



ASK THE QUESTION (ATQ) CAMPAIGN



The goal of NH's Ask the Question campaign is to improve access to and quality of services for service members, veterans, and their families by encouraging providers to Ask **“Have you or a family member ever served in the military?”** to identify this population and provide optimal care planning and connection to services.

Impact Stories

- Shortly after an ATQ briefing at the Seacoast Fire Chief's Association meeting, a home burned down in one of their communities. A provider responding to the fire noticed the resident's veterans' license plate, Asked The Question, and called the local Vet-to-Vet Rep who went to the home immediately. He supported the veteran (who had also lost his service dog in the fire), drove him to the Manchester VA Medical Center to get his medications refilled, and connected him to Easter Seals Military & Veteran Services for additional support. The recovery team took extra care and was able to salvage all the veteran's service medals, ribbons and military uniforms.
- After receiving an ATQ briefing, the Franklin Welfare Director Asked The Question of a homeless man who came in for help with housing, identified him as a veteran, and was able to connect him to Harbor Homes Supportive Services for Veteran Families, a military/veteran-specific housing program where he was successfully housed.
- A Coos County ServiceLink employee Asked The Question of an elderly woman (92), discovered she was a veteran, and referred her to the Veterans Independence Program – supported by the White River Junction VA Medical Center - to address her in-home care needs.
- The Veterans Club Coordinator at NH Technical Institute assisted a newly-identified veteran-student with car repairs (and saved him from having to drop out of school) by referring him to Easter Seals Military & Veteran Services for financial assistance. At this same school, another veteran-student was referred to the local VFW which assisted him with rent and prevented his eviction. Yet another identified veteran and his family of 4 were helped when they had no money for food and were referred by the Veterans Club Coordinator to Liberty House, a local veteran shelter and food bank, where they were provided with food for a week, enough to get them through to the family's next paycheck.
- After meeting with the local ATQ Provider Outreach Specialist, the director of a local senior center in Nashua recruited several volunteers to be trained in military culture and be available to support and explore benefits and services with veterans at the center.
- During a home visit, a ServiceLink Coordinator Asked The Question of a client on hospice care with lung cancer and discovered he had served in the Navy for 10 years and been exposed to asbestos on the submarines. He had not applied for any disability compensation from the VA. The ServiceLink Coordinator got this veteran connected to the local Veteran Service Officer who helped him file for disability benefits. After he died, his 62 year old widow began receiving a pension based on this disability.



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- A post-9/11 combat veteran attended a Veterans Orientation at the University of New Hampshire. Because he had met other veterans at this orientation (where students were asked to self-identify), he was able to find fellow veterans in his classes and, knowing they ‘had [his] back,’ was able to push through his panic attacks and stay in the classroom for the duration of his classes. He is currently on track to graduate.
- A mother who attended an ATQ briefing approached the presenter in tears, expressing her appreciation of this support for her veteran son and the NH military community. She said that the ATQ Campaign brings “hope to our military families”.
- The North Conway Memorial Hospital is now Asking the Question of all patients and recently identified an elderly man as a veteran. By referring him to the Veterans Independence Program—supported by the White River Junction VA Medical Center- he was able to be released to appropriate in-home care and avoided re-admittance for recurring health concerns.
- At her outreach visit to a children’s day care center in Manchester, the ATQ Provider Outreach Specialist gave an example of how a parent being deployed might affect a child’s behavior in school. The director was stunned, and stated that she had just sent a young boy home (a first for her) because of his obsession with guns and his “acting out.” Though he wasn’t a military child, the director stated her new understanding of the importance of exploring other possible reasons for this type of behavior in the future.
- Granite State Independent Living in Littleton now Asks The Question. However, there was discomfort about knowing where to go when the answer was “Yes”. After an ATQ briefing by the local ATQ Provider Outreach Specialist, they have been able to refer many of their clients to military-specific supports and services. They state that it is “amazing” how many folks they have been able to help because they now know where to find the help for them.
- A military spouse attending an ATQ briefing approached the presenter and sat with her for an hour, exploring the resources on the ATQ website and finding contact information for services and supports she hadn’t been aware her family was eligible to receive.
- A professor at Southern New Hampshire University Asked The Question of her students, and made a customized plan for course completion to help an overwhelmed student- a military spouse whose husband was deployed.
- While meeting with the local ATQ Provider Outreach Specialist, an administrator in the Manchester School District stated that though he “thought [he] knew a great deal about supporting military families,” this initiative opened his eyes to “many other opportunities.”
- A mental health clinician had a client who had been in and out of counseling for years. He had had a number of failed relationships and wanted to change that pattern. The clinician Asked the Question on her intake form and noticed that he had been a Marine who had served in the late 60s. During the first appointment the clinician simply asked, "Vietnam?" and the veteran burst into tears. He had experienced a significantly traumatic event while deployed that he had never talked about. This was critical information for the clinician to have.