



2019 REPORT: The First Five Years





About zero8hundred

As a nationally recognized independent 501(c)3 non-profit organization, zero8hundred has in the last five years proactively linked over 4,300 transitioning service members, veterans, reservists, and their spouses to resources that will help them in their new civilian lives. These resources span a broad range of support, including employment, education, basic needs, health and wellness, and social/community connections.

About the Fermanian Business and Economic Institute (FBEI)

The FBEI specializes in providing business and economic consulting services to for-profit and non-profit companies, individuals, organizations, government entities, and others throughout the San Diego region, as well as nationally and internationally. Consulting services include economic analysis, forecasting, economic impact studies, business plans, market research, and feasibility studies.



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EXECUTIVE SUMMARY

zero8hundred was launched in 2015 through a collaborative effort led by over 100 of San Diego's public, private, and military leaders. It provides critical support for individuals navigating the difficult transition from the military to the civilian community.

The program's launch in San Diego was significant as the region is home to 1/6th of U.S. Navy personnel and over 1/4th of the nation's Marine Corps. Approximately 16,000 service members separate from active duty service in San Diego each year, with about 28% of them estimated to remain in the region after separation.

zero8hundred incorporates three unique elements that have enabled its success:



It is the only organization that provides a continuous flow of support for individuals 12 months before they separate from the military through a full year after separation.



With over 400 organizations in the region available to assist military personnel and veterans, the multitude of resources and access points can be overwhelming. zero8hundred's model relies on Resource Specialists who are paired with each separating military individual and can make specific resource referrals to vetted organizations based on each individual's needs and eligibility.



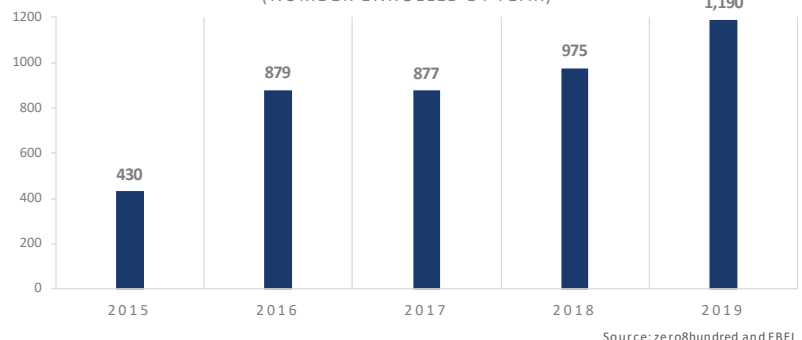
Resource Specialists are able to establish a close rapport with transitioning military personnel as they not only have background and training in social work, but are also either veterans, military spouses, or otherwise connected with the military community themselves.

This report evaluates zero8hundred's progress over the first five years of full program operations, 2015-19, based on interviews of 1,032 individuals. It also seeks to understand and share insights on the challenges faced by military members during their transition to civilian life.

Key findings include:

- ❖ zero8hundred program annual enrollment has nearly tripled from just 430 individuals in 2015 to 1,190 in 2019. During this time, the program has expanded to include support for recent veterans, National Guardsmen, reservists, and their spouses, in addition to transitioning service members. Geographic coverage has also widened to embrace those seeking to settle post-military in Orange, Riverside, and Imperial counties, as well as San Diego County. Enrollment over the 5-year period has totaled 4,351.

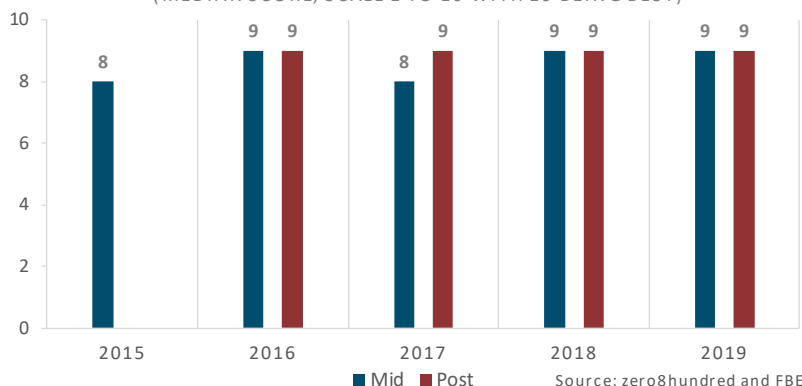
RAPID GROWTH IN ENROLLMENT
(NUMBER ENROLLED BY YEAR)



- ❖ The demographic profile has remained fairly constant over the past five years. The average age of enrollees is about 30 and 70% are male. About half are married and slightly over one-third have children under 18 years of age. The one demographic that has changed involves the notable increase in minority participation, which has climbed from less than 50% to nearly 60%.
- ❖ Most service members report elevated stress levels at the point of military separation, while many are nervous or overwhelmed at that point in their transition. Significant numbers also report that they lack a clear vision of their future or do not feel prepared regarding the next phase of their careers.
- ❖ Transitioning service members express a variety of needs, led by education and employment. Many are concerned about finding health insurance, solving financial problems, or dealing with mental health issues. Others express the need for support regarding physical health and in establishing community and social connections.
- ❖ One year after separation, 86% of participants who have been actively seeking employment have found a job. At this point, individuals indicate substantial improvement in confidence. Measures of being overwhelmed are down significantly, while individuals express a much clearer vision of their future and being prepared.

ZERO8HUNDRED MAINTAINS STRONG OVERALL RATING

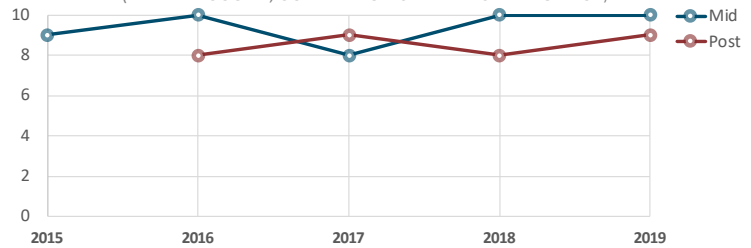
(MEDIAN SCORE, SCALE 1 TO 10 WITH 10 BEING BEST)



Source: zero8hundred and FBFI

RESOURCE SPECIALIST RATINGS REMAIN HIGH OVER TIME

(MEDIAN SCORE, SCALE 1 TO 10 WITH 10 BEING BEST)



Source: zero8hundred and FBFI

- ❖ The interaction with Resource Specialists has proven to be one of zero8hundred's keys to success. On a 1-to-10 scale, with 10 representing the highest rating, median scores for Resource Specialists have ranged from 8 to 10 over the program's five years. Surveys taken at the time of separation have shown median ratings of 10 in each of the past two years.
- ❖ Program participants have awarded the overall zero8hundred program a median rating of 9 in all but two instances (an 8 in 2015 when the program was just beginning and in the midpoint survey in 2017 when the program was undergoing a rapid expansion).
- ❖ In light of consistently positive feedback, the strongest recommendation involves continuing the program's key elements that have driven its success. A suggestion for possible improvement involves the creation of an electronic cataloguing system to better track and document resource referrals, outcomes, and participant satisfaction. Fortifying the strategic partnerships with Veteran Service Organizations (VSOs) to ensure two-way referrals would also lead to greater success in serving veterans across the county. Additionally, surveying a control group might also more clearly define zero8hundred's unique impact.
- ❖ The model zero8hundred has developed in helping active duty military members and their spouses navigate a complex and difficult transition into the civilian community represents a solution, standard, and platform for other regions throughout the country.



MILITARY PRESENCE IN SAN DIEGO

San Diego is home to the nation's largest concentration of military personnel. About 16,000 service members separate from active duty service in San Diego each year, many of whom face challenges during their transition. Over 400 organizations are available to transitioning service members and veterans for post-service support in San Diego County.

Military in San Diego by the Numbers

San Diego is home to 1/6th of U.S. Navy personnel and over 1/4th of the nation's Marine Corps. In 2019, active duty personnel from the Navy, Marine Corps and Coast Guard stationed in San Diego County totaled 109,568 individuals. This total is estimated to increase by 6.7% to 116,910 individuals in 2020, primarily driven by the addition of ships to the Navy's fleet homeported in San Diego¹. Approximately 16,000 service members separate from active duty service in San Diego each year. It is estimated that 28% of these transitioning service members stay in southern California after separation.

¹San Diego Military Advisory Council, Fermanian & Business Economic Institute at PLNU (2019). 2019 military economic impact study. San Diego, CA.



Challenges Faced by Transitioning Service Members

USC's Center for Innovation and Research on Veterans and Military Families (CIR) conducted a study that found the majority of service members report having difficulty adjusting to civilian life, which can lead to larger problems such as joblessness, homelessness, and untreated mental health conditions¹. Blue Star Families reports that 56% of respondents to its 2019 Military Family Lifestyle Survey rate their overall transition experience as "difficult" or "very difficult"². Service members transitioning out of the military often face challenges, including the loss of connection to peers, disorientation as a civilian, unemployment or underemployment, loss of benefits, lack of affordable housing, physical and mental health concerns, and more.

Support Organizations

There are over 400 organizations in San Diego County assisting military service members and veterans through these transition challenges. The number of resources available to them can be overwhelming and confusing to maneuver. Historically, prior to the formation of zero8hundred, some veteran support organizations reported challenges in reaching transitioning service members and informing them as to how their organization could assist throughout the service members' transition.



¹ Service Members Speak Out on Difficulties of Transitioning to Civilian Life. (2017, September 26). Retrieved from: <https://msw.usc.edu/mswusc-blog/transitioning-out-of-the-military/>

² Blue Star Families. (2019). Military family lifestyle survey comprehensive report. Encinitas, CA.

ABOUT ZERO8HUNDRED

zero8hundred connects transitioning service members and their spouses to resources aligned with their unique transition needs and goals.

Meaning of the Name

zero8hundred adopted its unique name from the morning colors ceremony of raising the American flag at 0800 at military installations around the world. This daily ritual signifies to the military community that a new day of work has begun and allows service members a short time to honor the American flag, which stands for liberty, justice, and freedom. For individuals who are transitioning to civilian life, zero8hundred serves as the pathway to their brand new beginning.



Initial Establishment

zero8hundred was conceived in January 2014 through a collaborative effort led by San Diego Grantmakers consisting of over 100 public organizations, private employers, elected officials, nonprofit service providers, along with military leadership across San Diego County. Blue Shield of California Foundation, May and Stanley Smith Charitable Trust, Qualcomm, United Way of San Diego, and Congressman Scott Peters provided initial funding for the collaboration that originally was known as the Military Transition Support Project. Throughout 2014, zero8hundred trained Resource Specialists, formerly known as Peer Navigators, created an online resource portal, and signed a Memorandum of Understanding (MOU) with Navy Region Southwest that allowed program enrollment to be offered to all its military personnel during their mandatory, on-base weekly transition workshops. zero8hundred officially launched in January 2015, delivering its first enrollment presentation at Naval Base San Diego.



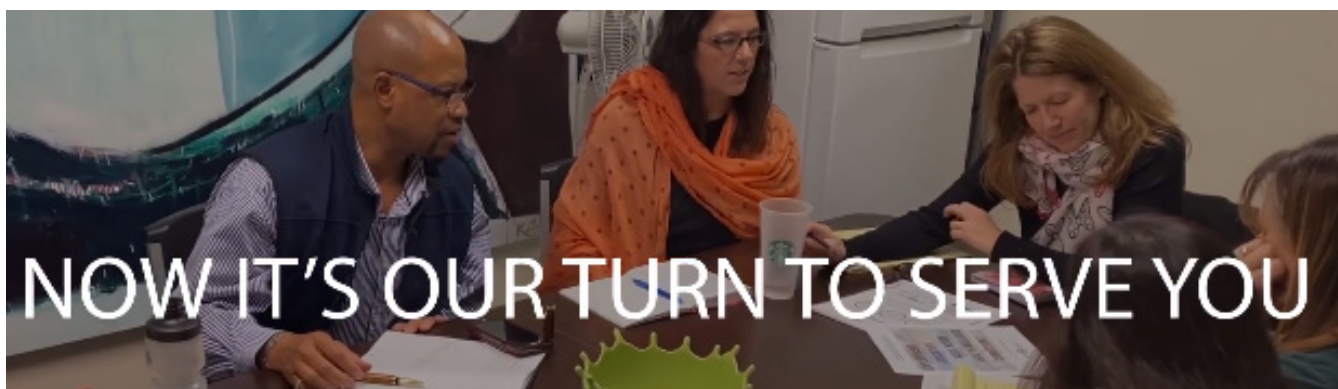


Unique Approach

zero8hundred founders recognized that, while there are hundreds of exceptional military and veteran support organizations across San Diego County to provide services for transitioning military personnel, it is incredibly difficult for them to connect and engage with those uniquely best suited to support their specific post-military service needs without a knowledgeable guide to maneuver the local social services ecosystem. zero8hundred helps service members establish transition goals that are ambitious but attainable and eliminates their frustration trying to navigate their transition journey all on their own. Resource Specialists are uniquely qualified to assist transitioning service members and their spouses. All Resource Specialists have a background in social work and are either veterans, military spouses, or otherwise military-connected themselves. The MOU signed with Navy Region Southwest was the first of its kind. The MOU allows for an introduction of zero8hundred to service members at their on-base transition classes long before discharge. zero8hundred services are available to service members, recent veterans, and their spouses up to 12 months prior to separation through 12 months after discharge.

Holistic Approach

Rather than focusing on just a single area of need, zero8hundred focuses on identifying all potential challenges that a transitioning service member or their spouse may face. This makes their support holistic, ensuring the transitioning service member, or their spouse, can wholly thrive beyond just finding a new job or securing stable housing. The program categorizes transition needs into five distinct areas: Employment, Education, Basic Needs, Health and Wellness, and Social/Community Connections. Resource Specialists work with each individual service member or their spouse to determine the service providers best suited to aid in achieving their transition goals and ensure they are able to connect with them and access their services.



THE PROGRAM: ENROLL, CONNECT, TRANSITION

zero8hundred's program involves three key dimensions: the enrollment of service members and/or their spouses, connecting with dedicated Resource Specialists, and supporting their transition into the civilian community by identifying and connecting them with the service providers they need to prosper.



The enrollment process for transitioning military personnel is accomplished through various means. Service members can enroll online during on-base or community held transition courses or at any time through the organization's website. After completing a short online profile, transitioning service members and/or their spouses schedule an introductory call or face-to-face meeting with their assigned Resource Specialist. At the time of the introductory meeting, transitioning personnel fully explain their unique challenges, needs, and goals so that their Resource Specialist can effectively identify and connect them with resources relevant to their needs and goals.

Resource Specialists then recommend specific resources that align with client needs and help them connect with those resources to secure their assistance. Interaction between each client and their Resource Specialist continues, at the client's discretion, as they separate from the military and up to 12 months post-service, which can span up to 24 months total. Different resources will be recommended as needs change and emerge. This ongoing connection provides critical support as the difficult transition process unfolds, ensuring these patriots are not left to traverse this journey all alone.





EVALUATION PROCESS

zero8hundred has contracted a third-party evaluator to analyze program impacts in each of the first five years of program operations.

Importance of External Evaluation

zero8hundred recognizes the benefit of a third-party evaluator to assess its impact and measure its success in accomplishing its mission. The contracted evaluation includes managing all data collection processes, ensuring quality control of data collection, modifying data collection tools and processes as needed to meet the evolving program goals, analysis of data, and reporting of annual results.

Caster Center and the FBEL

In January 2015, zero8hundred commissioned the Caster Family Center for Nonprofit and Philanthropic Research (Caster Center) at the University of San Diego to conduct a third-party evaluation of the processes and outcomes of the zero8hundred two-year pilot program. This evaluation continued for an additional two years. In 2018, zero8hundred commissioned the Fermanian Business and Economic Institute (FBEL) at Point Loma Nazarene University to oversee the third-party assessment of the processes and subsequent outcomes of the zero8hundred program for 2019.

DEMOGRAPHICS

Participants in zero8hundred programs during the combined five-year period include a diverse group of individuals. Intake forms survey various demographic information for each participant, including age, gender, ethnicity, branch of service, marital status, family size, and how zero8hundred programs are navigated.

Age

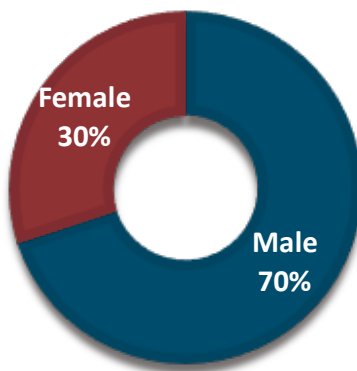
Participants in the zero8hundred program range in age from 19 to 60, with the average age being 30 years old.

Gender

Of the respondents, 70% identify as male and 30% identify as female. (See Exhibit 1.)

EXHIBIT 1

PARTICIPANTS ARE PREDOMINANTLY MALE (PERCENT REPORTING)



Source: zero8hundred and FBEI

Branch of Service

zero8hundred participants reflect all branches of the U.S. military, including Air Force, Air National Guard, Army, Army National Guard, Coast Guard, Marine Corps, and Navy. A total of 97% of respondents, or 4,079 individuals, commissioned or enlisted in the U.S. Navy or Marine Corps. This overwhelming majority is to be expected due to the large presence of the Navy and Marine Corps in San Diego County. 69% served in the Navy and 28% served in the Marine Corps. Of the remaining participants, 1% served in the Coast Guard, 1% served in the Army, and a combined 1% served in the Air Force or National Guard.

Marital Status

Participants are able to select one of the following marital status options: married, not married, divorced, separated, widowed, or prefer not to disclose. Of the respondents, 49% are married, 39% are not married, 7% are divorced, 4% are separated, and less than 1% are widowed.

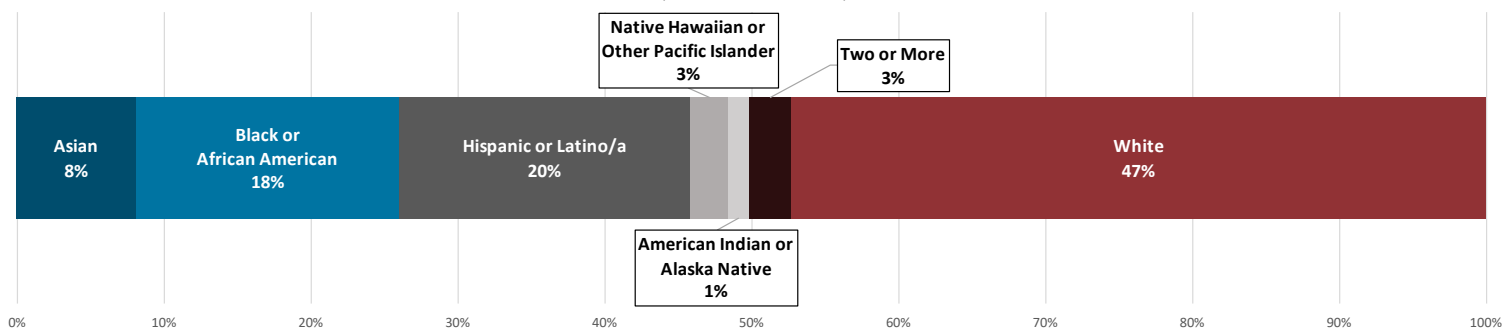
"Zero8hundred participants reflect all branches of the U.S. military, including Air Force, Air National Guard, Army, Army National Guard, Coast Guard, Marine Corps, and Navy."

Ethnicity

Participants are able to select one of the following ethnicity options: American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino/a, Native Hawaiian or Other Pacific Islander, White, other, two or more, or prefer not to disclose. Of the 2,427 respondents, a diverse population is reflected. A total of 47% of participants are White, 20% are Hispanic or Latino/a, 18% are Black or African American, 8% are Asian, and the remaining 7% report as Native Hawaiian or other Pacific Islander, American Indian or Alaskan, or two or more. (See Exhibit 2.)

EXHIBIT 2

PARTICIPANTS ARE ETHNICALLY DIVERSE (PERCENT REPORTING)



Source: zero8hundred and FBEl

Family Size

Participants were asked to disclose the number of children in their household under and over the age of 18. Of the respondents, 35% had children under the age of 18, while 3% had children over the age of 18. The vast majority of respondents had three or fewer children, with only 2% indicating more than three children under or over the age of 18.

zero8hundred Program Navigation

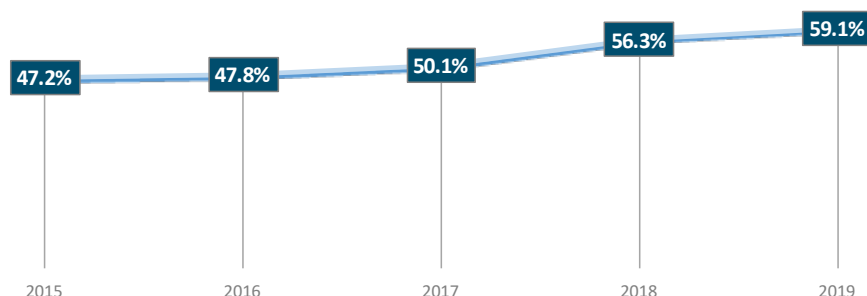
Of the participants who enrolled in the zero8hundred program over the entire five-year period, 42% chose self-navigating and 58% actively used a Resource Specialist.

Increased Minority Population among Program Participants

Percentages of age, gender, branch of service, marital status, and family size stayed consistent throughout the participant populations enrolled from 2015 to 2019. However, zero8hundred increased its minority population percentage in each year of the program, from 47% of its program participants reporting as minorities in 2015 to 59% of its program participants reporting as minorities by 2019. (See Exhibit 3.)

EXHIBIT 3

INCREASED SERVICES FOR MINORITY POPULATIONS (PERCENT REPORTING)



Source: zero8hundred and FBEl

PROGRAM GROWTH OVER TIME

zero8hundred programs have grown in geography, scope, and enrollment throughout the first five years of operations. This growth has increased the demand for Resource Specialists.

Geographical Expansion

zero8hundred began offering its program in San Diego County in 2015. In 2017, zero8hundred expanded into Imperial, Orange, and Riverside Counties. The program is currently offering support to transitioning service members, spouses, recent veterans, reservists, and National Guardsmen planning to reside post-service in any of four Southern California counties: San Diego, Imperial, Orange, and Riverside.



Scope Growth

zero8hundred added Air Force, Army, Reservists, and National Guardsmen to their growing population of eligible program participants in 2017. In late 2018, the program expanded eligibility from nine months pre-separation to 12 months of support pre-separation and updated its support model. The program originally focused on just four areas of transition needs: Education/Jobs, Basic Needs, Personal/Social Connection, and Health and Wellness. Education/Jobs are the most common stated needs of zero8hundred program participants and are uniquely distinct, so that category was split into two. zero8hundred thus updated its groupings in 2018 to include five major support categories: Employment, Education, Health and Wellness, Basic Needs, and Social/Community Connections.

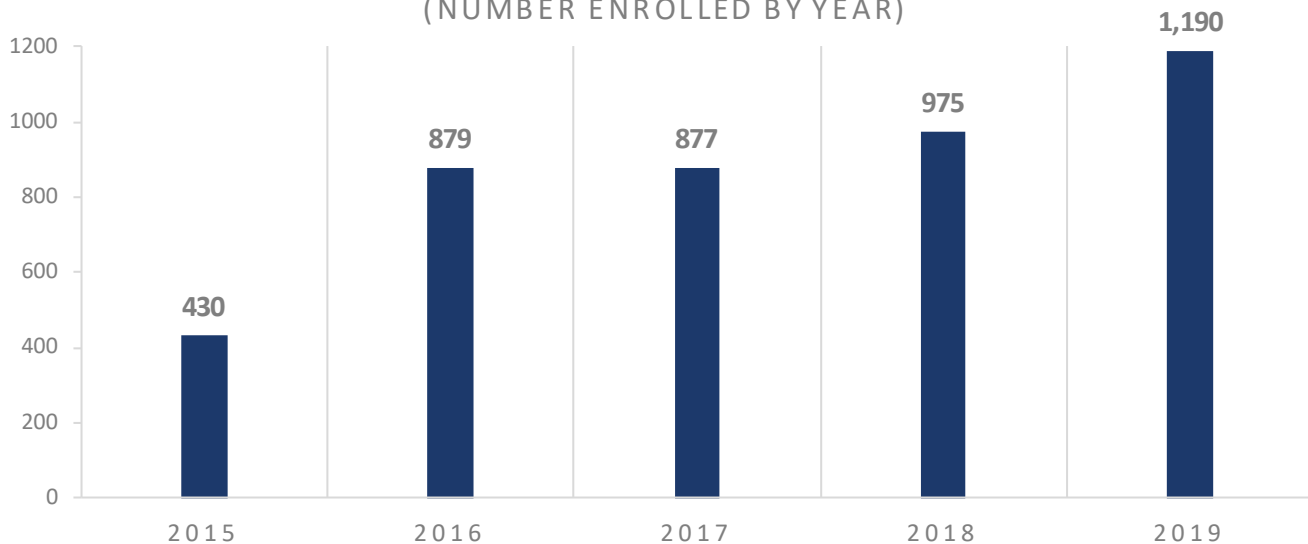


Participant Growth by Year

zero8hundred enrolled 430 participants upon the launch of its program in 2015. In 2016, enrollment increased by 104%, to 879 individuals, and remained steady with 877 newly enrolled participants in 2017. zero8hundred has recorded rapid growth each year following 2017. In 2018, program enrollment increased by 11%, to 975 individuals. The program recorded its largest enrollment in 2019 with 1,190 new participants, a 22% increase over 2018. (See Exhibit 4.) In the first five years of its operations, zero8hundred has enrolled a total of 4,351 individuals in its program.

EXHIBIT 4

RAPID GROWTH IN ENROLLMENT (NUMBER ENROLLED BY YEAR)



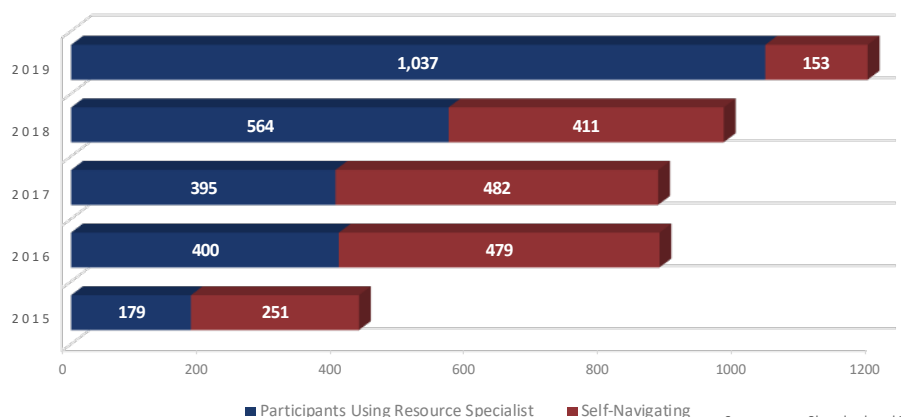
Source: zero8hundred and FBEI

Increased Use of Resource Specialists

The impressive growth in recruitments indicates the overall success of the zero8hundred program. Evaluations from years one through four indicated a particularly strong satisfaction of participants who actively engaged with a Resource Specialist. Due to the success of the Resource Specialist relationship, zero8hundred began to shift from allowing self-navigation to more actively pairing Resource Specialists to each participant in 2019. A total of 58% of enrollees elected to self-navigate in the first year of program operations. By the fifth year, only about 13% were self-navigating zero8hundred support services. (See Exhibit 5.)

EXHIBIT 5

INCREASED USE OF RESOURCE SPECIALISTS (NUMBER OF PARTICIPANTS)



Source: zero8hundred and FBEI

THE TRANSITION PROCESS

Individuals transitioning from military to civilian life display a unique set of characteristics and needs as they progress through the zero8hundred program.

Conditions at Separation

Based on surveys of zero8hundred participants since 2015, nearly 60% feel connected to the military community at their time of discharge from active duty service. Perhaps surprisingly, almost the same percentage see themselves as part of the civilian community. (See Exhibit 6.) This suggests that significant numbers of people separating from the military may have already made the shift mentally at the time of separation, while for others, the transition could be more difficult.

At discharge, the majority of zero8hundred participants possess a strong support network. More than three-fourths indicate that they have strong support from their families, while two-thirds indicate that their peers are providing assistance. (See Exhibit 7.)

These backstops of family and peer support would appear important to reinforcing and amplifying the efforts of zero8hundred.

EXHIBIT 6

AT SEPARATION, STRONG ATTACHMENT TO BOTH MILITARY AND CIVILIAN COMMUNITIES
(PERCENT REPORTING)

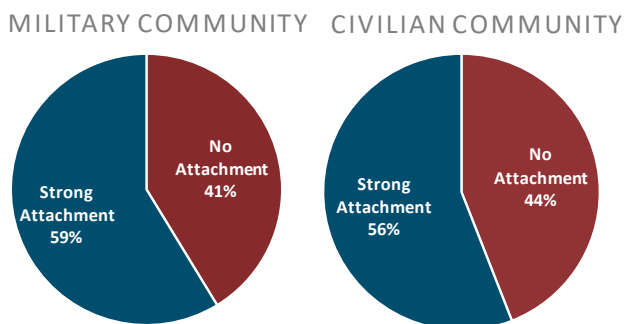
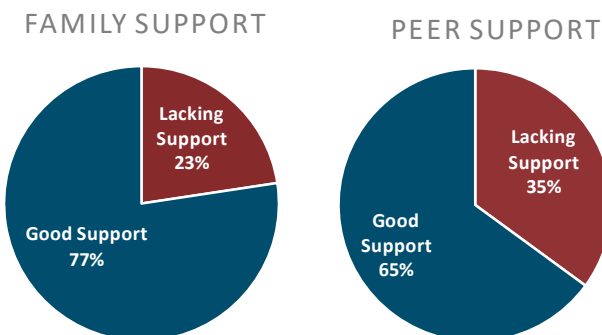


EXHIBIT 7

Source: zero8hundred and FBET

AT SEPARATION, GOOD FAMILY AND PEER SUPPORT
(PERCENT REPORTING)



Source: zero8hundred and FBET



Stress is elevated at the point of separation as individuals step off into the civilian world. A total of 82% of the zero8hundred participants indicate at least moderate levels of stress, with 40% reporting high or extreme stress. (See Exhibit 8.)

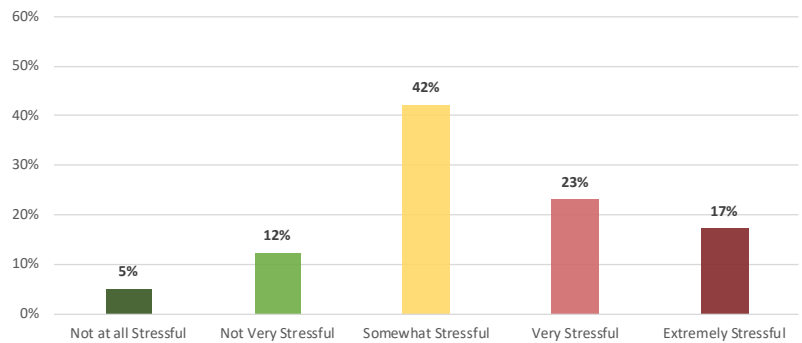
While such stress is not unexpected, it does reflect the challenges these individuals face. Other measures underscore the anxiety many separating service members experience. Nearly one-half say they are nervous as they contemplate their future. Approximately one-third suggest they are overwhelmed in thinking about how they will navigate their future civilian life. (See Exhibit 9.) These elevated levels of stress and anxiety provide important evidence for the need of a program like zero8hundred.

Some core strengths honed in the military, which the zero8hundred program recognizes and reinforces, are evident in the attitudes expressed at the time of discharge. Nearly 90% believe they control their own decisions, with a total of 50% reporting that they strongly believe they control their own decisions. (See Exhibit 10.) This indicates that these individuals know they will be responsible for their future and must take the steps to ensure success. This attitude indicates that zero8hundred is working with a group of highly motivated individuals.



EXHIBIT 8

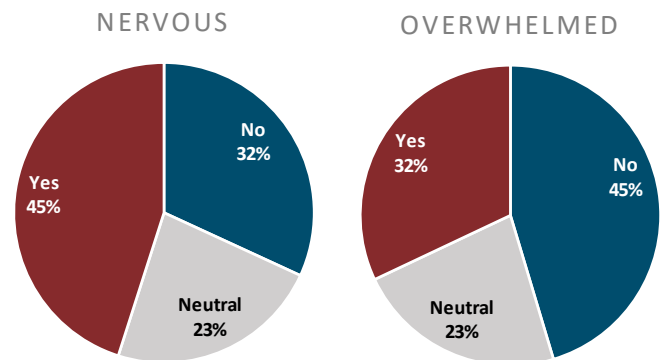
HIGH STRESS REPORTED AT SEPARATION (PERCENT OF TOTAL)



Source: zero8hundred and FBFI

EXHIBIT 9

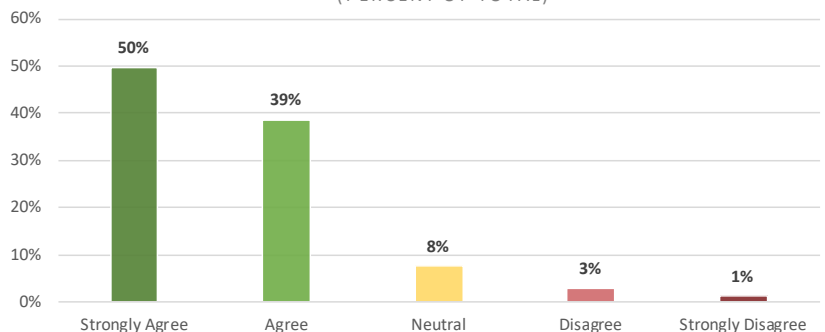
AT SEPARATION, NEARLY HALF REPORT NERVOUSNESS AND ONE-THIRD REPORT FEELING OVERWHELMED (PERCENT REPORTING)



Source: zero8hundred and FBFI

EXHIBIT 10

AT SEPARATION, MOST BELIEVE THEY CONTROL THEIR DECISIONS (PERCENT OF TOTAL)

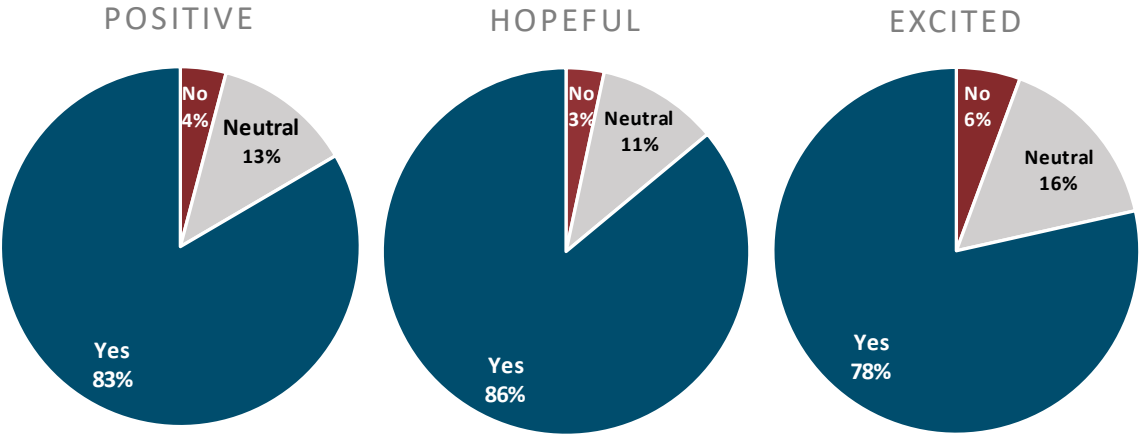


Source: zero8hundred and FBFI

The vast majority of these transitioning military members also possess optimistic views of their future lives. More than 80% are hopeful and positive. Nearly 80% also say they are excited about the new chapter of their careers in the civilian community. (See Exhibit 11.)

EXHIBIT 11

AT SEPARATION, GOOD ATTITUDES PREVAIL
(PERCENT REPORTING)

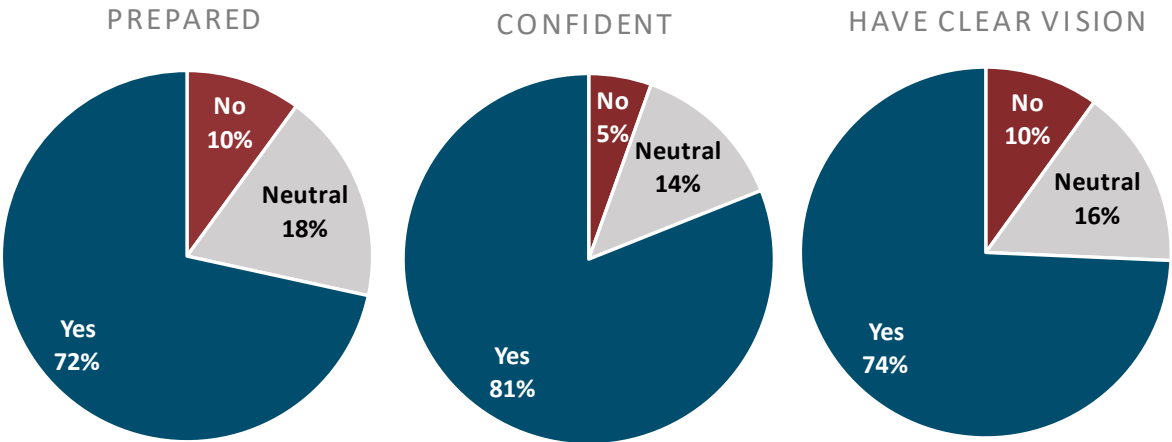


Source: zero8hundred and FBEI

Despite the general level of confidence and positive attitudes, significant numbers of individuals report struggling at the point of their separation from the military. Between 20% and 30% of participants do not feel prepared, are not confident about their place in the civilian community, or lack a clear vision of the future. (See Exhibit 12.) This underscores the important value zero8hundred provides in supporting transitioning military personnel for up to a full year following their discharge, especially for the least prepared individuals.

EXHIBIT 12

AT SEPARATION, SOME ARE NOT READY FOR TRANSITION
(PERCENT REPORTING)

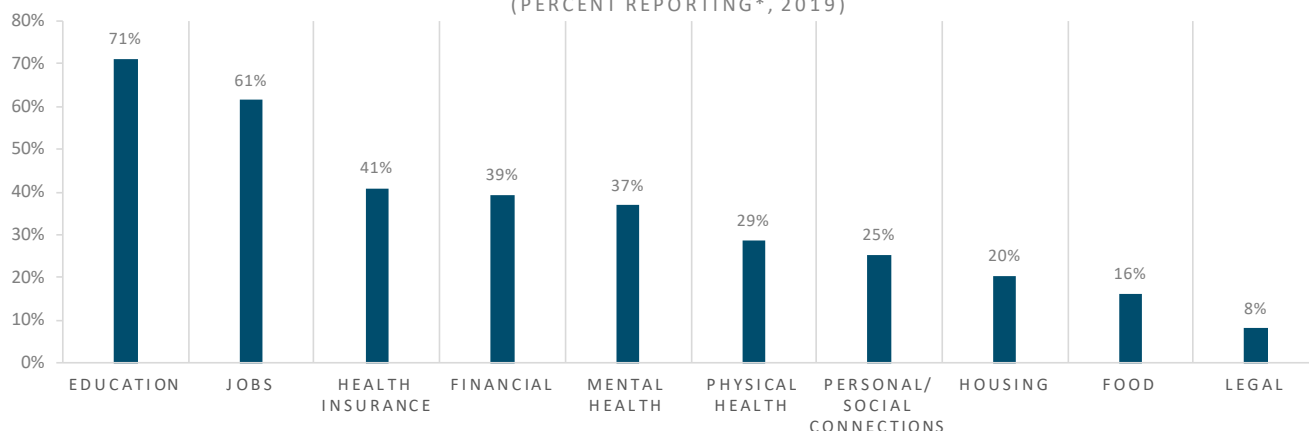


Source: zero8hundred and FBEI

EXHIBIT 13

TRANSITIONING SERVICE MEMBERS REPORT VARIOUS NEEDS

(PERCENT REPORTING*, 2019)



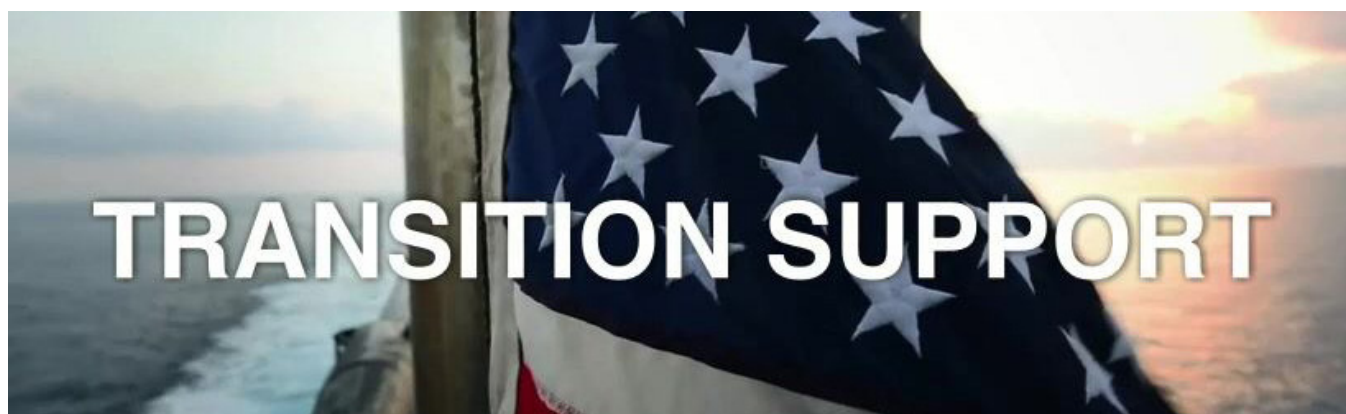
*participants could choose more than one response

Source: zero8hundred and FBEI

Regardless of their levels of stress or confidence, transitioning members of the military broadly express a variety of needs as they enter civilian life. Foremost among these is education, where approximately 70% of discharged military individuals see education as a priority. Many individuals may have entered the military before they had completed their education goals or had anticipated using their military benefits post service. Others realize the need for additional education and training to meet the requirements of the civilian workplace. Employment is the second most expressed need as indicated by more than 60% of separating military personnel.

Finding and securing health insurance for themselves and their families is a priority for 41% of those leaving the military. This is followed closely by general financial needs, as expressed by 39% of those separating from the Armed Forces. Another 37% note mental health needs, while a smaller 29% indicate that they need help with physical health issues. A total of 25% say they need assistance in establishing new personal and social connections.

What might be surprising is that only 20% report that securing housing is an area where they have an immediate need as they transition into civilian life. This may be due to the fact that many of them have already been navigating San Diego's challenging housing market during their time in the region. Only 16% of them also foresee food security as a major problem as most of them apparently believe they will be able to provide for themselves and their families. Just 8% indicate legal issues that will need addressing as they move into civilian life. (See Exhibit 13.)



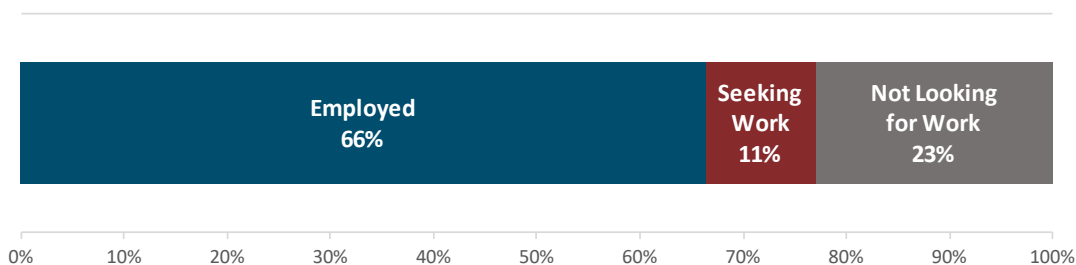
Conditions One Year Later

What is the status of zero8hundred program participants one year after their separation from the military? Interviews taken at that time reveal some important insights.

A total of 66% of participants are actively employed and another 23% are not looking for work, with many of those probably in school. The remaining 11% say they are looking for work. Using the calculations typically used to compute unemployment rates (where only those employed or seeking employment are counted in the labor force), these numbers would suggest a 13.9% jobless rate among this total group of individuals over the past five years. This compares to the national total civilian average jobless rate of 4.4% during that same time period. Much of this unemployment may be short-term as individuals take time to assess various job opportunities. This relatively high unemployment rate 12 months after separation also may suggest that employment is a major problem for a significant number of individuals as they transition to the civilian job market. (See Exhibit 14.)

EXHIBIT 14

TWO-THIRDS OF PARTICIPANTS ARE EMPLOYED 12 MONTHS AFTER SEPARATION (PERCENT REPORTING)

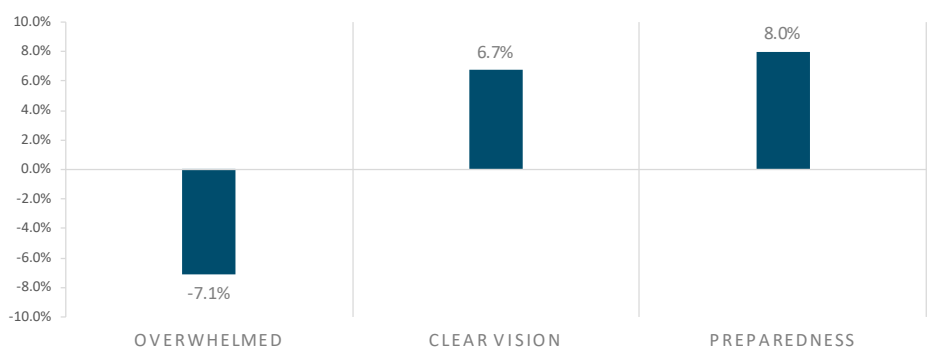


Source: zero8hundred and FBEI

Individuals express much higher levels of readiness to navigate the civilian world 12 months after separation compared to 12 months prior to separation from the military. With respect to key metrics of sentiment, there is a 7.1% drop in concerns about being overwhelmed. In contrast, the measure of possessing a clear vision climbs by 6.7% and the gauge of preparedness jumps by 8.0%. (See Exhibit 15.) These improvements in sentiment among participants suggest that the zero8hundred program is providing relevant and much needed support to participants throughout the transition process.

EXHIBIT 15

READINESS IMPROVES 12 MONTHS AFTER SEPARATION* (PERCENT CHANGE IN SENTIMENT INDEX)



*statistically significant at .05% level using two-sample t-Test

Source: zero8hundred and FBEI

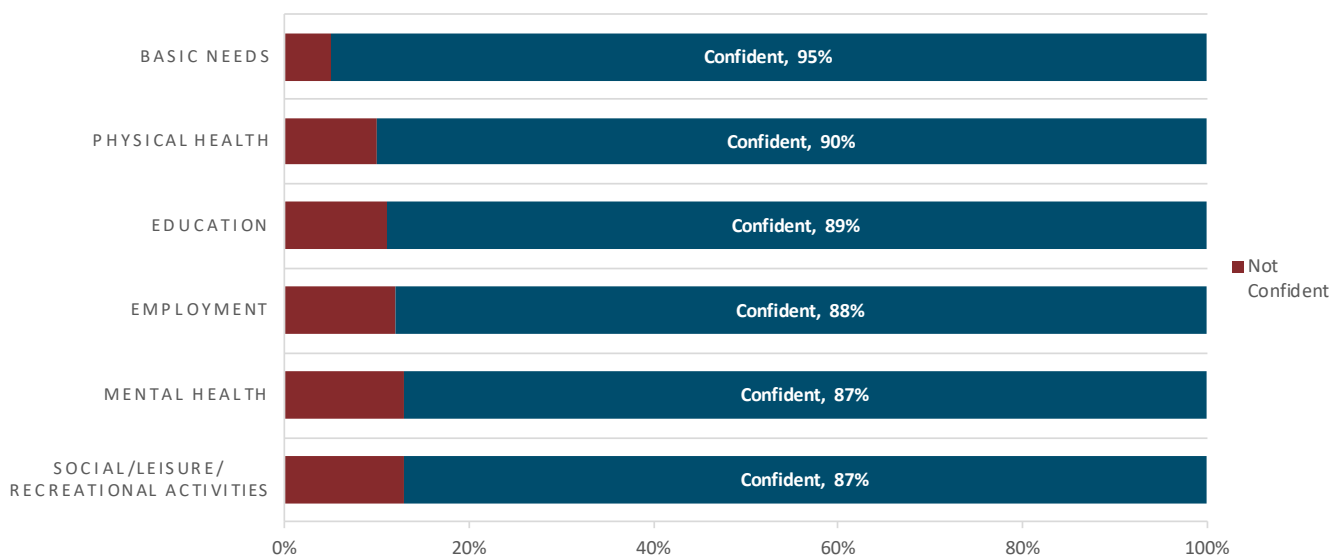
Twelve months after separation from the military, zero8hundred participants also report high levels of confidence in securing the key resources they had expressed a need for one year earlier. Totals close to 90% or more indicate confidence in securing resources in each of the areas which were and continue to be important to them. Support from the zero8hundred program has probably helped them reach these confidence levels.

In the area of education, 89% express some degree of confidence in finding the needed resources, with 71% reporting that they are very or extremely confident. A total of 88% of the respondents report that they are confident in accessing key employment resources, with 61% expressing very strong or extremely strong confidence. For physical health, 90% of the individuals report sentiments of confidence, while a similar 87% report confidence in securing mental health resources. About 35% indicate that they are extremely confident in securing both types of health resources.

Encouragingly, a full 95% believe they can access critical resources for themselves and their families with respect to housing, food, and transportation. A total of 45% are extremely confident in securing those resources. A total of 87% of individuals who have left the military also say they are confident in securing the resources they need in terms of social, leisure, and recreational activities. (See Exhibit 16.)

EXHIBIT 16

PROGRAM PARTICIPANTS ARE CONFIDENT IN SECURING RESOURCES (PERCENT REPORTING 12 MONTHS AFTER SEPARATION)



Source: zero8hundred and FBEI

All of these findings suggest that nearly the entire group of individuals, who have progressed through the zero8hundred program, believe they have access to and know how to tap into all resources needed for their transition to the civilian community.

EVALUATING THE ZERO8HUNDRED PROGRAM

Analysis of the responses from 1,032 individuals who have participated in the zero8hundred program over the past five years reveals strong and consistently high marks for both the core Resource Specialist platform and the overall program.

Resource Specialists

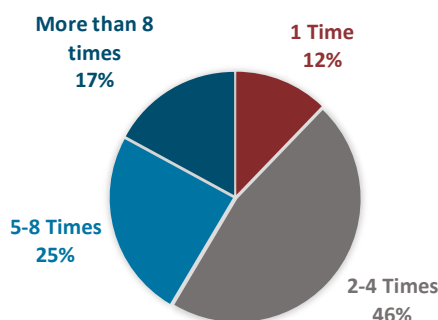
The interaction with Resource Specialists has proven to be one of the keys to success for the zero8hundred program. The frequency of interaction, the quality of interactions, and the resources provided all show good ratings.

A total of 88% of program participants engaging with Resource Specialists interact with those specialists at least twice during their participation in the program. More than 40% interact with a Resource Specialist at least five times, and 17% interact with specialists over eight times while enrolled in the program. (See Exhibit 17.)

Interaction between program participants and Resource Specialists takes place through multiple channels. A total of 90% of individuals interacting with Resource Specialists report doing so by phone. An almost equally high 80% of interactions take place through e-mail, with many using both modes of communication. A much smaller, but still significant, 13% of program participants interact with Resource Specialists in person. These in-person engagements can occur either instead of, or in addition to, the other modes of communication. (See Exhibit 18.)

EXHIBIT 17

PROGRAM PARTICIPANTS INTERACT WITH RESOURCE SPECIALISTS FREQUENTLY (PERCENT OF TOTAL, 2019)



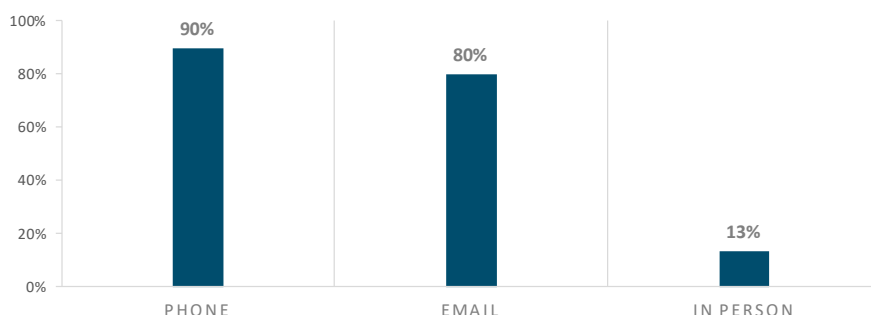
Source: zero8hundred and FBFI

"A common history really helped with the connection and the specific support for resources. Guidance and feedback was exactly what I needed."
-Zero8hundred Participant

zero8hundred.org
Military Transition Support

EXHIBIT 18

PARTICIPANTS ENGAGE WITH RESOURCE SPECIALISTS IN DIFFERENT WAYS (PERCENT OF TOTAL REPORTING*, 2019)



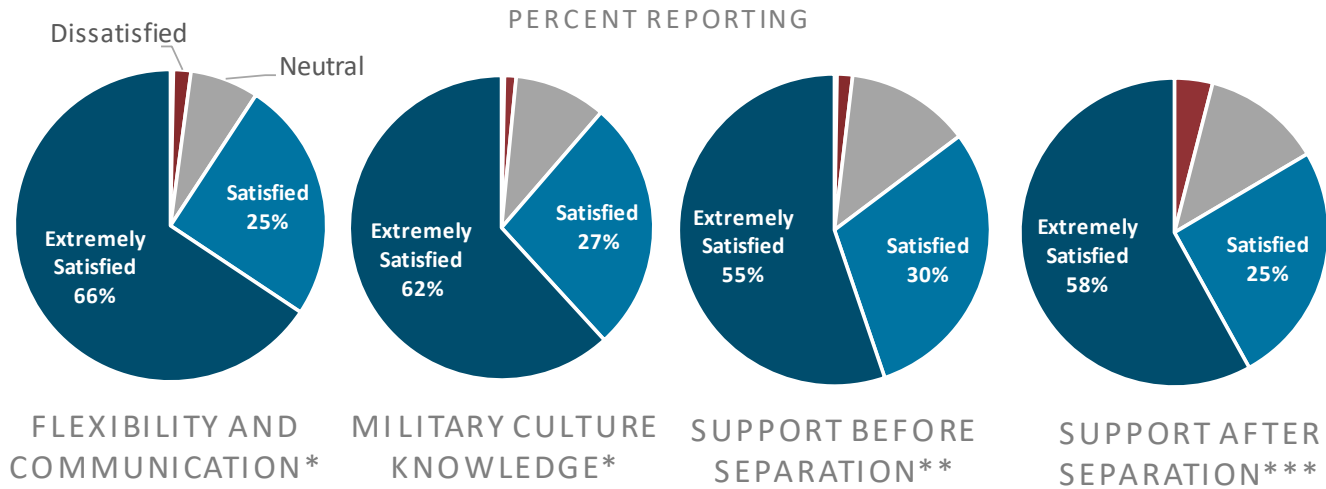
*Participants could indicate more than one engagement channel

Source: zero8hundred and FBFI

The combined results of the surveys of zero8hundred participants over the past five years show high scores for Resource Specialists in all of the key metrics used to assess their engagement. Over 80% of respondents indicate being satisfied or highly satisfied with those interactions in each of four major dimensions. (See Exhibit 19.)

EXHIBIT 19

PARTICIPANTS COMMEND RESOURCE SPECIALISTS ON FLEXIBILITY, CULTURAL UNDERSTANDING, AND SUPPORT



*Combined midpoint and post survey data

**Midpoint survey data only

***Post survey data only

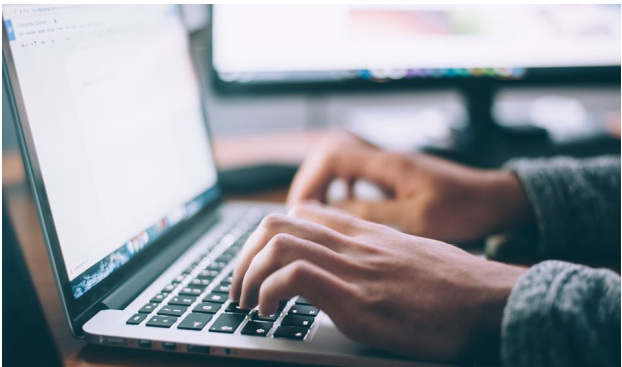
Source: zero8hundred and FBEI

A total of 91% of respondents appreciate the flexibility shown by Resource Specialists in the timing of communications. Extremely high levels of satisfaction on this aspect are expressed by over 65% of respondents.

Zero8hundred participants value the Resource Specialists' knowledge and understanding of the military culture, with 89% of them expressing positive feedback on this feature. Over 60% of participants say they are extremely satisfied with respect to this factor.

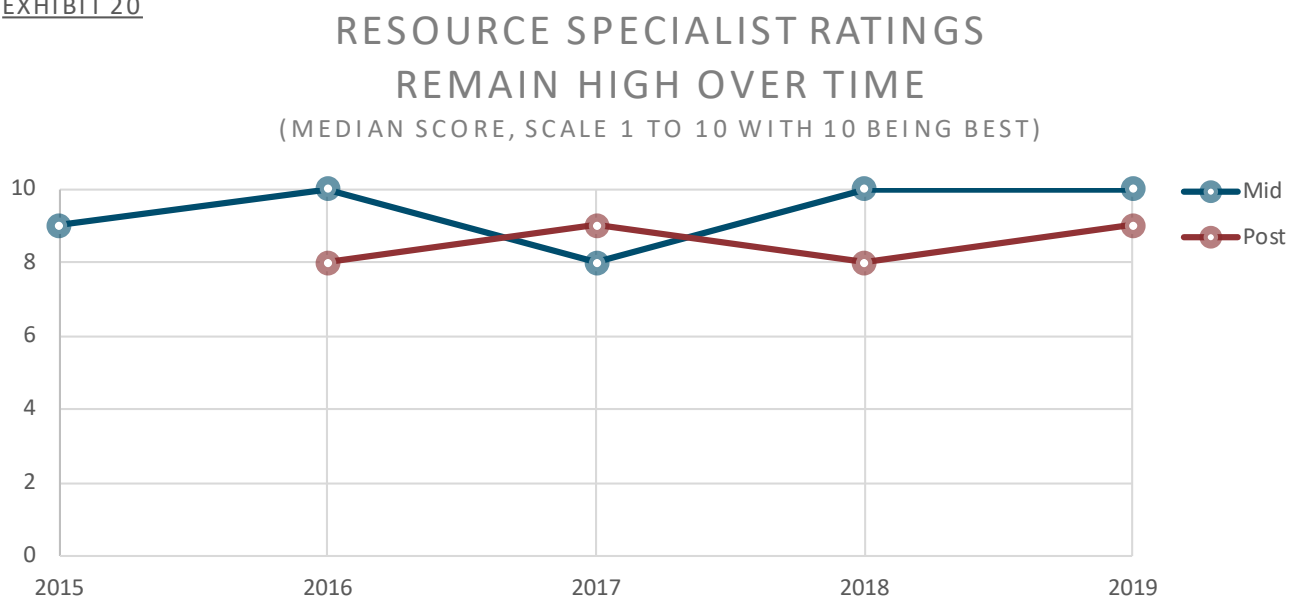
Based on interviews taken at the point of discharge from the military, 85% of the respondents commend Resource Specialists for the support provided during the months leading up to separation. More than 50% report being extremely satisfied with the pre-separation support.

Program participants indicate similarly high levels of satisfaction with the support they receive after separation from the military. A total of 83% of the participants surveyed 12 months after leaving the military commend Resource Specialists for their support during a critical time of need. Almost 60% of those surveyed at this point indicate that they are extremely satisfied with the continued assistance from zero8hundred Resource Specialists.

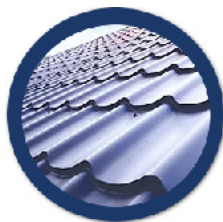


Evidence from the past five years shows that zero8hundred participants highly value the rapport established with the program's Resource Specialists and the support provided by those specialists. On a scale of 1 to 10, with 10 representing the highest possible rating, median scores have ranged from 8 to 10. Scores taken at the time of separation (midpoint) indicate ratings of 10 in three of the five years of the program, including 10 ratings in the two most recent years. Support by the Resource Specialists in the months prior to entering the civilian world may be especially critical as military personnel prepare for separation. Median scores based on surveys taken twelve months after separation (post) show ratings between 8 and 9 over the four years of those readings, including a score of 9 in 2019. (See Exhibit 20.)

EXHIBIT 20



Source: zero8hundred and FBI



Resource Referrals

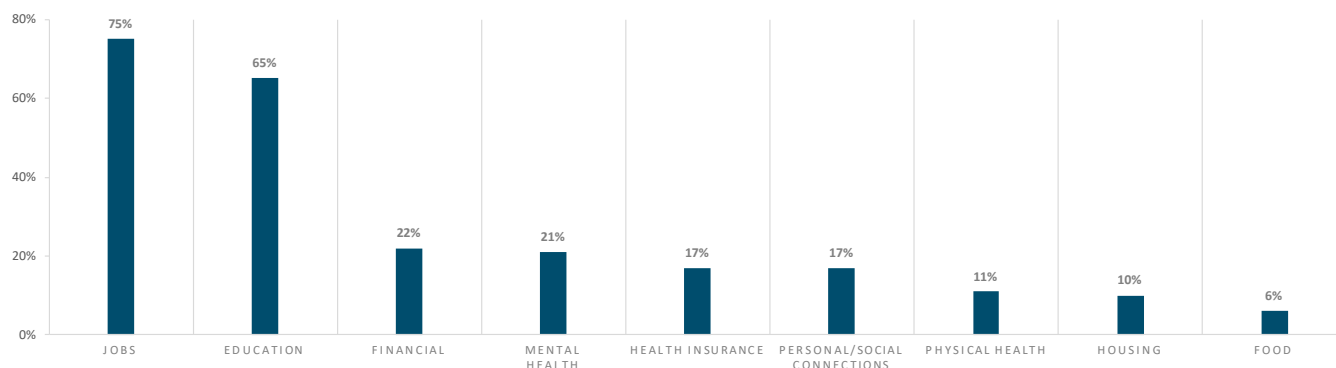
Directing separating military individuals to key resources that will help them transition into civilian life represents a key element of the zero8hundred program. The resources provided align with the needs expressed as individuals are transitioning into the civilian world, and program participants rate those resources highly in a number of dimensions. The possible shortcomings involve a failure of some program participants to follow up on resources recommended to them.

zero8hundred participants report resource referrals across a wide spectrum of areas, which are based on the needs explicitly conveyed or those determined by the Resource Specialist as relevant. (See Exhibit 21.) Employment leads the list, with 75% of individuals reporting resource referrals to aid them in job searches. A total of 65% indicate that they have received referrals regarding education, including taking advantage of the Forever G.I. Bill.

Resource referrals regarding financial assistance, mental health, health insurance, and personal or social connections are each indicated by about 20% of participants. Presumably based on their requests, only about 10% of the participants indicate resource referrals regarding housing or physical health, and just 6% of resource referrals involve food.

EXHIBIT 21

JOBS AND EDUCATION LEAD RESOURCE REFERRALS (PERCENT REPORTING*, 2019)



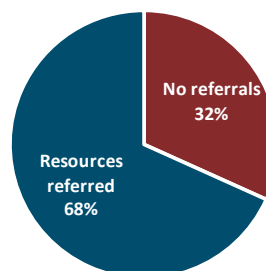
*Participants could indicate more than one resource

Source: zero8hundred and FBEI

The number of participants who have interacted with a Resource Specialist but report not receiving resource referrals is an indication that counseling support and affirmation, as well as resource navigation, are vital components of the Resource Specialist relationship. While 68% indicate that they have received referrals, 32% indicate that they have not. (See Exhibit 22.) In some cases, participants may have asked their Resource Specialists to provide strictly counseling and/or general affirmation of the transition plan they have already developed. Similarly, a participant might not have indicated a specific need that resulted in a resource recommendation. In other instances, program participants might have forgotten that they were provided a resource referral or perhaps met their need on their own prior to contacting the referral offered. However, this significant number of participants reporting not having received a referral warrants further investigation to ensure that there is not a breakdown in communications between participants and their Resource Specialist.

EXHIBIT 22

TWO-THIRDS OF PARTICIPANTS INDICATE RECEIVING RESOURCE REFERRALS (PERCENT OF PARTICIPANTS, 2019)

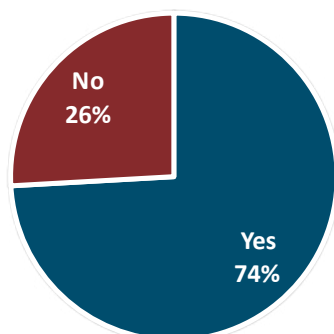


Source: zero8hundred and FBEI



EXHIBIT 23

ABOUT THREE-FOURTHS OF PARTICIPANTS FOLLOW
UP WITH RESOURCE REFERRALS
(PERCENT REPORTING, 2019)



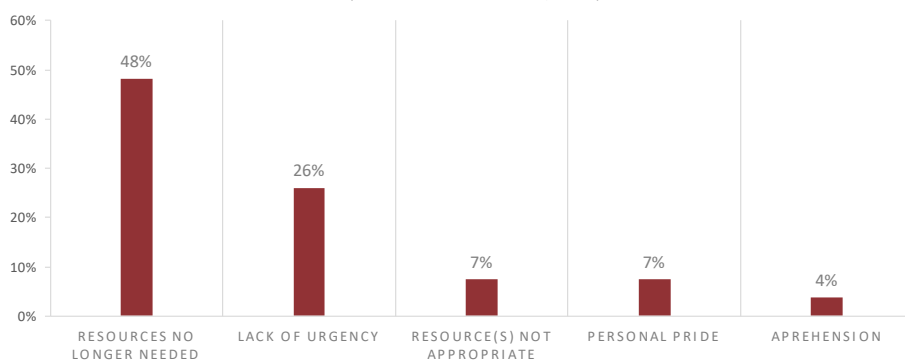
Source: zero8hundred and FBEI

Considering just those individuals who received referrals to specific resources, 75% say they have contacted at least one of the resources. However, the remaining 25% indicate they have not followed through. (See Exhibit 23.)

About half of those who have not followed through on resource leads say that the resources are no longer needed. This suggests that an earlier follow up might have been valuable. Approximately one-fourth of those not pursuing the resource leads cite a lack of urgency. Other reasons indicated include views that the suggested resources were not appropriate, personal pride, or apprehension. (See Exhibit 24.)

EXHIBIT 24

NO FURTHER NEED AND LACK OF URGENCY
LARGELY EXPLAIN FAILURE TO PURSUE RESOURCES
(PERCENT OF RESPONSES, 2019)

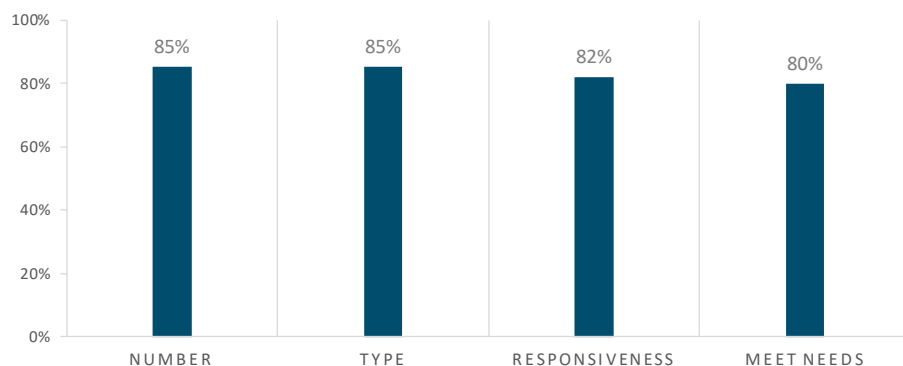


Source: zero8hundred and FBEI

Despite some of these results, zero8hundred participants express high degrees of satisfaction with the resources provided by Resource Specialists. At least 80% of survey respondents say they are satisfied or highly satisfied with the referred resources when evaluating those resources on four key metrics: number, type, responsiveness, and suitability. A total of 85% are pleased with the number of resources referred, with an equal 85% appreciating the types of resources referred. A total of 82% of those who followed up on the referred resources are happy with the responsiveness of those providers. Importantly, a total of 80% of the individuals receiving resource referrals are also satisfied or extremely satisfied with the ability of those resources to meet their needs. (See Exhibit 25.)

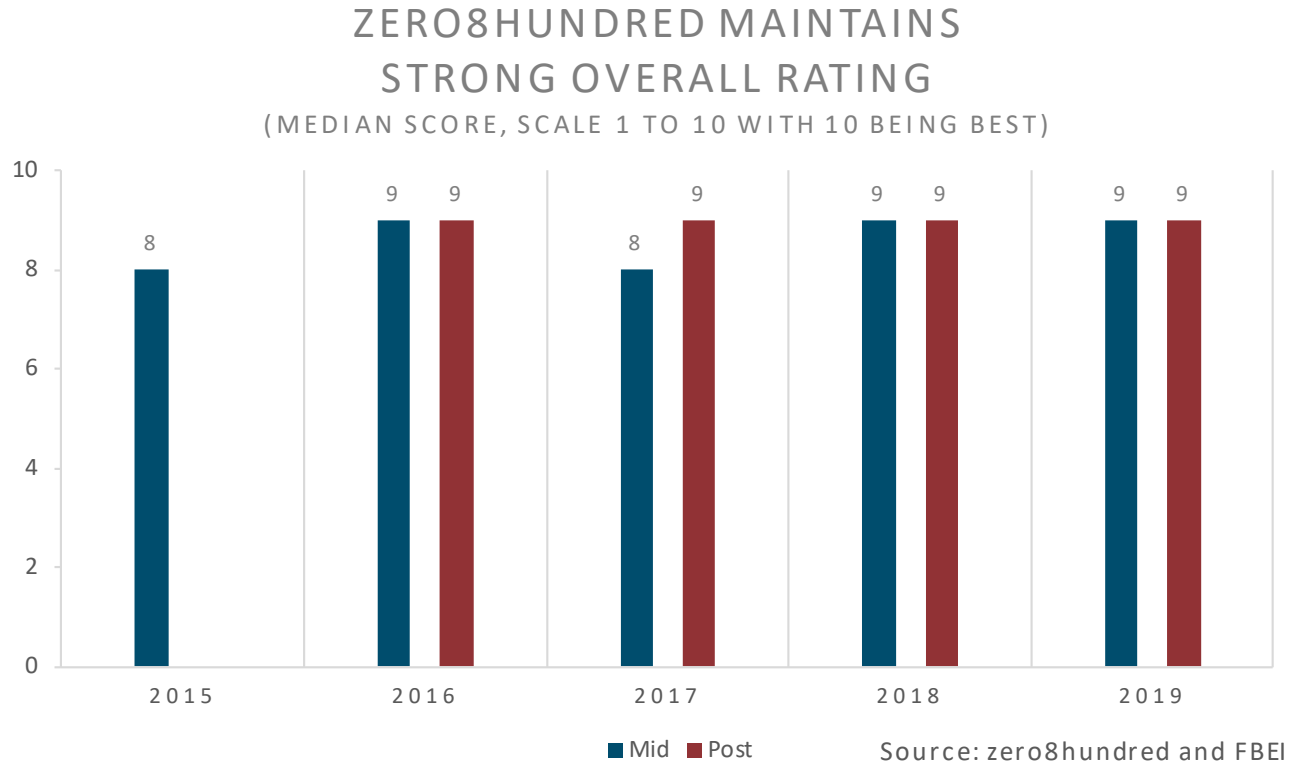
EXHIBIT 25

PARTICIPANTS SATISFIED OR HIGHLY SATISFIED WITH
RESOURCES
(PERCENT OF RESPONDENTS)



Source: zero8hundred and FBEI

EXHIBIT 26

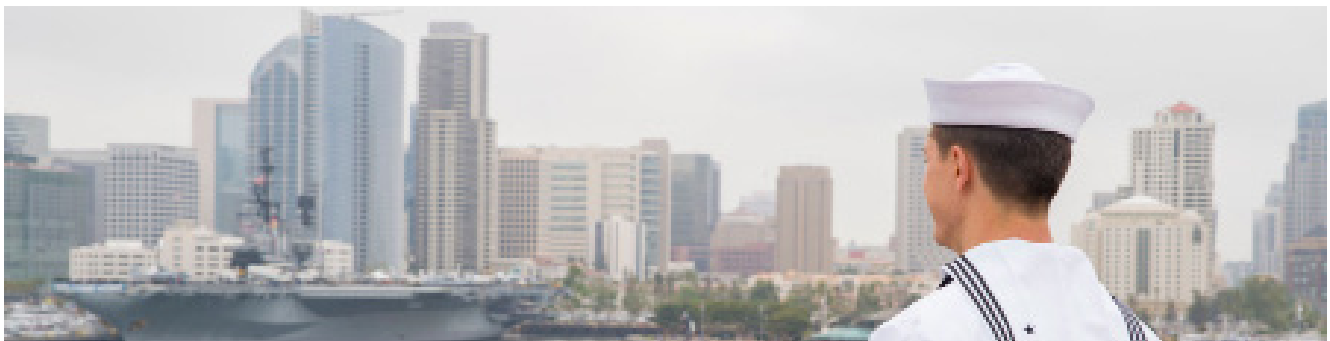


Overall Program Rating

The individuals who have participated in the zero8hundred program since its inception in 2015 have consistently ranked it very highly. On a scale of 1 to 10, with 10 representing the best, the program has consistently received almost the highest possible score each year.

With two follow-up assessments of participants following the baseline assessment at intake (the midpoint taken at the point of discharge and the post taken twelve months later), program participants have awarded zero8hundred a median rating of 9 in all but two instances (an 8 in 2015 when the program was just beginning and for the midpoint survey in 2017 when the program was undergoing a rapid expansion). In three of the past five years, including the most recent two, zero8hundred has received a median rating of 9 on both survey assessments. (See Exhibit 26.)

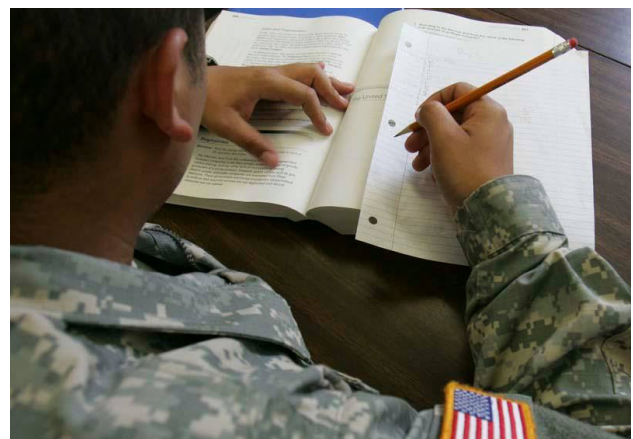
The robust ratings given by participants as they have undergone up to two years of transition support, including before and after separation from the military, demonstrate the value zero8hundred delivers to individuals transitioning from the Armed Forces to civilian life.



CONCLUSIONS AND RECOMMENDATIONS

In light of the consistently positive feedback provided by zero8hundred participants during the five years of program operations, the strongest recommendation involves continuing the program's key elements that have driven its success. A few recommendations are presented to enhance the program's value even further. Most importantly, the program's five years of success underscore the merit of expanding its footprint.

- The program's significant value suggests the importance of making even greater inroads into other military-connected communities experiencing transition such as military spouses. This could reinforce and amplify the transition assistance provided for separating active duty members who are married and may have children. This may require a separate evaluation of the types of resources that are uniquely offered to military spouses.
- Although individuals enrolling in 2019 were assigned Resource Specialists, 13% were still using the self-navigation system. This indicates that there is a need for the self-navigation portal for those who prefer to work independently. zero8hundred should maintain a robust self-navigation portal, but it should ensure those initially choosing self-navigation have convenient access to a Resource Specialist should they decide to seek support.
- zero8hundred would benefit from the implementation of a standardized tracking system for resource referrals. An electronic cataloguing platform could store valuable information, such as the date a resource was referred, the specific referral made, information regarding how the referral was handled, and a rating of each referral by the zero8hundred participant. This platform would enable each zero8hundred participant to view at any time all of the resource referrals that have been offered. It would also allow zero8hundred to better track participants' use of resource referrals throughout the program.





"Zero8hundred's ability to quickly ramp up, along with its ongoing positive impact, support the program's current plan to expand into different locations around the country."



- It is strongly recommended that zero8hundred continue building strategic partnerships with VSOs to encourage two-way referrals with each organization. When a veteran expresses needs outside of the mission or scope of a particular VSO, it is best for the VSO to refer the veteran to zero8hundred. This ensures that the valuable resources of each VSO are dedicated to that VSO's specific area of expertise, while connecting the veteran to the holistic approach and range of resource referrals that zero8hundred offers.
- Resource Specialists need to be certain that program participants understand when resources have actually been referred. In addition to the specific program referrals they could see in the electronic platform described above, this may be accomplished through altering language to better align with common terms familiar to participants or standardizing communication in e-mails. It would be beneficial for zero8hundred to highlight the critical resource referrals made in the introductory e-mails, such as for eBenefits, disability, and unemployment benefits.
- In terms of program evaluation, it would be helpful to benchmark the impact of the zero8hundred program by comparing levels of stress, preparedness, employment, and other key metrics of zero8hundred participants with a control group involving non-zero8hundred individuals. The control group could be identified through the following means:
 1. Navy Region Southwest could share on-base transition course participant contact information with a third-party evaluator. Those not enrolling in zero8hundred could be asked to participate in an anonymous, University-led survey during their transition to the civilian world.
 2. All participants terminated by zero8hundred due to lack of engagement could be surveyed.
 3. Specific VSOs could provide a third-party evaluator with a list of contacts to participate in an anonymous, University-led survey.

- zero8hundred should consider facilitating the development of a comprehensive inventory of the various military/veteran support organizations in San Diego County organized to facilitate the transition of members of the Armed Forces to the civilian community. This inventory would include the type of service provided as well as each organization's comparative value or area of specialization. This tool might facilitate a sharing of best practices and ensure that zero8hundred possesses all of the best options for resource referrals. This inventory could also include ratings as given by transitioning military members.

*"No matter what I needed,
whether it was for school or work,
they always responded within
24hrs. I always appreciated that
they were there for me."*

-Zero8hundred Participant

zero8hundred's five years of success provide the most important takeaways:

- First, local military leaders need to be aware of the program's value so that they incorporate it into their programs that guide and educate individuals about leaving the Armed Forces.
- Second, zero8hundred's ability to quickly ramp up, along with its ongoing positive impact, support the program's current plan to expand into different communities around the country. The primary challenge will be the program's ability to scale up without losing its high quality and customized, individually-focused approach.



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Appendix B: METHODOLOGY

Data for this report was collected through intake forms, midpoint surveys, and post-transition surveys.

Evaluation Sources

Three primary sources of evaluation were used. Intake forms were completed at the time of participant enrollment and gathered general demographic information. Midpoint surveys were conducted at the time of separation from the military. The midpoint survey collected data regarding a participant's levels of stress, confidence going into the transition to civilian life, goal attainment, resource needs, employment, and experiences/satisfaction with zero8hundred. The post survey was administered 12 months after separation from the military to gain insights on changes in various areas queried at separation, including questions involving the impact of zero8hundred on the transition to civilian life.

Survey Design

FBEI worked with zero8hundred to modify the midpoint and post surveys to focus on the Resource Specialist platform and to gain greater insights on the values of the various aspects of that model. Modifications were also made to improve the clarity of questions for respondents while maintaining the ability to compare results across the entire five years of the survey process. A survey tool was then developed using Google Forms.

Data Collection

The Caster Center collected data in years 1 through 4. This data was sent to the FBEI by zero8hundred. The FBEI was responsible for data collection in year 5. Over the five years, a total of 1,032 surveys were completed. These included 659 respondents who completed midpoint surveys over the five-year period and 373 respondents who completed the post-transition surveys administered during the past four years. (The first post survey was administered in 2016 after the first group of participants had been past their separation date for at least a year.)

zero8hundred provided FBEI with enrollment and separation dates, as well as contact information. All data was guarded on a strictly confidential basis. FBEI determined the dates when the midpoint and post-transition surveys could be taken and they were then distributed throughout 2019.

Data Analysis

Data for year 5 required cleaning prior to analysis. FBEI ensured that each participant had only responded once to the survey so that duplicates were eliminated. Responses were analyzed to correct for inconsistencies or contradictions. After 2019 survey response data was tabulated, data for years 1 through 4 was analyzed. Questions and responses were identified that could be consistently analyzed over the entire five years or where the analysis should be confined to 2019 alone.

FBEI analyzed the data in three parts: midpoint, post, and aggregate. For the midpoint and post data, all individual survey responses were aggregated and organized per question. Each response option was then calculated as a percentage of the total number of responses. The aggregate analysis included the same analysis as the midpoint and post, but included all 1,032 responses. T-tests were also carried out to compare the variance and any statistically significant differences between the responses in the midpoint and post surveys. Additionally, FBEI considered the median values for responses relating to the overall rating of Resource Specialists and the program for each of the five years.

Appendix C: MIDPOINT SURVEY

1. Email address *

2. Do you consent to participate? *

Mark only one oval.

☐

Yes

☐

No

Skip to "End of Survey."

Z8H Survey

3. What is your (or your spouse's) separation date? *

Example: December 15, 2012

4. Are you currently... *

Mark only one oval.

☐

On terminal leave

☐

Past terminal leave

☐

Still on active duty

☐

Other:

When answering the following questions, please think about how you feel now, at the current time.

5. When you consider navigating your future in the civilian community at this point in your transition, please indicate your level of agreement with the following statements: *

Mark only one oval per row.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I feel confident	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel nervous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel positive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel overwhelmed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel hopeful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel excited	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. When you consider navigating your future in the civilian community during this transition, please indicate your level of agreement with the following statements: *

Mark only one oval per row.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I have a clear vision of what my future could be outside of the military	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have control over decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel part of the civilian community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel part of the military community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My/my spouse's military service was a positive experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. On a scale of 1 to 5, 1 being not at all and 5 being all the time every day, how would you rate the following areas regarding transition: *

Mark only one oval per row.

	1	2	3	4	5
Stress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anxiety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Depression	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. On a scale of 1 to 5, 1 being I have all the support I need and 5 being I have no support at all, how would you rate the following areas regarding transition: *

Mark only one oval per row.

	1	2	3	4	5	N/A
Marital Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Peer/Social Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. What needs do you have in your transition? Mark all that apply *

Check all that apply.

- ☐ Education, GI Bill, or any other Education Opportunities
- ☐ Jobs, Mentoring, Job Search
- ☐ Financial
- ☐ Legal
- ☐ Housing and Shelter
- ☐ Food
- ☐ Alcohol and Substance Abuse, Behavioral Health
- ☐ Physical Health
- ☐ Mental Health
- ☐ Health Insurance
- ☐ Personal and Social Connections
- ☐ Other: _____

10. Please indicate how confident you feel securing resources for you (and/or your family) in the following areas: *

Mark only one oval per row.

	Not at all confident	Not very confident	Somewhat confident	Very confident	Extremely confident	N/A
Employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Basic needs (e.g. food, housing, transportation, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical health needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social, leisure, or recreational activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Finance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Please indicate your level of concern with finding future employment after separating from the military. *

Mark only one oval.

- ☐ Not at all concerned
- ☐ Slightly concerned
- ☐ Somewhat concerned
- ☐ Moderately concerned
- ☐ Extremely concerned

12. Are you currently...? *

Mark only one oval.

- ☐ Employed
- ☐ Unemployed and actively looking for a job
- ☐ Unemployed and not actively looking for a job

13. How long were you unemployed after separation (not counting terminal leave)? *

Mark only one oval.

- ☐ Not at all, I secured a job before separating
- ☐ Less than 1 month
- ☐ Between 1 and 3 months
- ☐ Between 4 and 6 months
- ☐ Between 7 and 9 months
- ☐ Between 10 and 12 months
- ☐ More than 12 months
- ☐ I am currently unemployed
- ☐ Other: _____

14. Have you interacted with a zero8hundred Resource Specialist? *

Mark only one oval.

- ☐ Yes
- ☐ No After the last question in this section, skip to question 26.

15. How have you interacted with a zero8hundred Resource Specialist? Please check all that apply.

*

Check all that apply.

- ☐ Phone
- ☐ Email
- ☐ In person
- ☐ Other: _____

16. How often have you interacted with a zero8hundred Resource Specialist? *

Check all that apply.

- ☐ 0 or NA
- ☐ 1 time
- ☐ 2-4 times
- ☐ 5-8 times
- ☐ More than 8 times

17. Please indicate your level of satisfaction with the following: *

Mark only one oval per row.

	Extremely dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely satisfied
Resource Specialist professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resource Specialist understanding your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resources suggested by Resource Specialist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexibility of time for communicating with a Resource Specialist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resource Specialist knowledge of military culture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support provided by Resource Specialist before terminal leave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support provided by Resource Specialist after terminal leave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Which zero8hundred Resource Specialist(s) have you worked with? (Choose all that apply) *

Check all that apply.

- ☐ Dani Howell
- ☐ Morgan Velin
- ☐ Stacey Odell
- ☐ Rachelle Cadelina
- ☐ Nohamaly Lugo
- ☐ Carla Charles
- ☐ Sandee Richardson
- ☐ Ida Mae Fidel
- ☐ Robb McQueen
- ☐ Kirsten Laha-Walsh
- ☐ Evietta Henderson
- ☐ Marie Tauia
- ☐ Jean Brunson
- ☐ Joey Jerome
- ☐ Other: _____

19. If you had to give an overall rating of the zero8hundred Resource Specialist(s) on a scale of 1 to 10 - with 1 being not at all satisfied and 10 being extremely satisfied, what number would you give the zero8hundred Resource Specialist(s) overall? *

Mark only one oval.

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Have you been referred to resources by a Resource Specialist? *

Mark only one oval.

- ☐ Yes
☐ No

21. Which of the following types of resources were you referred to? Please check all that apply. *

Check all that apply.

- ☐ Education, GI Bill, or any other Education Opportunities
☐ Jobs, Mentoring, Job Search
☐ Financial
☐ Legal
☐ Housing and Shelter
☐ Food
☐ Alcohol and Substance Abuse, Behavioral Health
☐ Physical Health
☐ Mental Health
☐ Health Insurance
☐ Personal and Social Connections
☐ N/A - None
☐ Other: _____

22. Did you contact any of the referred resource(s)? *

Mark only one oval.

- ☐ Yes
☐ No
-

23. If not, please indicate what prevented you from contacting the resource(s) you were referred to by your Resource Specialist?

Mark only one oval.

- ☐ Resources no longer needed
☐ Trouble reaching them
☐ Apprehension
☐ Personal pride
☐ Privacy
☐ Lack of urgency
☐ Resource(s) not appropriate
☐ Absence of support
☐ Other: _____

24. Please indicate your level of satisfaction to date with the following: *

Mark only one oval per row.

	Extremely dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely satisfied
Number of resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Type of resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness of resources provided to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability of resources to meet your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Please provide any specific comments about the resources you were referred to. What did you like? What did you dislike? Please be specific. *

26. If you had to give your overall rating of the zero8hundred program on a scale of 1 to 10, with 1 being not satisfied at all and 10 being extremely satisfied, what number would you give zero8hundred overall? *

Mark only one oval.

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Demographics

The next set of questions is for demographics purposes. Please be assured, your information will remain confidential.

27. Birthdate *

28. What zip code do you reside in? *

29. Did you incur an injury, illness, or wound during your military service? *

Mark only one oval.

☐

Yes

☐

No

☐

Other:

30. Did you file (or do you plan to file) a disability claim with the VA? *

Mark only one oval.

☐

Yes

☐

No

☐

Other:

31. Please provide the email address you used to sign up for zero8hundred. Your email will not be shared or used for any other purposes other than this survey. *

End of Survey

Thank you very much for your time and cooperation. Zero8hundred looks forward to continuing to serve you as you navigate your future!

Appendix D: POST SURVEY

1. Email address *

2. Do you consent to participate? *

Mark only one oval.

☐

Yes

☐

No

Skip to "End of Survey."

Z8H Survey

3. What is your (or your spouse's) separation date? *

Example: December 15, 2012

4. I have been separated from the military...

Mark only one oval.

☐

12 months or less

☐

More than 12 months

☐

Still on active duty

☐

Other:

When answering the following questions, please think about how you feel now, at the current time.

5. When you consider navigating your future in the civilian community at this point in your transition, please indicate your level of agreement with the following statements: *

Mark only one oval per row.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I feel confident	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel nervous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel positive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel overwhelmed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel hopeful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel excited	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. When you consider navigating your future in the civilian community during this transition, please indicate your level of agreement with the following statements: *

Mark only one oval per row.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I have a clear vision of what my future could be outside of the military	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have control over decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel part of the civilian community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel part of the military community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My/my spouse's military service was a positive experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. On a scale of 1 to 5, 1 being not at all and 5 being all the time every day, how would you rate the following areas regarding transition: *

Mark only one oval per row.

	1	2	3	4	5
Stress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anxiety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Depression	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. On a scale of 1 to 5, 1 being I have all the support I need and 5 being I have no support at all, how would you rate the following areas regarding transition: *

Mark only one oval per row.

	1	2	3	4	5	N/A
Marital Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Peer/Social Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. What needs do you have in your transition? Mark all that apply *

Check all that apply.

- ☐ Education, GI Bill, or any other Education Opportunities
- ☐ Jobs, Mentoring, Job Search
- ☐ Financial
- ☐ Legal
- ☐ Housing and Shelter
- ☐ Food
- ☐ Alcohol and Substance Abuse, Behavioral Health
- ☐ Physical Health
- ☐ Mental Health
- ☐ Health Insurance
- ☐ Personal and Social Connections
- ☐ Other: _____

10. Please indicate how confident you feel securing resources for you (and/or your family) in the following areas: *

Mark only one oval per row.

	Not at all confident	Not very confident	Somewhat confident	Very confident	Extremely confident	N/A
Employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Basic needs (e.g. food, housing, transportation, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical health needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social, leisure, or recreational activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Finance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Please indicate your level of concern with finding future employment after separating from the military. *

Mark only one oval.

- ☐ Not at all concerned
- ☐ Slightly concerned
- ☐ Somewhat concerned
- ☐ Moderately concerned
- ☐ Extremely concerned

12. Are you currently...? *

Mark only one oval.

- ☐ Employed
- ☐ Unemployed and actively looking for a job
- ☐ Unemployed and not actively looking for a job

13. How long were you unemployed after separation (not counting terminal leave)? *

Mark only one oval.

- ☐ Not at all, I secured a job before separating
- ☐ Less than 1 month
- ☐ Between 1 and 3 months
- ☐ Between 4 and 6 months
- ☐ Between 7 and 9 months
- ☐ Between 10 and 12 months
- ☐ More than 12 months
- ☐ I am currently unemployed
- ☐ Other: _____

14. Have you interacted with a zero8hundred Resource Specialist? *

Mark only one oval.

- ☐ Yes
- ☐ No *After the last question in this section, skip to question 26.*

15. How have you interacted with a zero8hundred Resource Specialist? Please check all that apply. *

Check all that apply.

- ☐ Phone
- ☐ Email
- ☐ In person
- ☐ Other: _____

16. How often have you interacted with a zero8hundred Resource Specialist? *

Check all that apply.

- ☐ 1 time
- ☐ 2-4 times
- ☐ 5-8 times
- ☐ More than 8 times

17. Please indicate your level of satisfaction with the following: *

Mark only one oval per row.

	Extremely dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely satisfied
Resource Specialist professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resource Specialist understanding your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resources suggested by Resource Specialist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexibility of time for communicating with a Resource Specialist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resource Specialist knowledge of military culture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support provided by Resource Specialist before terminal leave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support provided by Resource Specialist after terminal leave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Which zero8hundred Resource Specialist(s) have you worked with? (Choose all that apply) *

Check all that apply.

- ☐ Dani Howell
- ☐ Morgan Velin
- ☐ Stacey Odell
- ☐ Rachelle Catdeina
- ☐ Nohamaly Lugo
- ☐ Carla Charles
- ☐ Sandee Richardson
- ☐ Ida Mae Fidel
- ☐ Robb McQueen
- ☐ Kirsten Laha-Walsh
- ☐ Evietta Henderson
- ☐ Marie Tauia
- ☐ Jean Brunson
- ☐ Joey Jerome
- ☐ Other: _____

19. If you had to give an overall rating of the zero8hundred Resource Specialist(s) on a scale of 1 to 10 - with 1 being not at all satisfied and 10 being extremely satisfied, what number would you give the zero8hundred Resource Specialist(s) overall? *

Mark only one oval.

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Have you been referred to resources by a Resource Specialist? *

Mark only one oval.

- ☐ Yes
☐ No

21. Which of the following types of resources were you referred to? Please check all that apply. *

Check all that apply.

- ☐ Education, GI Bill, or any other Education Opportunities
☐ Jobs, Mentoring, Job Search
☐ Financial
☐ Legal
☐ Housing and Shelter
☐ Food
☐ Alcohol and Substance Abuse, Behavioral Health
☐ Physical Health
☐ Mental Health
☐ Health Insurance
☐ Personal and Social Connections
☐ N/A - None
☐ Other: _____

22. Did you contact any of the referred resource(s)? *

Mark only one oval.

- ☐ Yes
☐ No

23. If not, please indicate what prevented you from contacting the resource(s) you were referred to by your Resource Specialist?

Mark only one oval.

- ☐ Resources no longer needed
- ☐ Trouble reaching them
- ☐ Aprehension
- ☐ Personal pride
- ☐ Privacy
- ☐ Lack of urgency
- ☐ Resource(s) not appropriate
- ☐ Absence of support
- ☐ Other: _____

24. Please indicate your level of satisfaction to date with the following: *

Mark only one oval per row.

	Extremely dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely satisfied
Number of resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Type of resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness of resources provided to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability of resources to meet your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Please provide any specific comments about the resources you were referred to. What did you like? What did you dislike? Please be specific. *

26. If you had to give your overall rating of the zero8hundred program on a scale of 1 to 10, with 1 being not satisfied at all and 10 being extremely satisfied, what number would you give zero8hundred overall? *

Mark only one oval.

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Demographics

The next set of questions is for demographics purposes. Please be assured, your information will remain confidential.

27. Birthdate *

28. What zip code do you reside in? *

29. Did you file (or do you plan to file) a disability claim with the VA? *

Mark only one oval.

☐

Yes

☐

No

☐

Other:

30. Please provide the email address you used to sign up for zero8hundred. Your email will not be shared or used for any other purposes other than this survey. *

End of Survey

Thank you very much for your time and cooperation. Zero8hundred looks forward to continuing to serve you as you navigate your future!



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