

ASK THE QUESTION

Texas Statewide Initiative

LET'S CARE FOR THOSE WHO SERVE.

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

Whether in a non-profit or government agency, human services providers encounter service members, veterans, and their 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 ensure service members and veterans get the best possible care is ASK!

When working with a new client applying for 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. You may find this information increases your understanding of their challenges and assists with facilitating access to programs and services they need.

Asking further questions will assist with:

- Building rapport and demonstrate interest and cultural competency
- Exploring deployment and reintegration challenges
- Connecting individuals to needed military-veteran resources and referrals, including VA and non-VA programs
- Collaborating effectively with military-veteran resources
- Identifying mental health concerns that may need further diagnostic work and impact treatment planning or goals
- Assessing for any past and present service-related stressors
- Identifying individual and family strengths, support systems and resources
- Addressing perceived barriers to seeking support and services

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?"

MENTAL HEALTH + SUBSTANCE USE SERVICES

LET'S CARE FOR THOSE WHO SERVE.

When working with a new client applying for services, 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

