

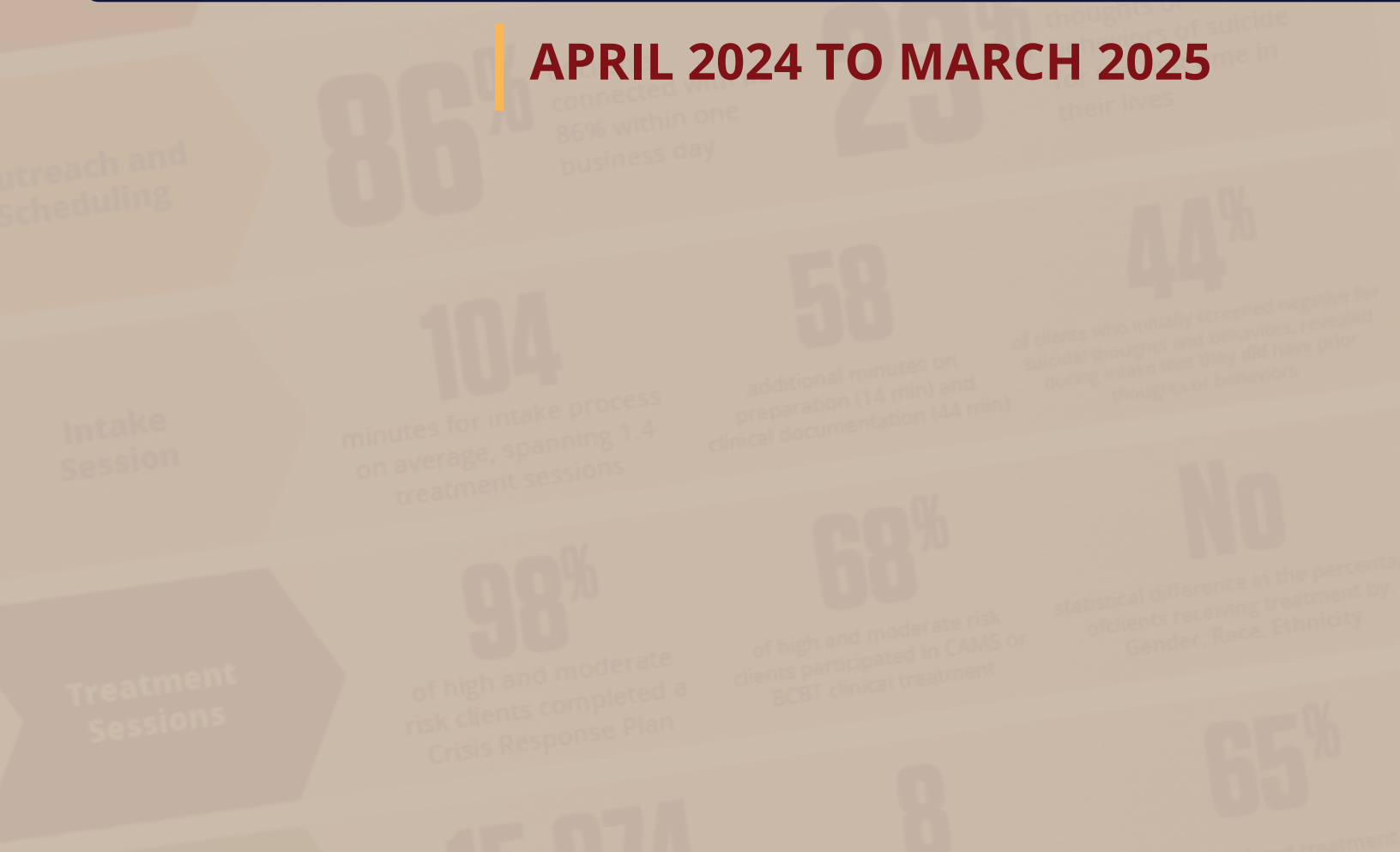


ROGER



PROGRAM EVALUATION

APRIL 2024 TO MARCH 2025



KEY FINDINGS

Each year, Stop Soldier Suicide evaluates and refines its **ROGER** Wellness Program. During the current evaluation time frame, **ROGER** served 3,893 veterans and service members, 880 of whom received in-depth suicide assessment and support. This work amounted to more than 10,000 clinical hours of support.

Among clients engaged in our program, 66% experienced a reduction in suicidal cognitions, and 80% experienced an increase in mental wellbeing. For those engaged in our care for more than 30 days, 42% said that **ROGER** helped prevent a suicide attempt in their life.

Suicide Specific Outcome Measures

SUICIDAL COGNITIONS

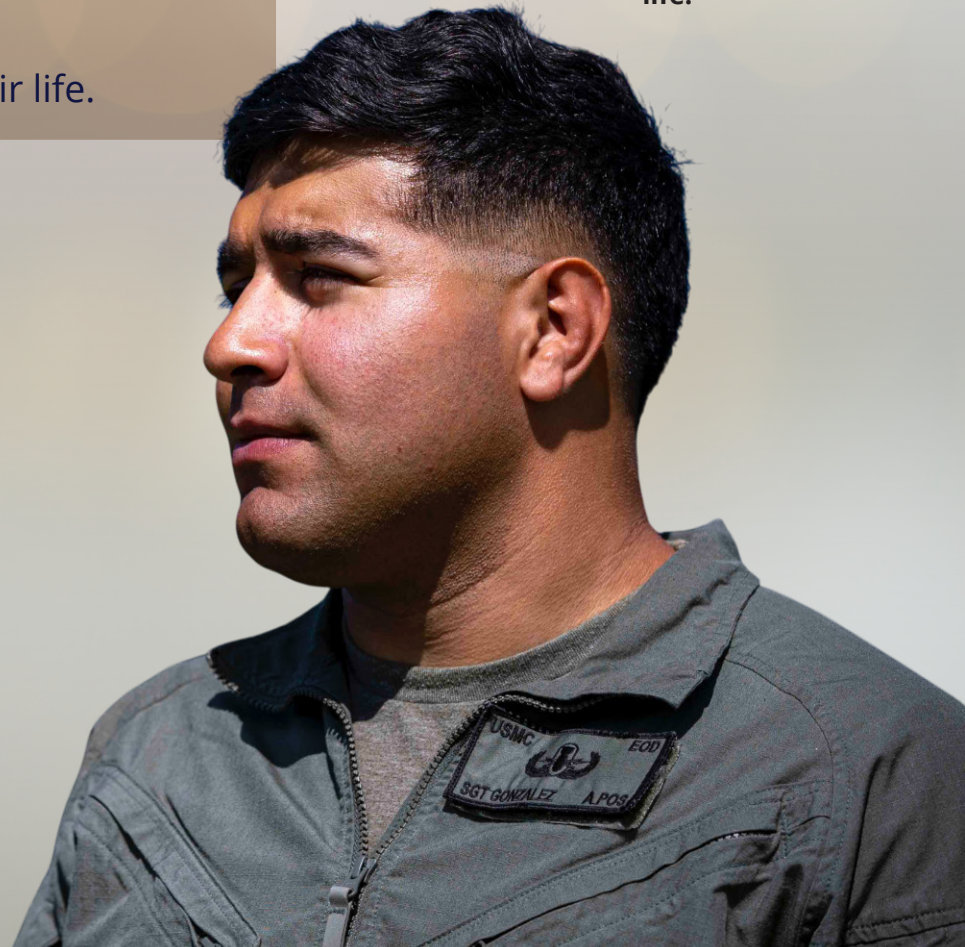


of clients experienced a decrease in suicidal cognitions (thoughts and beliefs about one's life that put them at highest risk for suicide) while in our care.

ATTEMPTS PREVENTED



of all clients who remained in care for more than 30 days, or who had 2+ treatment sessions, reported that **ROGER** helped prevent a suicide attempt in their life.



STOP SOLDIER SUICIDE OVERVIEW

As a veteran-founded national nonprofit that is exclusively dedicated to reducing military suicide, our vision is a nation where veterans and service members are at no greater risk for suicide than any other American. Our mission is to reduce service member and veteran suicide by using enhanced data insights, focused client acquisition, and suicide-specific intervention services.

Stop Soldier Suicide's core service offering is its **ROGER** Wellness Program. Launched in 2019, this national, evidence-based program was designed by the country's leading experts in military suicide prevention.

The **ROGER** clinical telehealth services focus on evidence-based, suicide specific care, utilizing effective psychotherapy protocols such as Collaborative Assessment and Management of Suicidality (CAMS) and Brief Cognitive Behavioral Therapy for Suicide Prevention (BCBT-SP). In addition, the **ROGER** Client Engagement Coordinators (CECs) connect clients with tailored and vetted resources in each client's community.



ROGER has three key features:

- 1) Best-in-class client identification and acquisition methods using proprietary online keyword searches to tailor digital advertisements that connect veterans and service members to immediate intervention and help.
- 2) Comprehensive suicide risk assessment utilizing validated tools that effectively capture military history, trauma exposure, mental health symptoms, suicide attempt history, and specific plans for suicide while simultaneously building the therapeutic trust necessary to reduce risk.
- 3) Empirically-supported telemental health services delivered by highly-trained Wellness Coordinators employing validated tools to mitigate suicide risk (such as Crisis Response Plans) improve protective factors (especially by providing access to individualized resources), and comprehensively meet the needs of veterans, service members and their families.

EVALUATING OUR IMPACT



This report summarizes our evaluation of the **ROGER** Wellness Program from April 2024 to March 2025.

We have gathered several patient-reported outcomes throughout the past year. At intake and every 30 days thereafter, we administered to our clients an outcome questionnaire that measured changes in mental wellbeing, suicide cognitions, severity of suicidal thinking, self-rated suicide risk, and life purpose and satisfaction. Every 45 days, we also asked clients to complete a survey related to additional questions such as depression, anxiety, PTSD, and substance use disorders. Feedback surveys are asked at the middle and end of treatment.

Non-response to these self-reported outcomes was adjusted for using inverse-probability weighting. Weights were developed based on the individual's age, gender, race, ethnicity, initial risk level, and origin of the help request.

We also have tracked closely all of our clinicians' interactions with clients. This included the date and time when services were offered, the length of time to deliver care, the services offered with each interaction, and all the interactions that take place between treatment sessions.

These data were also used to evaluate the efficiency of our process.

TREATMENT JOURNEY

5,793 total help requests were made between April 2024 and May 2025.

Help Requests

1

Potential clients either call our 24/7 call center or fill out a short request form online that asks about contact information, military status, suicidal thoughts and behaviors, and the reason for their request.

4 minutes from request to initial outreach

Outreach & Scheduling

2

The majority of individuals who submit a help request form online are contacted within 4 minutes. This is to confirm information and determine whether immediate crisis services are needed. Even if they don't respond, staff call the next business day to schedule an intake session.

8.5 days from request to intake
5.2 days for high priority and
9.7 days for low priority clients

Intake Sessions

3

Information is gathered about the client's biopsychosocial history and current life experiences. Suicide risk is fully assessed. Crisis response plans (CRPs) are developed with moderate and high risk clients.

6 days between contacts during treatment

Treatment Sessions

4

Moderate and high risk clients are offered the evidence-based treatments of either CAMS or BCBT-SP. CRPs are revisited and maintained. We collaborate as needed with the client's clinical and social support networks. Check-in calls, text messages, and emails are done in-between treatment sessions. Referrals to local community resources for additional social or economic needs are offered to all clients regardless of initial suicide risk level.

Clients remained in treatment for an average of 72 days:
93 for high risk
83 for moderate risk
39 for low risk clients

Treatment Completion

5

The end of care is determined collaboratively as the client shows greater stability and reduction in their suicide risk. We typically offer up to 14 sessions of treatment as needed.

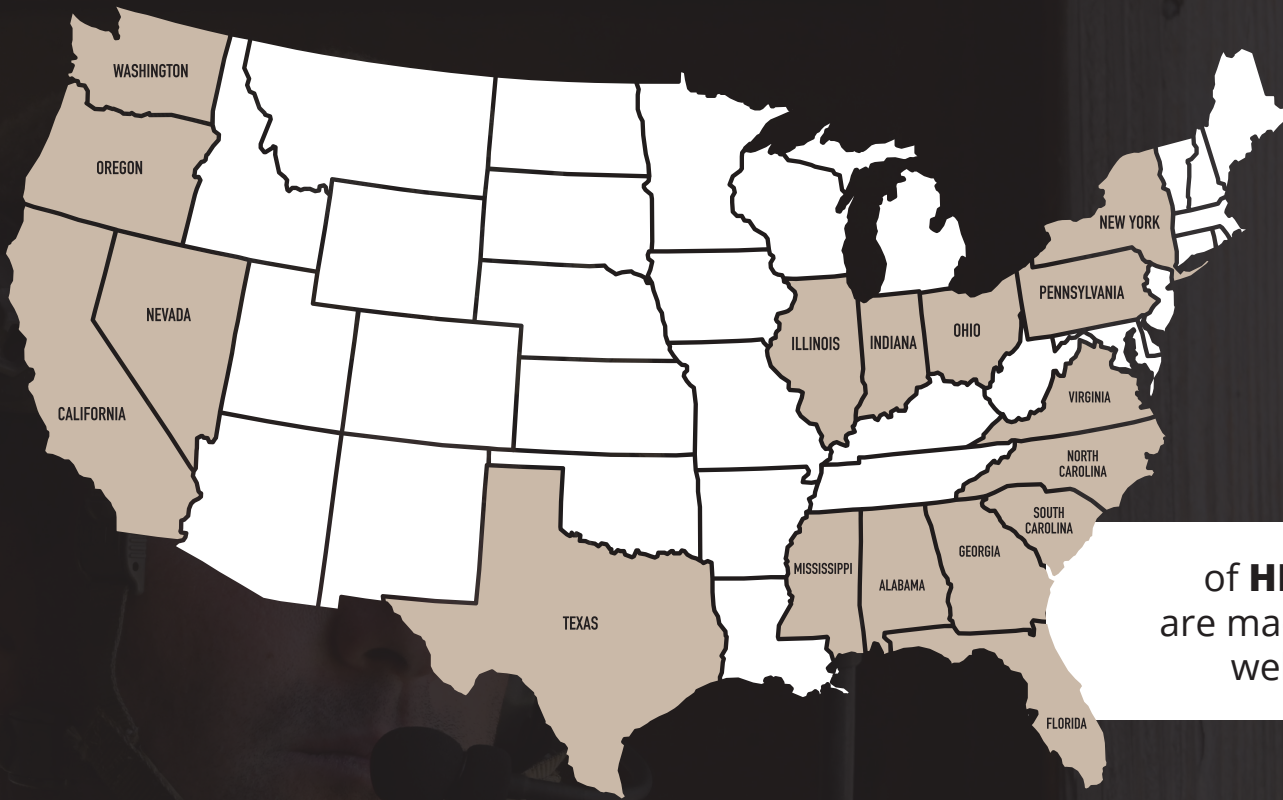
Clients receive messages from ROGER for a period of up to 12 months following treatment

Caring Contacts

6

After care has ended, we send emails and text messages over 12 months to check-in with the client and remind them that we can help them if they have a relapse in their suicidality or have additional needs or stressors.

PROCESS OF CARE: BY THE NUMBERS



91%

of **HELP REQUESTS** are made through the web request form

From April 2024 to March 2025 we accepted help requests from 17 states across the US. This was limited to states where we had licensed therapists.

OUTREACH & SCHEDULING

70% of clients connected with us within one business day.

26% of clients disclosed thoughts or behaviors of suicide for the first time in their lives.

INTAKE SESSION

98 minutes for intake process on average, spanning 1.4 treatment sessions.

38% of clients who said no to all the questions on the Columbia Suicide Severity Rating Scale (C-SSRS) screener in their help request, later revealed during intake that they did have suicidal thoughts or behaviors.

PROCESS OF CARE: BY THE NUMBERS

TREATMENT SESSIONS

98%

of high and moderate risk clients completed a Crisis Response Plan

57%

of high and moderate risk clients participated in CAMS or BCBT-SP clinical treatment

NO

statistical difference in the percentage of clients receiving treatment by: Age, Gender, Race, Ethnicity

TREATMENT COMPLETION

10,397

hours spent directly serving clients during their time with SSS between April 2024 and March 2025

9

sessions on average before concluding treatment

64%

of clients completed treatment with a sufficient clinical dosage of 6+ sessions

CARING CONTACTS

1,400+

email and text messages were sent in our initial pilot program for sending caring contacts

NEW FEATURE:

This past year we built an automated process that allows all clients to receive these caring messages on a regular basis for a full year after ending with our services.

WHO BECOMES A ROGER CLIENT?

Below are the 10 most common responses to the question "What can ROGER help you with?"

- Finances **63%**
- Housing **51%**
- Anxiety **43%**
- Hopelessness **33%**
- Purpose **28%**
- Feeling Trapped... **26%**
- Anger **26%**
- Relationship **26%**
- Trust **25%**
- Sleep **25%**



WHO BECOMES A ROGER CLIENT?

SOCIOECONOMICS

Uninsured 31%
Unemployed 23%
Homeless..... 19%
Experiencing Domestic
Violence..... 10%

MENTAL HEALTH SYMPTOMS

PTSD..... 79%
Anxiety 70%
Depression 60%
Substance Use
Disorder 31%

PHYSICAL HEALTH

89%

of clients report some
physical health problem

75%

of clients report chronic pain



WHO BECOMES A ROGER CLIENT?

3,893

veterans or service members were screened and spoken with between April 2024 and March 2025.

880

of these individuals completed a full intake and received more in-depth support.



69%

of ROGER clients were at medium or high risk for suicide.



WHO BECOMES A ROGER CLIENT?

ROGER clients are typically younger and reflect the full diversity of the veteran population.

GENDER

25% of **ROGER** Clients are women.

12% of **veterans** are women.

AGE

59% of **ROGER** Clients are 18-44.

21% of **veterans** are 18-44.

SERVICE

ROGER

VETERANS

56%

Army

45%

15%

Marine Corps

14%

21%

Navy

22%

11%

Air Force

18%

2%

Space Force
or Coast Guard

1%

DISABILITY

43% of **ROGER** clients are at 70-100% disability.
13% of veterans are at 70-100% disability.

RACE

34% of **ROGER** clients are Black or African American.
16% of veterans are Black or African American.

OUTCOME MEASURES: Risk & Protective Factors

53%

of clients receiving CAMS reported a reduction of hopelessness by end of treatment.

81%

of clients who were meaningfully engaged in our care were able to manage their thoughts and feelings by end of treatment.

80%

of clients who were meaningfully engaged in our care showed some improvement in mental wellbeing by end of treatment.

Percentage of clients experiencing any improvement by end of treatment in:

STRESS	53%
AGITATION	52%
PSYCHOLOGICAL PAIN	49%
SELF-HATE	44%
LIFE-SATISFACTION	24%

Symptom Specific Outcome Measures

Clients who demonstrate clinically meaningful improvements in the following symptoms:

ANXIETY	59%
DEPRESSION	56%
PTSD.....	16%
SUBSTANCE USE DISORDER	6%

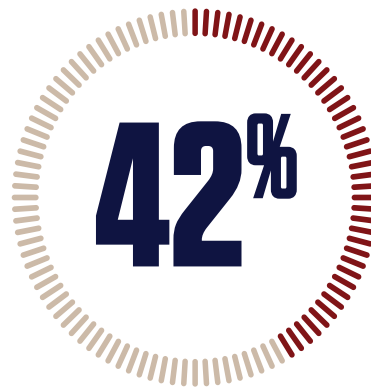
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OUTCOME MEASURES: ROGER Client Satisfaction

ROGER's Net Promoter Score of 81 (a measure of customer satisfaction) is rated as outstanding.

"ROGER is a safe and honest environment to deal with unbearable psychological, physical and emotional pain. For the weary and exhausted veteran who has lost hope, ROGER will listen, encourage, guide and help! ROGER moves at the pace of the veteran and yields moment to moment victories over depression that is debilitating. It adjusts with the needs of the veteran and my personal experience with my Counselor has been positive at every turn. Compassion, understanding and tactical listening has been the standard experience. ROGER is the real deal and can change broken lives."

Navy Veteran

"I have been close to killing myself a couple times, but with the focus that I'm getting from the ROGER program, I am starting to see how things would be affected if I weren't 'here' and how to talk myself down."

Air Force Veteran

"ROGER has served as a reliable source to keep me in check, reframe some of my thoughts, and keep me moving in a positive trajectory. Despite the dark places that I currently visit, ROGER has been able to help me see clearly; I'm seeing the light a lot more these days."

Navy Veteran

"I was in a severely deep state of emotional pain, depression, anxiety and PTSD episodes when I reached out to ROGER. ... ROGER has placed me back on track to a future where this pain will no longer derail my life. I'm in the process of recovery as I type this, but after 5 years of feeling deep hopelessness, I can finally envision a positive future! ROGER has changed my life for the best and is guiding me through the most difficult time of my life."

Navy Veteran

"ROGER has the tools and the mindset to handle veterans much better than civilian therapists as well as VA therapists. They matched me with the best of the best and she has made me feel hopeful again. She along with my wife saved me and made me feel like I do matter."

Marine Corps Veteran

"They helped me when I was in a very dark period in my life. They are willing to listen and offer real help."

Army Veteran

"I reached out a few weeks ago during a crisis and was highly suicidal. They reached out immediately and I was able to get in with a therapist who has been amazing!! ROGER literally is the reason I'm here today."

Army Veteran



ROGER

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