

*The Question: "Have you or a family member ever served in the military?"*

# Ask the Question

## WHAT IS THE "ASK THE QUESTION" CAMPAIGN?

The ATQ Campaign is an initiative designed to encourage individual providers across New Hampshire to ask clients if they or a family member ever served in the military, and to provide information and assistance to them on what to do if the answer is "Yes".

## WHY IS IT IMPORTANT TO "ASK THE QUESTION"?

Not all of the **105,000 veterans** living in NH are eligible for VA care or want to seek care there. Adding the question to your intake procedures can open the conversation about their military experience and how it affects their current concerns and needs.



### **Asking the question can help your agency to:**

- Identify any physical medical and/or behavioral health needs related to their or family member's service experience that should be addressed in treatment or service planning;
- Determine resources and support needs for the military member and/or their family (spouse, child, or other relations);
- Identify and address perceived barriers to accessing resources;
- Facilitate linkages and referrals to needed resources, both military and non-military.

## WHAT HAS BEEN ACHIEVED FROM ASKING THE QUESTION?

ATQ has been implemented by individual providers, agencies and organizations across the state and has helped many military members, veterans, and their families.

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### ***Testimonials from ATQ Case Workers:***

After receiving an ATQ briefing, the Franklin Welfare Director **Asked The Question** of a homeless man coming for housing services, 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 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.



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**For more information on ATQ please contact: [Amy.Cook@nh.gov](mailto:Amy.Cook@nh.gov)**

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### **WHAT STEPS ARE NEEDED TO IMPLEMENT ATQ?**

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| 1. Engage senior leadership to support campaign.  | 4. Embed the question “Have you or a family member ever served in the military?” in your intake forms and processes.   |
| 2. Identify a Veteran Liaison/Military Advocate to serve as an agency point person for military supports.   | 5. Develop systems to refer identified, eligible veterans, service members & their family members to the VA and connect them with the hospital Military Liaison. |
| 3. Organize an internal Military Committee including staff who have served & military family members to strategize ways to operationalize ATQ. (Use ATQ Assessment Tool.) | 6. Coordinate and provide military culture training for key staff, board members, and volunteers. Educate & engage all staff.                                    |
| Contact Division of Community Based Military Programs for more information and guidance.<br><a href="mailto:Amy.Cook@nh.gov">Amy.Cook@nh.gov</a>                          |  |

#### **Military Culture Training Resources:**

- PsychArmor Institute: <https://psycharmor.org/>
- Home Base Veteran & Family Care: <http://homebase.org/>
- PTSD: National Center For PTSD: <https://www.ptsd.va.gov/>
- Additional Resources: <https://askthequestion.nh.gov/resources/military-culture-training/>

### **RESOURCES**

- NH Veterans Crisis Line: 1-800-273-8255
- NH Statewide Addiction Crisis Line: 1-844-711-HELP (4357),
- NH Psychiatric Emergency & Crisis Services: Statewide suicide hotline: 1-800-273-talk (1-800-273-8255),
- NH state benefits, application processes, and support - NHCarePath/Service Link: 1-866-634-9412
- Care Coordination Programs help address financial, employment, deployment support and other needs of military members and their families:
  - ✓ Active Duty: Care Coordination Program –NH (Broadleaf Inc.) 1-888-989-9924
  - ✓ Veterans of all ages and eras: Easter Seals Military and Veteran Services 1-603-315-4354
- Veterans Administration Services (Eligibility, Substance Misuse, Mental Health, Homelessness, Sexual Trauma, Employment, Transitions from Service, Veterans Justice, Women Veterans):
  - ✓ Manchester (NH) VA: 1-603-624-4366 or 1-800-892-8384
  - ✓ White River Junction (VT) VA: 1-802-295-9361 or 1-866-687-8387



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