



## OEF Crisis Hot Line Program Overview



- **Goal**  
OEF Crisis Hot Line provides 24/7 peer support, information, and referrals in Afghanistan. It leverages the Military Crisis Line “*It’s Your Call*” theme.
- **Access**  
The Combat and Operational Stress Control (COSC) Team is a rapid response force that can answer calls within seconds and assist Service members (SM) with a variety of issues. Licensed clinical providers are on site to supervise and assist the COSC team and can receive referrals.
- **Peer Support Model**  
Previous call line experience, such as with the Vets4Warriors has shown that there is no one better to provide support than a peer who understands and can relate to a problem or circumstance. Support is provided in a confidential, non-threatening way that reduces stigma, facilitates rapport, and enables assistance.
- **Resources**  
Soldiers, Airmen, Sailors, and Marines in theater do not necessarily know how to get help nor do they know what is available to them while deployed. The OEF Hot Line has organized resources ranging from legal, financial, behavioral health, and pastoral care into a single source. COSC responders can research needed resources and make quick referrals.
- **Case Management**  
COSC responders are able to follow callers by utilizing a non-medical case management tool developed by the Department of Defense (DoD) to assist with the reintegration of wounded warriors. The tool helps the responder develop a resilience plan for the caller, make referrals, and track actions.
- **Suicide Prevention**  
With protocols and training developed by the Army Task Force Medical 14 and the Defense Suicide Prevention Office, the OEF Hot Line provides peer support and assistance with the goal of mitigating problems before they become a crisis. However, in the event that a caller expresses thoughts of suicide or harm to others, COSC responders can facilitate a rescue.

Cell: 070-113-2000, wait for tone, 1-1-1

DSN/NVOIP: 111 or 318-421-8218

E-mail: [OEFCRISISHOTLINE@afghan.swa.army.mil](mailto:OEFCRISISHOTLINE@afghan.swa.army.mil)

Chatting: [www.militarycrisisline.net](http://www.militarycrisisline.net)

# OEF CRISIS HOTLINE



For Service Members  
By Service Members



## IT'S YOUR CALL

Confidential **peer** support for  
**Service Members**  
In Afghanistan

Call **DSN/NVOIP: 1-1-1**

(318) **421-8218**

Afghan Cell: 070-113-2000, wait for tone, 1-1-1

Email: [OEF CrisisHotline@afghan.swa.army.mil](mailto:OEF CrisisHotline@afghan.swa.army.mil)

Confidential chat at [MilitaryCrisisLine.net](http://MilitaryCrisisLine.net)