

ASK THE QUESTION

HAVE YOU EVER SERVED IN THE MILITARY?

One question can make a big difference.

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:

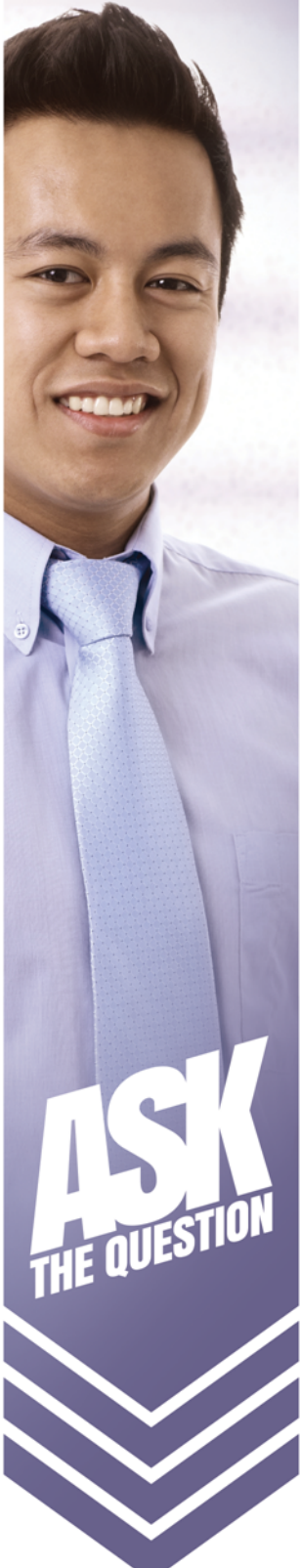
"Have you or a family member ever served in the military?"

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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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 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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