Hannah Kronzer O’Brien, MSSW

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**Education**

**University of Texas at Austin**

*Master of Science in Social Work,* Concentration: Advanced Policy Practice May 2017

**American University Washington, DC**

*Bachelors in Law and Society* Graduated cum laude May 2012

*Minor in Studio Art*

**Experience**

**University of Texas at Austin Steve Hicks School of Social Work Austin, TX**

*Program Director, Veteran Spouse Network* December 2023-Present

*Program Manager, Veteran Spouse Network* May 2017 – present

* Oversee all programming run by the Veteran Spouse Network (VSN), including the Veteran Spouse Resiliency Group, EmpowerED, VSN Social Club, and Peer 2 Peer Connect programs.
* Supervise program and outreach managers, graduate research assistants, interns, and MSW/MSSW practicum students.
* Support recruitment, training, onboarding, and management of 40 peer leaders responsible for program delivery.
* Plan, market, and recruit for program events such as focus groups, symposiums, and training.
* Represent the VSN at various events and meetings with other veteran service organizations.
* Manage all aspects of the Veteran Spouse Resiliency Group program, including recruitment, application management, communication with participants, site acquisition, program evaluation, curriculum development, and leader training, support, and supervision.
* Manage all aspects of the Peer 2 Peer Connect Program, including recruitment, application management, communication with participants, and leader training, support, and supervision.
* Engage and communicate with VSN partners, funders, and other stakeholders.
* Manage all reporting and tracking related to VSN and reporting to funders.
* Work with partners to adapt VSN programming for their organizations’ needs, including curriculum adaptation, training staff, providing consultation, etc.
* Research and write grants for continued funding of the VSN.
* Host and coordinate the Veteran Spouse Network Podcast.

*Program Coordinator, Veteran Couples Connect*  July 2018-June2019

* Help develop a PTSD treatment program for 30 veteran couples.
* Plan and coordinate training of 5 clinicians in the treatment module.
* Communicate with partner organizations and clinicians about program delivery.
* Review couple applications and connect couples to clinicians.
* Communicate with the veteran couples to ensure their needs are being met through the program.
* Supervise Graduate Research Assistant by assigning tasks and checking-in to ensure understanding.
* Create recruitment material and market program to recruit veteran couples.
* Create, administer, and analyze program evaluation surveys.

*Program Coordinator, Mastering Your Marriage* May 2017 – July 2018

* Help develop marriage enrichment curriculum, and all corresponding programmatic materials for 21 veteran couples.
* Create recruitment material and market program to recruit veteran couples.
* Plan orientation weekend retreat event by coordinating with retreat site.
* Communicate with partner organization around all aspects of programming to ensure expectations are met.
* Supervise 2 MSSW students who engage clinically with the veteran couples.
* Communicate with the veteran couples to ensure their needs are being met through the program.
* Create, administer, and analyze program evaluation surveys.

**Literacy Coalition of Central Texas Austin, TX**

*MSSW Intern* January 2017 – May 2017

* Created egocentric social network analysis of LCCT partners using Kumu platform.
* Created and analyzed results from a needs assessment of coalition partners.
* Served on Partnership Braintrust to engage coalition partners.
* Created a volunteer management program, including processes, policies, and procedures.
* Helped coordinate the recruitment, screening, and placement of volunteers.
* Participated in strategic planning efforts for development and executive teams.

**Goodwill Industries of Central Texas Austin, TX**

*Intern* August 2015-May 2016

* Created and conducted an orientation consisting of assessments, remediation, and training for all clients wishing to receive management training through the Careers in Retail pilot program.
* Assisted the CiR trainer at employer-based trainings, conducting assessments and co-leading training exercises.
* Engaged in team problem-solving around program challenges to remove barriers and craft solutions for better program performance.
* Trained new members of the CiR team in data entry and orientation processes

**The Austin Swim School Austin, TX**

*Swim Instructor* April 2013-May 2015

* Taught survival and competitive swim strokes to infants, children, and adults.

**Camp Fire Balcones Austin, TX**

*Program Coordinator* August 2013-December 2013

* Contacted schools to market programming and secure new afterschool sites.
* Created a health and wellness curriculum to pilot with second graders.

*After School Instructor* January 2013-December 2014

* Taught elementary and middle school children environmental science curriculum.

**A Wider Circle – In Partnership with Davis Elementary Silver Spring, MD/Washington DC**

*Education Intern* September 2012 - December 2012

* Provided assistance in instruction and administrative tasks to a 3rd grade class.
* Supervised eight classroom volunteers.

**DC Public Schools Central Office – Urban Education Leaders Internship Program Washington, DC**

*Associate – Office of Human Resources* June 2012 – August 2012

* Researched industry best practices and produced a policy document, applications, and all communications for both a Sick Leave Bank and Maternity/Paternity Leave Bank.

**Texas State House of Representatives – Elliott Naishtat Austin, TX**

*Intern* June 2010 – July 2010

* Communicated with constituents calling the office with questions and concerns.
* Replied to mail from inmates alleging abuse within the Texas Department of Criminal Justice.
* Attended and reported on various panels and briefings on issues concerning upcoming legislation.

**Volunteer and Leadership Experience**

**Combined Arms Houston, TX**

*Family and Caregiver Collaboration Committee Chair* October 2019 – October 2021

* Planned and led quarterly meetings with Combined Arms member organizations that serve the veteran family and caregiver group, to discuss collaboration in serving this population.
* Helped Combined Arms make system improvements to better serve families, including conducting user interviews to ensure system inclusivity, and a member organization audit to ensure all service information was updated.
* Planned and led social, and educational events for the caregiver community.
* Helped facilitate a social media awareness campaign featuring the stories of military caregivers.
* Helped coordinate the distribution of $5,000 to help veteran caregivers during the holidays.

**Military Social Work and Behavioral Health Conference Committee Austin, TX**

*Committee Member* October 2018 – July 2020

**Clarksville Community Development Cooperation Austin, TX**

*Member* March 2011 – Present

*Volunteer* December 2004 – Present

**City of Austin Commission on Immigrant Affairs Austin, TX**

*Volunteer* July 2016

* Crafted a policy brief recommending the extension of housing assistance for refugees in Austin.

**ECHO Austin, TX**

*Volunteer* June – July 2015

* Collected and reported field data on locations of possible homeless camps to aid in preparation for the upcoming Point in Time Count.

**Habitat for Humanity Austin, TX**

*Volunteer* April 2015

**Girls on the Run – Davis Elementary Washington, DC**

*Volunteer* October 2012 – December 2012

* Assisted in the after-school program by participating in activities on mental, emotional, and physical well-being as well as running exercises.

**Urban Education Leaders Internship Program Community Building Committee Washington, DC**

*Committee Member* June 2012 - August 2012

* Coordinated social and professional events for the 93 Summer Associates

**Big Brothers Big Sisters Austin, TX**

*Mentor*  August 2007 – May 2008

**Conference Presentations**

2024 VA/DoD Suicide Prevention Conference, Presenter

2024 Partnerships for Veteran and Military Health Conference, Presenter

2020 Military Social Work and Behavioral Health Conference, Presenter

2019 Combat PTSD Conference, Poster Presenter

2018 Military Social Work Conference, Presenter

**Publications**

**O’Brien, H.,**Schwarz, A., (2022). Pandemic Peer Support: Adaptations to the Veteran Spouse Resiliency Group Program. Professional Development: The International Journal of Continuing Social Work Education.  [www.profdevjournal.org/articles/252038.pdf](http://www.profdevjournal.org/articles/252038.pdf).

**Certifications**

2021 Online Military Connected Fundraising Academy Certified

Mental Health First Aid Certified

Non-Profit Management Certificate, The University of Texas at Austin