

ASK THE QUESTION

HAVE YOU EVER SERVED IN THE MILITARY?

One question can make a big difference.

Aging & Senior Services

PROVIDE QUALITY SERVICE TO AGING VETERANS AND THEIR FAMILIES BY:

*Helping older veterans feel understood and respected for their military service.
Making effective referrals to military-veteran-specific programs and resources.
Helping military widows access survivor benefits.*

WHY ASK THE QUESTION?

Over 48% of our NH veterans are over age 65. As a provider of services to older adults, you will encounter veterans and spouses/widows of veterans. Whether you are providing health care, financial counseling, caregiver services, residential care, or any other service for seniors, it is important to identify veterans and their family members. *One question can and will make a big difference!*

At the point of intake, ASK THE QUESTION:

“Have you or a family member ever served in the military?”

WHEN THE ANSWER IS “YES,” you may consider thanking them for their service. You may also then be able to find out more about your client’s military history that will help you to provide the best possible services and referrals. Asking further questions will also help you to:

- Build rapport and demonstrate interest and cultural competency
- Link to any needed military/veteran resources and referrals, including VA and non-VA programs
- Identify any mental health and/or physical and medical issues that need to be considered
- Identify potential sources of income and assess financial stability
- Explore areas of functioning in need of support, as well as existing supports, services, and resources
- Address perceived barriers to seeking support and services

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Department of Military Affairs & Veterans Services

In partnership with the NH Department of Health and Human Services



Following are some questions that could be asked in the context of gathering information for more effective referrals and services. Pay attention to non-verbal cues, and show respect, curiosity, and empathy. Also be aware that responsiveness and effective follow-up are critical to building trust and rapport.

- When did you/your family member serve? What service era? Which Branch?
- What was your/your family member's job while serving?
- In what ways may the services that you're here for be connected to your/your family member's military service?
- Did you/your family member experience deployment?
- What is your/your family member's discharge type/status?
- Are you/your family member enrolled at or connected to the VA or other veteran resources or organizations for services and support?
- Have you/your family member ever used the VA for health care?
- Do you/your family member have a service-connected disability or condition?
- What types of support are needed but not yet met?
- What reservations did you/your family member have about coming in to seek assistance? Is there anything that might be a barrier to further seeking assistance?

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Children's Services & School Systems

SUPPORT MILITARY FAMILIES BY:

*Helping a student thrive when a parent is deployed.
Supporting families facing deployment and reintegration.
Improving peer sensitivity to military children.*

WHY ASK THE QUESTION?

In NH, where many of our military serve in the National Guard or Reserves, we do not always know who in our community is serving. Guardsmen and Reservists often work civilian jobs, so even their neighbors might not know they serve. When a child has a parent or other family member serving in the military, he or she may experience a loved one's absence for long periods of time – sometimes to a war-zone where he/she may be in harm's way and out of touch. *The best way to identify and support a military child and family is to ASK!*

At the point of school/program enrollment ,
ASK THE QUESTION of the parent:

“Have you or a family member ever served in the military?”

WHEN THE ANSWER IS “YES,” you may consider thanking them for their service. You may also then be able to find out more from the parents about the family's military experience that will help you to provide the best possible services and referrals.

Asking further questions will also help you to:

- Build rapport with the parent and child and demonstrate interest and cultural competency
- Identify any deployment-related stressors on the child and family as well as any related behavioral, emotional, social, and academic implications for the child
- Explore deployment and reintegration challenges
- Link to any needed military and veteran resources and benefits, including VA and non-VA programs
- Identify family supports and resources as well as needs for support not yet met
- Address perceived barriers to the child or parent(s) in seeking support

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- When did you/your family member serve? What service era? Which Branch?
- In what ways may your need for services here be connected to your/your family member's military service?
- Is your child facing or has recently faced a family member's deployment or military duty away from home? If yes, when?
- Are you/your family member enrolled/connected to the VA or other veteran resource or organizations for support or services?
- What types of support are needed but not yet met?
- What reservations did you/your child have about coming in to seek support and assistance? Is there anything that might be a barrier to further seeking assistance?

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Employment & Vocational Services

HELP VETERANS WITH THEIR CAREERS BY:

*Identifying a warrior's transferable skills.
Connecting veterans to military-friendly employers.
Helping a returning service member access veteran
job training programs.*

WHY ASK THE QUESTION?

Most employers know: if you hire a veteran you will likely encounter someone with a strong work ethic and a lot of transferable skills. Those who provide employment and vocational services need to identify and engage job-seeking veteran clients and help them to highlight their strengths in ways that will appeal to civilian employers. The first step is knowing who your veteran clients are.

At the point of intake, ASK THE QUESTION:

“Have you or a family member ever served in the military?”

WHEN THE ANSWER IS “YES,” you may consider thanking them for their service. You may also then be able to find out more about his/her military experience in order to provide the best possible services and referrals. Asking further questions will also help you to:

- Build rapport and demonstrate interest and cultural competency
- Link to any needed military and veteran resources and referrals, including VA and non-VA programs
- Assist in translating and matching military service experience to civilian language and jobs
- Identify any needs for social, cognitive, emotional, or physical accommodations
- Explore any barriers to reintegration into the workforce
- Address perceived barriers to seeking support and services

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- When did you/your family member serve? What service era? Which Branch?
- What was your job while serving?
- How are your job goals the same as or different from your job in the military?
- What specialty training have you participated in?
- In what ways may the services that you're here for be connected to your military service?
- Have you had a recent deployment and/or are you facing a deployment or military duty away from home?
- Are you enrolled at or connected to the VA or other veteran resources or organizations for services or support?
- Are there any accommodations you would need related to any service-connected disabilities or conditions?
- What reservations did you/your family member have about coming in to seek assistance? Is there anything that might be a barrier to further seeking assistance?

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Faith-Based Groups

SUPPORT THOSE WHO SERVE BY:

Identifying families in need of extra help because of service-related stressors.

Motivating communities to come together on behalf of those who serve.

Connecting military families to the supports and services they need.

WHY ASK THE QUESTION?

Faith-based organizations provide communities with an opportunity to come together with shared purpose. For many, helping those in need is a key part of the mission. Many military families are proud and quiet. They may participate in local services, but might not readily identify themselves as military. You might not know whether or not a family is dealing with military deployment, the wounds of war, or other challenges common to military-veteran life. *The only way to find out is to ASK!*

When an individual or family joins your group,

ASK THE QUESTION:

“Have you or a family member ever served in the military?”

When the answer is “Yes,” you may consider thanking them for their service. You may also then be able to find out more about their military experience which can help you and your group to provide the best possible services, support, and referrals.

Asking further questions will also help you to:

- Build rapport and demonstrate interest and cultural competency
- Link to any needed military and veteran resources and referrals, including VA and non-VA programs
- Enhance fellowship and find ways that your group can provide support
- Identify service-related stressors as well as individual and family strengths, supports, and resources
- Explore deployment and reintegration challenges and provide support to families during these times
- Highlight their spiritual and religious practices that bring them comfort
- Address perceived barriers to seeking support
- If engaging in pastoral counseling, identify mental health concerns that will need further diagnostic and treatment work and will impact treatment goals

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- When did you/your family member serve? What service era? Which Branch?
- In what ways may the services that you're here for be connected to your/your family member's military service?
- Did you/your family member experience deployment?
- Have you/your family member had a recent deployment and/or are you/your family member facing a deployment?
- Are you/your family member enrolled at or connected to the VA or other veteran resources or organizations for support and services?
- Are you/your family member connected to any other behavioral health, spiritual or social support resources in the community?
- What types of support are needed but not yet met?
- Do you/your family member have a service-connected disability or condition?
- What reservations did you/your family member have about coming in to seek assistance? Is there anything that might be a barrier to seeking further assistance?

Where Pastoral Counseling is involved:

- What was your/your family member's job while serving?
- Why did you/your family member join?
- What is your/your family member's discharge type/status?
- If deployment history, where did you/your family member deploy?
- If deployment history, did you/your family member experience enemy fire or witness casualties?*
- Did you/your family member lose a close friend in combat?*
- Were you/your family member wounded, injured, or hospitalized?*
- Were you/your family member exposed to excessive noise, chemicals/gases/pesticides, explosions, or other hazardous substances?*
- Have you/your family member been diagnosed with or see yourself as experiencing PTS (Post-Traumatic Stress) or TBI (Traumatic Brain Injury)?*
- Have you/your family member ever experienced Military Sexual Trauma?*
- Have you/your family member ever experienced problems with anxiety/depression/anger management/substance use?*
- Have you/your family member ever had thoughts of killing yourself or harming others?

* If Yes, see **PTS/MST/TBI/SUD Screening Tools and Referral Information** sheet

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Health Care & Medical Services

CARE FOR THOSE WHO SERVE BY:

*Building critical rapport with a reluctant patient who served.
Understanding the relationship between military experiences and medical symptoms.
Collaborating effectively with military-veteran healthcare providers.*

WHY ASK THE QUESTION?

Healthcare professionals encounter veterans, service members, and military families, but they don't always know it. Veterans do not always identify themselves. They can be proud and stoic, and tend to be more comfortable helping others than asking for help themselves. They may minimize the effect of military service on their health, which can lead to missed diagnoses and incomplete treatment. *The only way to be sure to find out about their military service – and its relationship to their health – is to ASK!*

Providers, when gathering patient history, ASK THE QUESTION:

“Have you or a family member ever served in the military?”

WHEN THE ANSWER IS “YES,” you may consider thanking them for their service. You may also then be able to find out more about the service experience that will facilitate appropriate diagnosis, treatment planning, and referrals. Asking further questions will also help you to:

- Build rapport and demonstrate interest and cultural competency
- Link to any needed military and veteran resources and referrals, including VA and non-VA programs
- Identify any physical, medical and/or mental health issues related to service experience that will need further diagnostic work or treatment, or will impact treatment goals
- Explore areas of functioning in need of support as well as individual and family strengths, supports, and resources
- Address perceived barriers to seeking support and services

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- When did you/your family member serve? What service era? Which Branch?
- What was your/your family member's job while serving?
- What is your/your family member's discharge type/status?
- In what ways may your healthcare needs be connected to your/your family member's military service?
- Did you/your family member experience deployment?
- If Yes, where did you/your family member deploy?
- If yes, did you/your family member experience enemy fire or witness casualties?*
- Did you/your family member lose a close friend in combat? *
- Were you/your family member wounded, injured, hospitalized, or do you/your family member have any other physical problems related to military service?*
- Do you/your family member have a service-connected disability or condition?
- Were you/your family member exposed to excessive noise, chemicals/gases/pesticides, explosions, or other hazardous substances?*
- Have you/your family member ever experienced Military Sexual Trauma?*
- Have you/your family member ever experienced problems with anxiety/depression/anger management/substance use? *
- Have you/your family member ever had thoughts of killing yourself or harming others?
- Are you/your family member enrolled/connected to the VA or other veteran resources or organizations for support and services?
- What needs for support do you have that are not yet met?
- What reservations did you/your family member have about coming in to seek assistance? Is there anything that might be a barrier to further seeking assistance?

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Higher Education & Adult Learning Services

SUPPORT THE EDUCATION GOALS OF THOSE WHO SERVE BY:

*Helping a warrior thrive in a civilian learning environment.
Improving peer sensitivity to veteran classmates.
Effectively accommodating service-connected disabilities.*

WHY ASK THE QUESTION?

Colleges, universities and other adult learning institutions encounter veterans, service members, and military family members, but they don't always know it. Veterans do not always identify themselves. They can be proud and stoic, and tend to be more comfortable helping others than asking for help themselves. At the same time, they may struggle to acclimate to a civilian learning environment, socially and academically. *The best way to ensure military-veteran students have all the support they need and respect they deserve is*

**When a student applies to or enrolls at your institution,
ASK THE QUESTION:**

“Have you or a family member ever served in the military?”

WHEN THE ANSWER IS “YES,” you may consider thanking them for their service. You may also then help them make the most out of their learning experience. Asking further questions will also help you to:

- Build rapport and demonstrate interest and cultural competency
- Link to military and veteran resources and referrals, including VA and non-VA programs
- Assist in matching service experience to academic offerings and identify opportunities for awarding credits based on experience
- Resolve barriers to course completion and/or interruptions to the individual's academic plan
- Address specific barriers to reintegration into the academic world and the transition from military life to college life
- Explore any needs for academic, cognitive, social, emotional, physical accommodations
- Identify ways in which your program and services can assist the veteran
- Address possible impediments to seeking support and services

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- When did you serve? What service era? Which Branch?
- What was your job while serving?
- Did you take any college coursework while in the military?
- How are your education and job goals the same as or different from your job in the military? What specialty training have you participated in that may contribute to reaching your goals?
- In what ways may the services that you're here for be connected to your military service?
- Have you had a recent deployment and/or are you facing a deployment?
- Are you enrolled/connected to the VA or other veteran resources or organizations for support and services?
- Do you know if you are eligible for GI Bill Benefits?
- Are there any accommodations you would need related to any service-connected disabilities or conditions?
- You know your strengths and weaknesses. Do you have any specific worries or concerns about attending college that we haven't discussed (ie some veterans get frustrated by classmates whom they perceive as taking their college experience for granted)?
- What reservations did you have about seeking assistance? Is there anything that might be a barrier to further seeking assistance (ie many veterans have been trained to not ask questions, and yet in the learning environment, this is essential to success)?

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Housing & Homelessness Services

ASSIST VETERANS IN OBTAINING STABLE HOUSING BY:

- Identifying families that qualify for veteran-specific housing programs.*
- Addressing service-related barriers to stable housing.*
- Collaborating effectively with military-veteran resources.*

WHY ASK THE QUESTION?

Housing services providers encounter veterans, service members, and military family members, but they don't always know it. Veterans do not always identify themselves. They can be proud and stoic, and tend to be more comfortable helping others than asking for help themselves. At the same time, they may be dealing with homelessness or imminent homelessness, or other housing-related challenges. *The way to ensure military-veteran applicants for housing services get the help they need and deserve is to ASK!*

When an individual or family applies for housing services,
ASK THE QUESTION:
“Have you or a family member ever served in the military?”

WHEN THE ANSWER IS YES, you may consider thanking them for their service. You may also then be able to help them identify and access veteran-specific housing programs, services, and benefits by asking further questions. This will also help you to:

- Build rapport and demonstrate interest and cultural competency
- Link to any needed military and veteran resources and referrals, including VA and non-VA programs
- Identify any mental health and/or physical or medical issues impeding housing stability
- Identify potential sources of income and assess financial stability
- Identify supports and resources as well as areas in need of further support
- Address perceived barriers to seeking support and services



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- When did you/your family member serve? What service era? Which Branch?
- What was your/your family member's job while serving?
- In what ways may the services that you're here for be connected to your/your family member's military service?
- Are you experiencing any issues or stressors related to employment or financial needs?
- What is your/your family member's discharge type/status?
- Are you/your family member enrolled at or connected to the VA or other veteran resources or organizations for support and services?
- What reservations did you/your family member have about coming in to seek assistance? Is there anything that might be a barrier to further seeking assistance?

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Law Enforcement & First Responders

SERVE THOSE WHO SERVE BY:

Keeping veterans, families, and communities safe in times of personal and family crisis.

Building trust and rapport with service members in difficult situations.

Partnering with other providers to help military spouses in crisis.

WHY ASK THE QUESTION?

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Police officers, fire fighters, EMTs, and other first responders encounter veterans, service members, and military family members, but they don't always know it.

Veterans do not always identify themselves. They can be proud and stoic, and tend to be more comfortable helping others than asking for help themselves—even when they are in some kind of trouble or crisis. Military life can impact an individual's safety in many ways and also the safety of others. *The best way to identify and respond effectively to service members and veterans is to ASK!*

When you respond to a situation—on the road, at a home, or anywhere

ASK THE QUESTION:

“Have you or a family member ever served in the military?”

WHEN THE ANSWER IS YES, you may consider thanking them for their service. You may then also be able to increase your understanding of the situation, and help them identify veteran-specific programs, services, and benefits. Asking further questions will also help you to:

- Build rapport and demonstrate interest and cultural competency
- Identify potential risk factors and better ensure the safety of all involved parties in difficult or escalated situations
- Identify emotional and psychological issues that may impact how best to approach an individual in distress (ie how to transport safely while recognizing triggers related to being restrained)
- Link to any needed military and veteran resources and referrals, including VA and non-VA programs
- Identify individual and family support systems and resources
- Address perceived barriers to seeking support and services

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- When did you/your family member serve? What service era? Which Branch?
- What was your/your family member's job while serving?
- In what ways may the situation you're dealing with now be connected to your/your family member's military service?
- What is your/your family member's discharge type/status?
- Did you/your family member experience deployment? If yes, where did you/your family deploy?
- Were you/your family member exposed to excessive noise, chemicals/gases/pesticides, explosions, or other hazardous substances?*
- Have you/your family member been diagnosed with or see yourself as experiencing PTS (Post-Traumatic Stress) or TBI (Traumatic Brain Injury)?*
- Have you/your family member ever experienced Military Sexual Trauma?*
- Have you/your family member ever experienced problems with anxiety/depression/anger management/substance use?*
- Have you/your family member ever had thoughts of killing yourself or harming others?
- Are you/your family member enrolled/connected to the VA or other veteran resources or organizations for support or services?
- Is there anything that might be a barrier to seeking needed assistance in the future?

* If Yes, see *PTS/MST/TBI/SUD Screening Tools and Referral Information sheet*

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Legal & Advocacy Services

STAND UP WITH THOSE WHO SERVE BY:

*Advocating for justice-involved veterans.
Identifying legal challenges related to military service.
Linking to effective military-veteran legal support resources.*

WHY ASK THE QUESTION?

Attorneys, paralegals, legal aid providers and other advocates encounter veterans, service members, and military family members, but they don't always know it. Veterans do not always identify themselves. They can be proud and stoic, and tend to be more comfortable helping others than asking for help themselves – even when they are in some kind of trouble or crisis. Military life can impact an individual's safety, finances, relationships, and opportunities. *The best way to ensure service members and veterans get the representation they need is to ASK!*

When you encounter a new client, ASK THE QUESTION:

“Have you or a family member ever served in the military?”

WHEN THE ANSWER IS “YES,” you may consider thanking them for their service. You may also then be able to increase your understanding of the potential impact of military service on their current situation, and help them to identify veteran-specific programs, services, and benefits. Asking further questions will also help you to:

- Build rapport and demonstrate interest and cultural competency
- Identify any service-related legal or other stressors that may impact how best to pursue support and representation
- Link to any needed military and veteran resources and referrals, including VA and non-VA programs
- Explore sources of income and financial stability
- Identify any other areas in need of support, as well as individual and family supports and resources
- Address perceived barriers to seeking support and services

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- When did you/your family member serve? What service era? Which Branch?
- What is your/your family member's discharge type/status?
- In what ways may the situation you're dealing with now be connected to your/your family member's military service?
- Are you currently dealing with any legal issues involving the JAG (Judge Adjutant General)?
- Are you experiencing any issues or stressors related to employment or financial needs?
- Have you had a recent deployment and/or are you facing a deployment?
- Are you enrolled at or connected to the VA or other veteran resources or organizations for support or services?
- Do you have a service-connected disability or condition?
- What reservations did you have about coming in to seek assistance? Is there anything that might be a barrier to further seeking assistance?

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Mental Health & Substance Use Disorder Services

SUPPORT THOSE WHO SERVE BY:

*Building critical rapport with a reluctant military-veteran client.
Understanding the impact of military stressors on mental health and substance use.
Helping a family understand the emotional effects of deployment on the whole family.*

WHY ASK THE QUESTION?

Mental health and substance use disorder services providers encounter veterans, service members, and military family members, but they don't always know it. Veterans do not always identify themselves. They can be proud and stoic, and tend to be more comfortable helping others than asking for help themselves – even when they need it. Military experience can impact an individual's mental health, habits, and relationships. Appropriate diagnosis and treatment depends on understanding a client's history – and can even make a life-or-death difference. *The best way to ensure service members and veterans get the best possible care is to ASK!*

**Providers, as part of your client intake/ initial assessment,
ASK THE QUESTION:
“Have you or a family member ever served in the military?”**

WHEN THE ANSWER IS “YES,” you may consider thanking them for their service. You may also then be able to increase your understanding of their challenges and facilitate accurate diagnosis, treatment planning, and referrals by asking further questions. This will also help you to:

- Build rapport and demonstrate interest and cultural competency
- Link to any needed military and veteran resources and referrals, including VA and non-VA programs.
- Identify any mental health concerns that will eventually need further diagnostic work and will impact treatment planning and goals
- Assess for any past and present service-related stressors
- Explore deployment and reintegration challenges
- Identify individual and family strengths, supports, and resources
- Address perceived barriers to seeking support and services

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- When did you/your family member serve? What service era? Which Branch?
- In what ways may the support/services you're here for today be connected to your/your family member's military service?
- What was your/your family member's job while serving?
- What is your/your family member's discharge type/status?
- Did you/your family member experience deployment?
- If Yes, where did you/your family member deploy?
- If deployment history, did you/your family member experience enemy fire or witness casualties?*
- Did you/your family member lose a close friend in combat? *
- Were you/your family member wounded, injured, or hospitalized?
- Have you/your family member had a recent deployment and/or are you/your family member facing a deployment or military duty away from home?
- Do you/your family member have a service-connected disability or condition?
- Were you/your family member exposed to excessive noise, chemicals/gases/pesticides, explosions, or other hazardous substances?*
- Have you/your family member been diagnosed with or see yourself as experiencing PTS (Post-Traumatic Stress) or TBI (Traumatic Brain Injury)?*
- Have you/your family member ever experienced Military Sexual Trauma?*
- Have you/your family member ever experienced problems with anxiety/depression/anger management/substance use? *
- Have you/your family member ever had thoughts of killing yourself or harming others?
- Are you/your family member enrolled at or connected to the VA or other veteran resources or organizations for support or services?
- Are you/your family member connected to any other behavioral health, spiritual or social support resources in the community?
- What types of support are needed but not yet met?
- What reservations did you/your family member have about coming in to seek assistance? Is there anything that might be a barrier to further seeking assistance?

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Social Services: Federal, State, Local & Non-Profit

SUPPORT THOSE WHO SERVE BY:

Engaging reluctant veteran clients in acknowledging needs for support.

Meeting a military family's unique needs.

Coordinating services between military and civilian providers.

WHY ASK THE QUESTION?

Whether in a non-profit or a government agency, human service providers encounter service members, veterans, and military families, but they might not know it. Veterans do not always identify themselves. They can be proud and stoic, and tend to be more comfortable helping others than asking for help themselves – even when they need support. Military life can impact an individual or family in many ways that affect their access to different programs, services, and benefits. The best way to identify service members, veterans, and

When you are working with a new client applying for services,
ASK THE QUESTION:

“Have you or a family member ever served in the military?”

WHEN THE ANSWER IS YES, you may consider thanking them for their service. You may also then be able to increase your understanding of their challenges and assist them in accessing the programs and services they need by asking further questions. This will also help you to:

- Build rapport and demonstrate interest and cultural competency
- Link to any needed military and veteran resources and referrals, including VA and non-VA programs
- Identify any mental health, physical and/or medical issues related to service experience that are impacting access to services and benefits
- Identify potential sources of income and assess financial stability
- Identify individual and family supports and resources
- Address perceived barriers to seeking support and services

**ASK
THE QUESTION**

www.askthequestion.nh.gov

Department of Military Affairs & Veterans Services

In partnership with the NH Department of Health and Human Services

Following are some questions that could be asked in the context of gathering information for more effective referrals and services. Pay attention to non-verbal cues, and show respect, curiosity, and empathy. Also be aware that responsiveness and effective follow-up are critical to building trust and rapport.

- When did you/your family member serve? What service era? Which Branch?
- What was your/your family member's job while serving?
- What is your/your family member's discharge type/status?
- In what ways may the services that you're here for be connected to your/your family member's military service?
- Are you experiencing any issues or stressors related to employment or financial needs?
- Are you/your family member enrolled at or connected to the VA or other veteran resources or organizations for services and support?
- Have you/your family member ever used the VA for health care?
- Do you/your family member have a service-connected disability or condition?
- What types of support are needed but not yet met?
- What reservations did you/your family member have about coming in to seek assistance? Is there anything that might be a barrier to further seeking assistance?

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ASK THE QUESTION
HAVE YOU EVER SERVED IN THE MILITARY?
One question can make a big difference.

Women's Services & Crisis Centers

SUPPORTING THOSE WHO SERVE BY:

*Partnering with veteran service providers in crisis situations.
Identifying service-related triggers and risk factors.
Identifying individuals affected by military sexual trauma.*

WHY ASK THE QUESTION?

Service providers who specialize in women's services, crisis support, and domestic violence encounter service members, veterans, and military families, but they might not know it. Veterans and military spouses do not always identify themselves. They can be proud and stoic, and tend to be more comfortable helping others than asking for help themselves – even when they need it. Combat traumas, Military Sexual Trauma (MST), and reintegrating after a military deployment can impact family relationships, anger management, and domestic safety. *The best way to identify service members, veterans, and their families is to ASK!*

As part of the initial Intake with a new client,
ASK THE QUESTION:

“Have you or a family member ever served in the military?”

WHEN THE ANSWER IS “YES,” you may consider thanking them for their service. You may also then be able to increase your understanding of their challenges and help them to safely access the resources and services they need. Asking further questions will also help you to:

- Build rapport and demonstrate interest and cultural competency
- Link to military and veteran resources and referrals, including VA and non-VA programs
- Identify past and present service-related stressors
- Identify individual and family strengths, supports, and resources as well as areas in need of support
- Explore sources of income and financial stability
- Address perceived barriers to seeking support
- If engaging in clinical counseling, identify mental health concerns that will eventually need further diagnostic and treatment work and will impact treatment goals

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- When did you/your family member serve? What service era? Which Branch?
- In what ways may the services that you're here for be connected to your/your family member's military service?
- Are you experiencing any issues and stressors related to employment or financial needs?
- Did you/your family member experience deployment?
- Have you/your family member had a recent deployment and/or are you/your family member facing a deployment?
- Are you/your family member enrolled/connected to the VA or other veteran resources and organizations for support and services?
- Are you/your family member connected to any other behavioral health, spiritual or social support resources in the community? If yes, do you/your family member use them?
- What types of support are needed but not yet met?
- What reservations did you/your family member have about coming in to seek assistance? Is there anything that might be a barrier to further seeking assistance?

Where Clinical Counseling is involved,

- What did you/your family member do while serving?
- What is your/your family member's discharge type/status?
- If deployment history, where were you/your family member deployed?
- If deployment history, did you/your family member experience enemy fire or witness casualties?*
- Did you/your family member lose a close friend in combat?*
- Were you/your family member wounded, injured, or hospitalized?*
- Do you/your family member have a service-connected disability or condition?
- Were you/your family member exposed to excessive noise, chemicals/gases/pesticides, explosions, or other hazardous substances?*
- Have you/your family member been diagnosed with or see yourself as experiencing PTS (Post-Traumatic Stress) or TBI (Traumatic Brain Injury)?*
- Have you/your family member ever experienced Military Sexual Trauma?*
- Have you/your family member experienced problems with anxiety/depression/anger management/substance use?*
- Have you/your family member ever had thoughts of killing yourself or harming others?

*If yes, see ***PTS/MST/TBI/SUD Screening Tools and Referral Information*** sheet

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