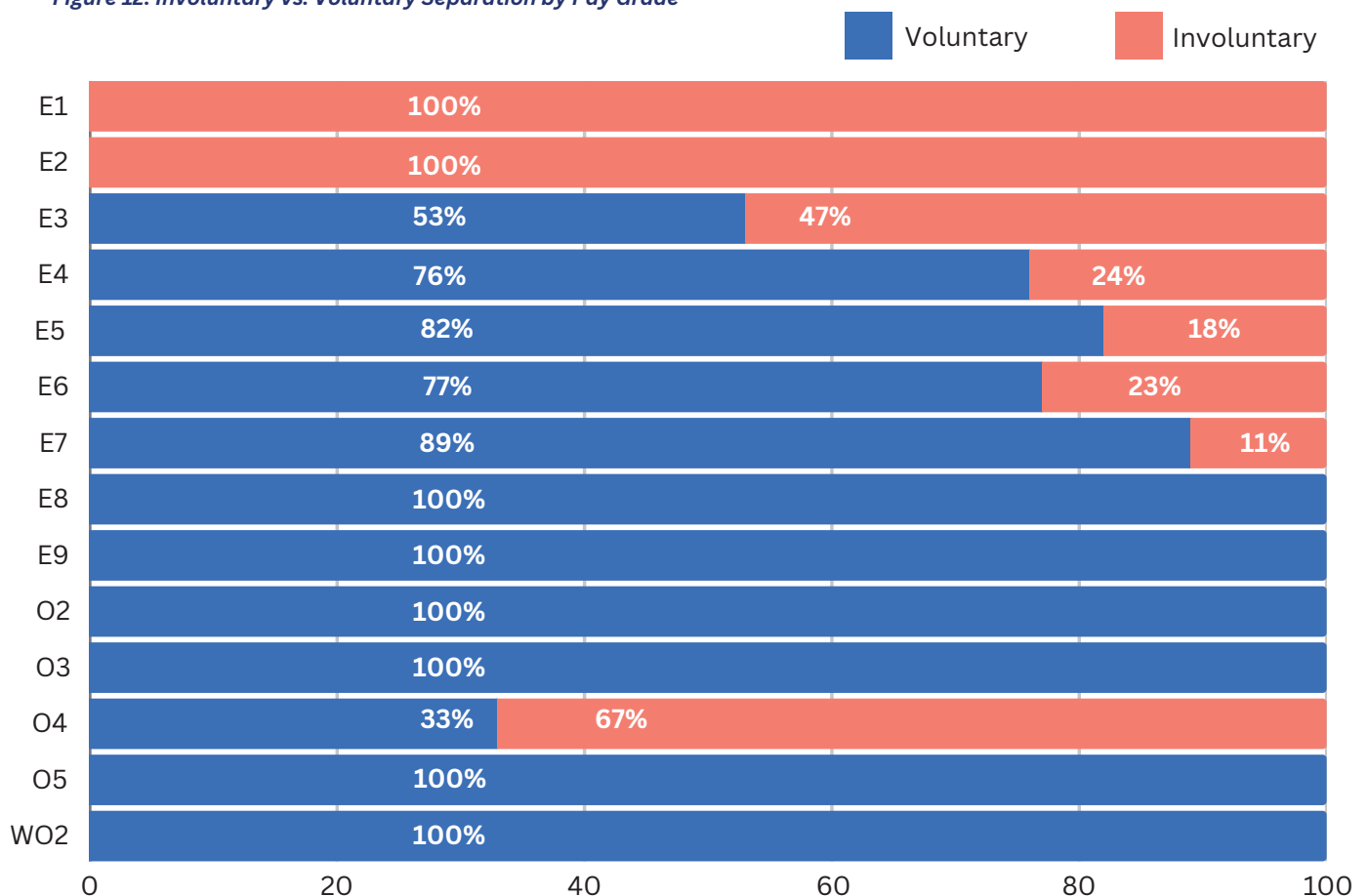
Data from the pre and post surveys were analyzed by pay grade, level of support, preparation for transition, type of separation, and sense of belonging.¹⁸ Pay grade and medical discharge were factors in voluntary versus involuntary separation and sense of belonging to the civilian community whereas level of support was correlated with differences in stress, anxiety, and a sense of belonging. As noted by VA research, these factors are vital during the transition process. DoD's 2024 report shows an increase in Veteran suicide. Preparing service members for a successful transition can help to prevent some of the risk factors such as a lower sense of belonging to the civilian community and a low level of support by providing transitioning service members and their families with professional social work support and warm hand-off to resources.

Involuntary vs. Voluntary Separation by Pay Grade

A higher proportion of respondents in the E1-E2 and O4 ranks were involuntarily separating. One hundred percent of respondents to the pre-survey in pay grades E1-E2 and nearly half of those who were E3 (47%) noted they were separating involuntarily. Of those in the officer paygrades, two-thirds (67%) of those who were O4 paygrade noted they were involuntarily separating compared to none in the other officer paygrades (see Figure 12). Nearly two-thirds, 61% of medically related transitions were involuntary.

88% of TSMs separating involuntarily stated the separation was medically related

Figure 12: Involuntary vs. Voluntary Separation by Pay Grade



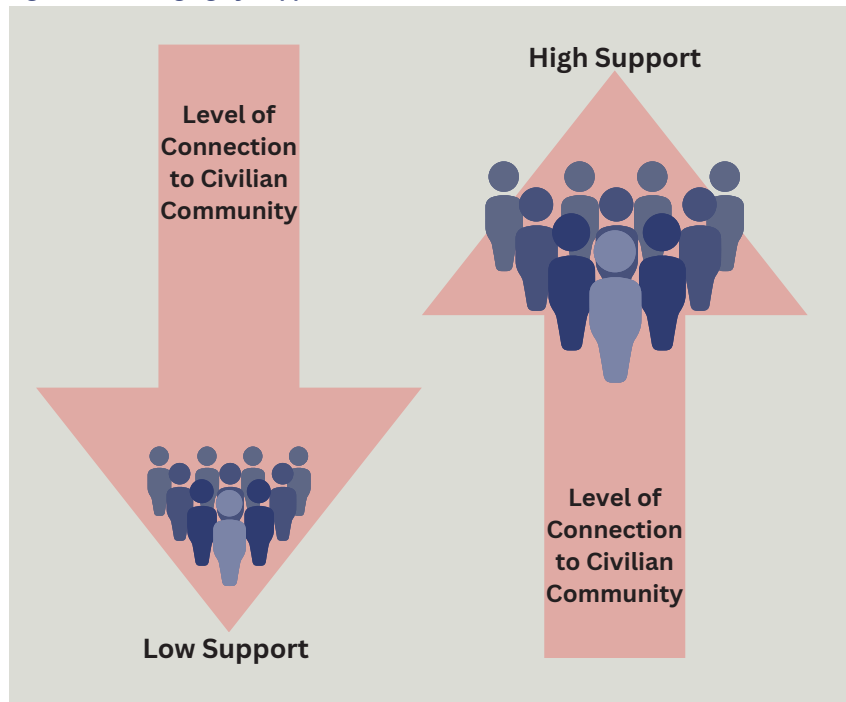
Belonging and Pay Grade

Both junior enlisted (E1 and E2) and junior officer respondents (O2) to the pre-survey noted a lower level of belonging to the civilian community compared to their peers in other paygrades. Additionally, nearly a quarter (18-25%) of pre-survey respondents who were in paygrades E3- E5 also noted they strongly disagreed/disagreed they felt a sense of belonging to the civilian community. This could indicate a need to better connect new military members and their families with the civilian communities where they reside.

Figure 13: Belonging by Support

Belonging and Support

A sense of belonging to the civilian community was higher among those who strongly agreed/agreed they had a high level of support versus no support from spouses (62% vs 20%), family (37% vs 27%) and peers (46% vs 0%) (see Figure 13). Sense of belonging is an important mitigating factor for adverse mental health outcomes post-transition. Therefore, ensuring connection to the community is vital during the transition process.



Preparation for Transition by Stress

66% of respondents to the post survey who disagreed/strongly disagreed they were prepared for transition, reported they were “extremely” or “very” stressed compared to 34% who agreed/strongly agreed they were prepared for transition. 100% of respondents to the post-survey who disagreed/strongly disagreed they had a clear vision of the future reported they were “extremely” or “very” stressed compared to 22% who agreed/disagreed. The period of time during transition increases risk for mental disorders and suicidality, but also presents an opportunity for preventative interventions, wherein transitioning veterans can find support and connect with resources to increase preparedness and mitigate risk.²⁰

“It would've taken longer for me to get help in the way I needed from those resources and I found out that I wasn't completely alone in the process.”

-Transitioning Service Member



Stress and Anxiety by Support

Cross analysis showed that respondents to both the pre- and post- surveys who reported a lower level of spouse, family and peer support reported a higher level of stress and anxiety compared to those who noted a higher level of support. Research shows that support is a key factor influencing positive outcomes for Veteran mental health. Therefore, it is imperative during the transition process to foster these supportive relationships.^{21, 22, 23} Table 1 shows the relationship noted between stress, anxiety and support, but only includes responses for extremely stressed and extremely anxious, even though in the survey clients could choose from extremely, very, somewhat, not very, or not at all.

Table 1: Level of Support and Stress & Anxiety

	SPOUSE SUPPORT		FAMILY SUPPORT		PEER SUPPORT	
	Pre-Survey	Post-Survey	Pre-Survey	Post-Survey	Pre-Survey	Post-Survey
High Support	12% extremely stressed 12% extremely anxious	9% extremely stressed; 23% extremely anxious	11% extremely stressed; 9% extremely anxious	10% extremely stressed; 0% extremely anxious	12% extremely stressed; 12% extremely anxious	0% extremely stressed; 11% extremely anxious
Low Support	29% extremely stressed, 24% extremely anxious	67% extremely stressed; 67% extremely anxious	33% extremely stressed; 41% extremely anxious	50% extremely stressed; 100% extremely anxious	29% extremely stressed, 25% extremely anxious	67% extremely stressed; 67% extremely anxious



“I have more confidence and support with zero8hundred. They point you in the right direction.”

-Transitioning Service Member



“The follow ups have been amazing. I keep getting contact from you guys and phone calls checking in and that is really nice.”

-Transitioning Service Member

POST SEPARATION

The post survey asked additional questions about employment, perception of service, moral injury, and satisfaction with **zero8hundred**, resources, and Peer Navigators.

Employment

Currently Employed and Salary Range

Seventy three percent of respondents were employed and 48% stated they were employed in the first job they had since separation. Over half (58%) of those who were not working stated they were not actively looking for a job.

Half (50%) of respondents had a job before separating and about a third (32%) were employed within three months of separation. Fourteen percent were unemployed for six months or more. Of those currently employed, over one-third reported they earned an annual salary of \$75,000 or more; however, nearly 20% noted they made less than \$50,000 per year.

Top reasons for not seeking employment:

71% of respondents were currently enrolled in school
14% were dealing with medical and/or mental health issues
14% stated it was for other reasons

Figure 14 shows the breakdown of salary ranges for post survey respondents. Financial and employment concerns are one of the most common causes of stress and anxiety among those transitioning.^{24, 25, 26}



Figure 14: Salary Ranges



“[zero8hundred] helped me get connected with valuable resources that led to [a] career”

-Transitioning Service Member



Values

The majority of respondents noted they were proud of their or their spouse's military service. "The impact of "moral injury" (MI) among deployed veterans, defined as actions in combat that violate a veteran's moral beliefs and result in psychological distress, has increasingly become a significant clinical concern separate from other trauma- and stressor-related disorders."²⁷ A review of the literature found "significant positive associations between moral injury-related constructs, mental health and behavioural health outcomes".²⁸ Veterans were asked about their experience during their time in service related to moral injury. **One third (33%) moderately/strongly agreed they were**

troubled by having witnessed others' immoral acts

and 12% moderately/strongly agreed they were

troubled by having acted in ways that violated

their own moral code or values (see Figure

15). Research has shown that moral injury is

independently associated with an

increased risk for suicide among

Veterans, especially during

transition to civilian life.^{29, 30}

For those who have experienced

moral injury, the need for

support from family and the

community into which they

return is key to mitigating the

negative consequences they

may face.^{31, 32}





“ I feel proud of my/my spouse’s military service ”

91%

Figure 15: Moral Injury

“ I am troubled by having witnessed others’ immoral acts ”

Strongly/Moderately Agree	12%
Slightly Agree	9%
Slightly Disagree	6%
Strongly/Moderately Disagree	51%
Prefer Not To Answer	3%

“ I am troubled by having acted in ways that violated my own moral code or values ”

Strongly/Moderately Agree	22%
Slightly Agree	26%
Slightly Disagree	3%
Strongly/Moderately Disagree	33%
Prefer Not To Answer	6%

Resource Referral

Adequate access and connection to services and resources has been noted as a possible mitigating factor. A current literature review noted the lack of access to resources can lead to a “deadly gap” which puts transitioning Veterans at greater risk of suicide.³³ Eighty six percent of post survey respondents noted they had been referred to resources by **zero8hundred** and of those 75% connected with the resource. Those who did not connect with the resources noted they had not connected because **“resources no longer needed” (43%), “there was a lack of urgency” (29%) or the “resources were not appropriate” (14%) or had other reasons for not connecting (14%).**

“Provided support and connection to community resources I needed”
-Transitioning Service Member

When referred to resources...



87% felt more prepared for transition
78% had a clear vision of their future outside of the military

Of clients not referred to resources, only 20% felt more prepared and had a clear vision of their future

In addition to resources, respondents were asked where they found the most information to help with their transition. Sixty percent of respondents reported **zero8hundred** was where they found the most information followed by another Veteran (50%), their transition course (40%) and another service member or another Veteran Serving Organization (30%). Fifteen percent turned to a civilian friend or neighbor for help. Many Veterans going through transition can feel disconnected from the civilian community and find greater understanding with other Veterans or service members who can understand their experiences better, and connecting with the Veteran community can facilitate the transition process.³⁴

Table 2: Resources Referred

Employment, Employment Preparation, Career Mentoring	19	63%
Education, GI Bill, or any other education opportunities for myself	7	23%
Other [Childcare, Disability]	6	20%
Health Insurance	4	13%
Housing and Shelter	3	10%
Mental Health, Alcohol and Substance Abuse, Behavioral Health	3	10%
Social and/or Community Connections	3	10%
Financial Assistance	0	0%
TOTAL	30	

Types of Resources Referred

Table 2 shows the types of resources referred. The top resource referral was for employment-related support (63%) followed by education for self (23%) and other reasons such as childcare or disability (20%). (Clients can choose an unlimited number of options, so the total in Table 2 will not add up to 100%).

Referral to Resources and Feelings About Transition

Post-Survey respondents who were referred to resources by **zero8hundred** noted a higher feeling of preparedness for transition (87% vs 20%) and a higher percentage agreed they had a clear vision of their future (78% vs 60%) than those who were not referred to resources (see Table 3).

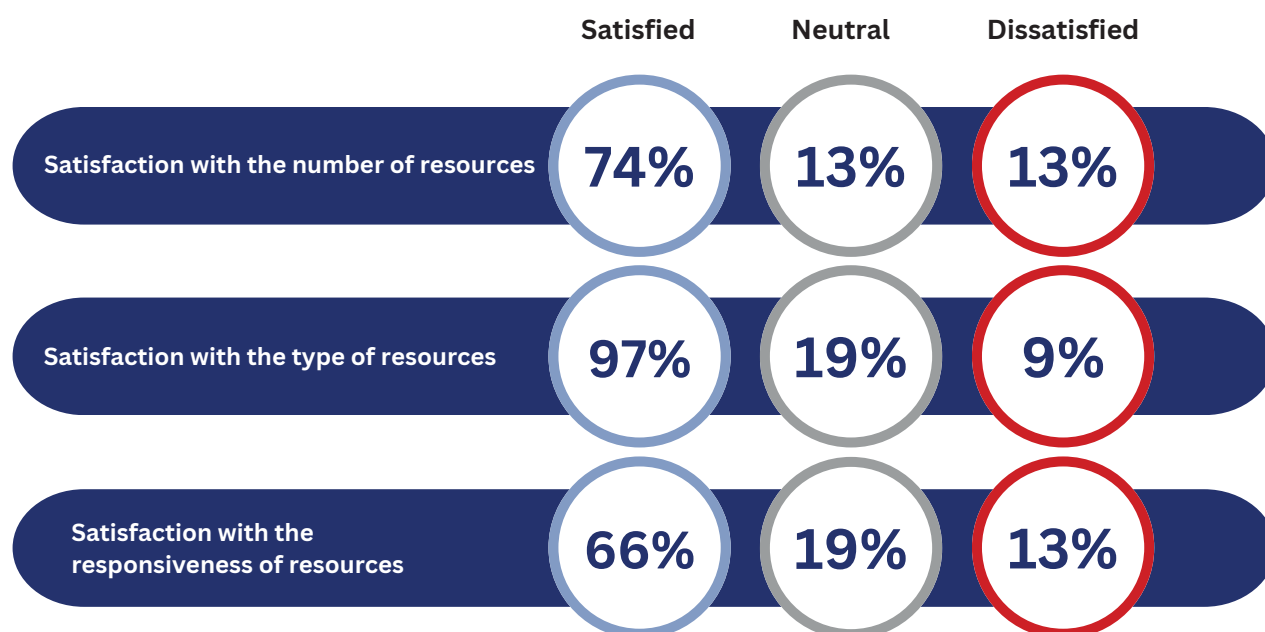
Table 3: Resources and Feelings of Transition

Have you been referred to resources?	Yes	No
"I feel prepared to make my transition"		
Agree/Strongly Agree	87%	20%
Neutral	3%	40%
Disagree/Strongly Disagree	9%	40%
"I have a clear vision of my future out of the military"		
Agree/Strongly Agree	78%	60%
Neutral	16%	20%
Disagree/Strongly Disagree	6%	20%

Resource Satisfaction

Overall, respondents to the post survey were satisfied with the number, type and responsiveness of resources provided to them by **zero8hundred** (see Figure 16).

Figure 16: Resource Satisfaction



Program Satisfaction

The majority of post-survey respondents noted they were “very” (67%) or “somewhat satisfied” (30%) with **zero8hundred** and nearly all (97%) would recommend **zero8hundred** to a friend. One hundred percent of respondents who worked with a Peer Navigator were “somewhat” or “very” satisfied.

97%

Would recommend
zero8hundred to a friend

“I really appreciated [my Peer Navigator] and all of her help. She was absolutely amazing”

-Transitioning Service Member

CONCLUSION

While for many, transition from military to civilian life is relatively smooth, for others, the transition is fraught with confusion, challenging processes and a plethora of resources to navigate, anxiety, stress and a loss of identity and sense of belonging. **zero8hundred** was created to help all service members and their families navigate this process and prevent Veterans from falling through the gaps in services. **zero8hundred's** unique combination of trained mental health providers who also have lived military experience was a purposeful forethought to provide the best possible support structure for those who were navigating their transitions. Some of the common risk factors associated with poor mental health outcomes, suicidal ideation, and suicide attempt can be mitigated when discovered early in the transition process and addressed with mental health professional guidance and a warm handoff to other resources and services. **zero8hundred** is providing this vital service to transitioning service members and their families as they navigate the transition from military to civilian life. While nearly all of respondents noted they were proud of their/their spouse's service, nearly one-third of Veteran client respondents reported they moderately/strongly agreed they had experienced some form of moral injury.³⁵ Clients who reported low levels of support also reported higher levels of anxiety and stress underscoring the importance of the work done at **zero8hundred**. Nearly three-quarters of **zero8hundred** clients reported they were employed post-separation. Clients who separated from **zero8hundred** during 2023 and early 2024 and worked with Peer Navigators at **zero8hundred** reported they were “Better prepared for transition” and “Had a clearer vision of their life out of the military” than those who did not. Clients also reported a high level of satisfaction with Peer Navigators and nearly all stated they would recommend **zero8hundred** to a friend.

zero8hundred is fulfilling its mission “to offer compassionate, evidence-based support to service members and their families, helping them navigate the unique challenges of transitioning from active duty to civilian life through a peer-based social work model.

Changes made in 2024 continue to work towards removing the challenges and barriers that hinder a positive transition and support efforts to reduce the risk factors associated with poor mental health outcomes and suicide for the transitioning service members and their families to set them up for a successful transition. Among some of the most notable changes in 2024 were: technology upgrades for better tracking and reporting, reworking all surveys from intake to exit and satisfaction and

adding crisis questions to the intake survey to better assess client needs; and the addition of validated mental health screeners including Patient Health Questionnaire (PHQ-9) which is a “multipurpose instrument for screening, diagnosing, monitoring, and measuring the severity of depression,”³⁶ and The Columbia Suicide Severity Rating Scale (C-SSRS) to assess the presence and severity of potential suicidal ideation, the intensity of the ideation, and any suicidal behaviors (when deemed necessary by a Peer Navigator).

In addition, **zero8hundred** was awarded the The Staff Sergeant Parker Gordon Fox Suicide Prevention Grant Program (SSG Fox SPGP) by the VA which will enable **zero8hundred** to better serve clients and to become part of the coordinated efforts to eliminate Veteran suicide. **zero8hundred** also deployed a pilot run of their new Community Needs short survey at San Diego Fleet Week 2024. This innovative approach will allow **zero8hundred** to better assess current needs of service members, Veterans and their families and extend outreach into the community.

zero8hundred looks forward to the impact this grant will have on its clients and the wider Veteran community in 2025. In 2025, **zero8hundred** will work to bring more support to transitioning spouses through a needs assessment to inform the establishment of spouse support programming and the creation of an alumni survey to assess **zero8hundred** impact beyond client interaction with **zero8hundred**. In 2025, **zero8hundred** will celebrate 10 years of humanizing the transition from military to civilian life for service members and their families.



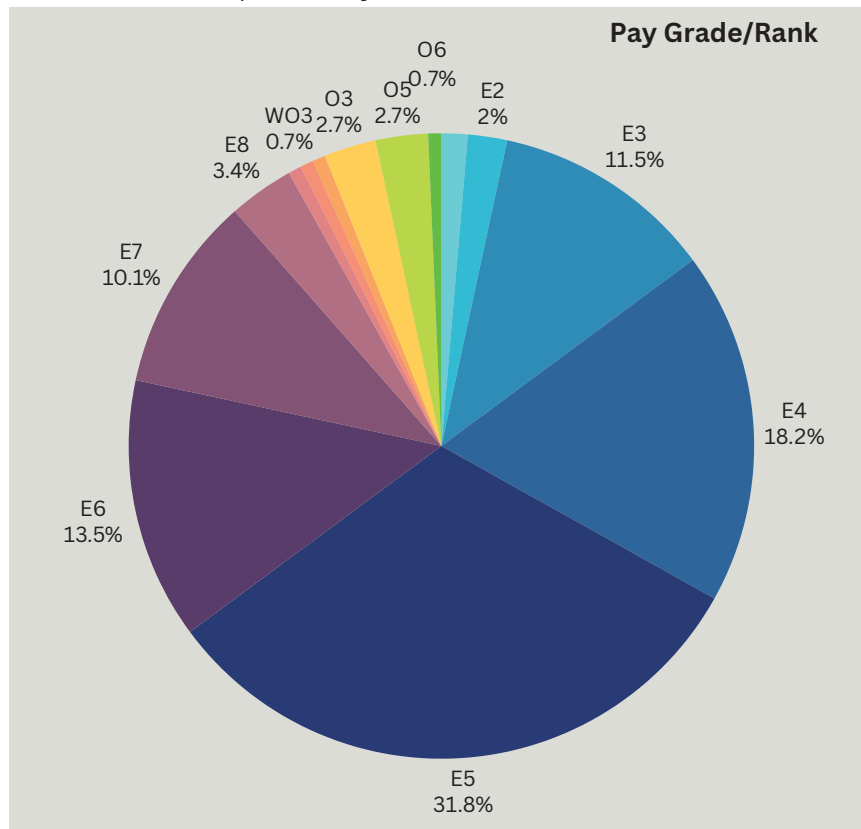
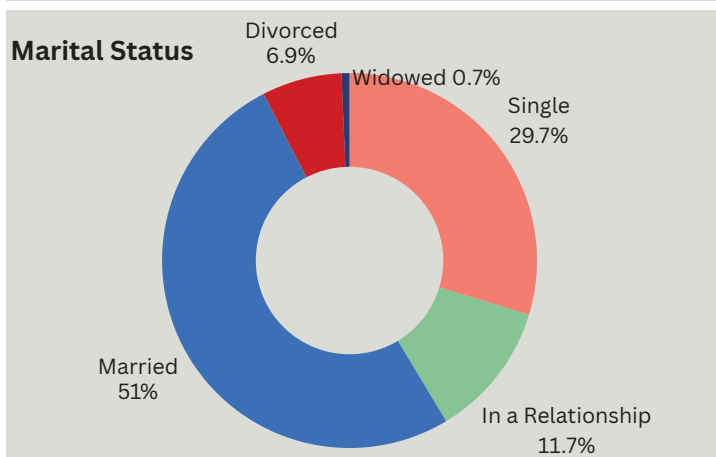
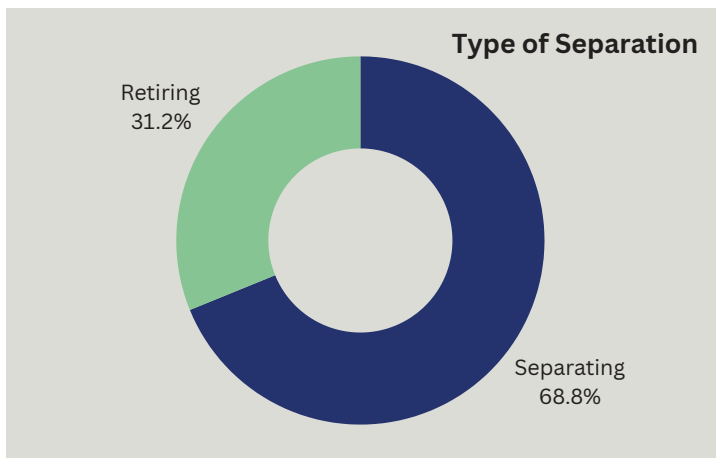
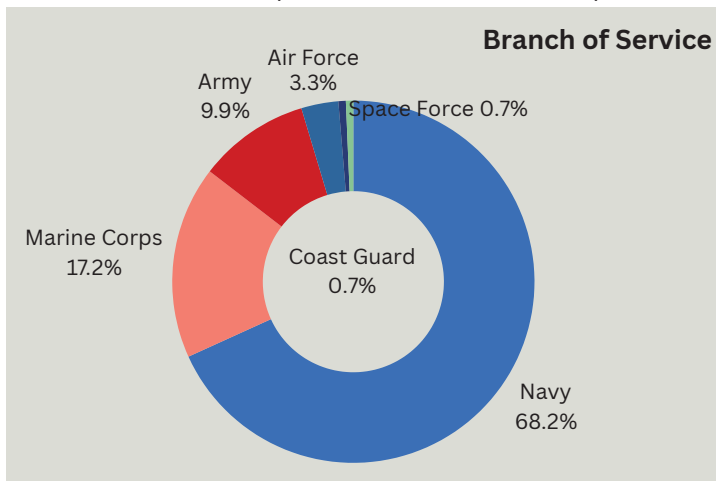
“[zero8hundred] helped connect [me] with resource[s] and feel a little bit more at ease with transition.”

-Transitioning Service Member

Appendix C

Current zero8hundred Clients: At A Glance *As of December 15, 2024*

The following data was pulled from zero8hundred's enrollment survey - with the exception being data pulled related to voluntary versus involuntary separations, VA enrollment, and medically related separations. This data was pulled from zero8hundred's pre survey.



Role

- Active Duty: 61.5%
- Veteran: 35.8%
- Active Duty Spouse: 1.4%
- Veteran Spouse: 0.7%
- Reserve: 0.7%

Discharge Status

- Honorable: 87%
- General Under Honorable: 8%
- Other Than Honorable: 3%
- Prefer Not To Say: 2%

Gender Identity

- Male: 71.3%
- Female: 26.7%
- Trans Man: 0.7%
- Trans Woman: 0.7%
- Gender Queer/ Nonconforming: 0.7%

Type of Separation

- Voluntary: 79%
- Involuntary: 21%

Medical Separations

- Medically Related: 33%
- Not Medically Related: 66%

VA Enrollment

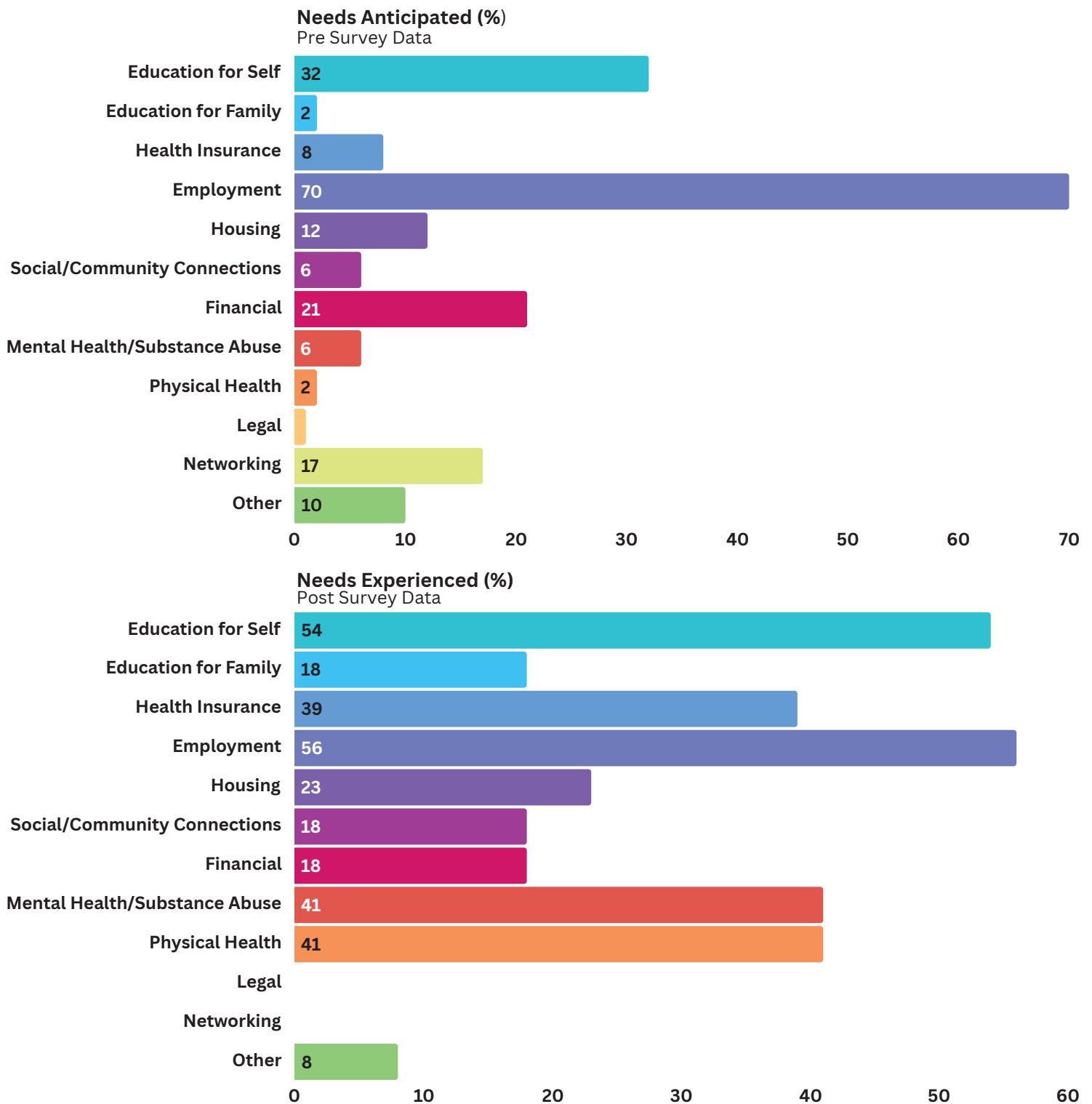
- Have Filed A Claim: 60%
 - Have Not Filed A Claim: 40%
- 100% of those who have not filed a claim state that they plan to**

When asked in the enrollment survey what their top three needs were, the most commonly selected categories were employment, financial, and networking. In the updated question, where clients are asked to select all needs they anticipate, and the narrow their list down to their personal top three, the top three categories listed are employment, housing, and financial.

Appendix D

Gaps in Knowledge

The following tables show the discrepancies between the percentage of clients that anticipate needs in specific categories compared to the percentages of clients who actually experienced needs in the relative category.



Appendix E

zero8hundred Collaborators

The following organizations and government entities have a history of collaboration with **zero8hundred**. When looking through **zero8hundred's** website analytics, these were the organizations whose websites visitors to **zero8hundred's** website were often referred from.

- 211
- ABC Channel 10 News
- Department of Labor
- Bob Woodruff Foundation
- California Association of Non-Profits
- San Diego County
- Catalyst of San Diego and Imperial Counties
- Charity Navigator
- The City of San Diego
- Community Information Exchange
- Congresswoman Sara Jacobs
- Live Well SD
- Military-Transition.org
- National Resource Director NRD.gov
- Network of Care - County of San Diego
- North San Diego Business Chamber
- Orange County Healthcare Agency (OC Navigator)
- Rancho Santa Fe Foundation
- San Diego Military Advisory Council
- San Diego Military Family Collaborative
- San Diego Regional East County Chamber of Commerce
- San Diego Seals San Diego LAX
- San Diego Workforce Partnership
- Senate District 39, Senator Toni Atkins
- SD Vets Coalition
- Social Ventures Partner International
- Vet CTAP
- Vets2Industry
- Veterans Assisting Veterans

