

# ASK THE QUESTION

## Texas Statewide Initiative

### LET'S CARE FOR THOSE WHO SERVE.

**Ask : "Have you or a family member served?"**

Housing service providers encounter veterans, service members, and military family members, and may never know it.

Veterans do not always identify themselves. They can be proud and stoic and may be more comfortable helping others than asking for help themselves. At the same time, they may be dealing with homelessness or an imminent housing crisis, or other housing-related challenges. The way to ensure military-veteran applicants get the help they need and deserve when it comes to housing services is to ASK!

When an individual or family joins your group or applies for housing services, ASK THE QUESTION: "Have you or a family member served in the military?"



### WHEN THE ANSWER IS "YES"...

Consider thanking them for their service.

Also consider asking follow-up questions to find out more about their service experience or connection. This allows your organization to provide the best possible support, services and to help them identify and access veteran-specific housing programs, services, and benefits.

### Asking further questions will assist with:

- Identifying families that qualify for veteran-specific housing programs
- Building rapport and demonstrate interest and cultural competency
- Connecting them to any needed military and veteran resources and referrals, including VA and non-VA programs
- Collaborating effectively with military-veteran resources
- Identifying any mental health and/or physical or medical issues impeding housing stability
- Identifying potential sources of income and assess financial stability
- Addressing perceived barriers to seeking support and services
- Identify supports and resources as well as areas in need of further support

Not sure what follow-up questions to ask? Take a look at some examples provided on the other side of this sheet.

*One question can make all the difference.*

### TEXANS ASK :

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

# HOUSING + HOMELESSNESS SERVICES

## LET'S CARE FOR THOSE WHO SERVE.

When gathering application information, ask: "DID YOU SERVE?"

Asking follow up questions can provide 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.

### Follow-Up Questions

#### When did you/your family member serve? What service era? Which branch?

- Build rapport with the parent and child and demonstrate interest and cultural competency
- Identify family supports and resources as well as needs for support not yet met

#### In what ways may your need for services here be connected to you/your family member's military service?

- Identify any deployment-related stressors on the child and family, as well as any related behavioral, emotional, social, and academic implications
- Explore deployment and reintegration challenges

#### Is your child facing or recently faced a family member's deployment or military duty away from home?

##### If yes, when?

- 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

#### Are you/your family member enrolled/connected to the VA or other veteran resource or organizations for support or services?

- Link to any needed military and veteran resources and benefits, including both VA and non-VA programs
- Identify family supports and resources as well as needs for support not yet met

#### What types of support are needed but not yet met?

- Link to any needed military and veteran resources as well as needs for support 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?
- Address perceived barriers to the child or parent(s) in seeking support



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