

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

844-4ASKVET (844-427-5838) [AsktheQuestionNH.com](http://AsktheQuestionNH.com)

An Initiative of the NH Department of Health and Human 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?