



# Ask, Link, Collaborate: Starting & Sustaining



Utilize this checklist to evaluate your organization's current readiness to most effectively serve Service members, Veterans and their family members. Refer to the Ask the Question Toolkit, available at [www.askthequestion.nh.gov](http://www.askthequestion.nh.gov), for more information, guidance and tools.

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## Prepare your facility and your providers to deliver culturally competent and informed care.

Confirm senior-level management support for developing, enhancing and evaluating the organization's procedures for serving SMVF.

Identify staff for a multi-disciplinary, internal team to evaluate and oversee the organization's approach to serving SMVF. Ideally, this team will consist of employees who are SMVF and those who are not.

## Internal teams should consider and evaluate all of the following.

**Before work begins:** How will the team operate and function? How will executive leadership & organization staff be made aware of the work? Who has decision-making authority?

How are SMVF screened? Is the process operationalized in policies & procedures? Are all staff aware of the procedures? **Recommendation:** The first question asked at intake should be "Have you or a family member ever served in the military?". Define who that might be (self, partner, other household member, etc).

After the initial question, consider what other information the organization will benefit from collecting and how that can be done in an effective way. Consider mapping the internal process of identifying SMVF and documenting the procedure for future reference by all staff.

What is the organization's culture related to serving SMVF? How might this need to be changed? Align and fully integrate the initiative into the organization's mission and vision. When evaluating organizational culture, consider attitudes, level of knowledge, policies & procedures as well as the physical appearance of the facility. Consider a pre- and post-measurement to evaluate the success of the initiative and work.

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**Internal teams should consider and evaluate all of the following.**

- Does the organization accept Veterans Choice, TriCare and/or Martins Point? Ensure the organization accepts forms of insurance common to military/Veteran families.
- Are staff required to complete Military Culture Training? Staff throughout every level of the organization (leadership, employees/staff, volunteers) should be prepared and knowledgeable about serving the SMVF population. The role & responsibility of an employee will determine the type/level of training recommended. Education should include information about resources available and local networks supporting SMVF. Determine how this education can be ongoing.
- Do staff who make referrals have working relationships with the organizations/professionals to whom SMVF will be referred? Does the organization have an advisory relationship with the local Guard and Reserve Components in NH or other veteran service organizations? Make personal connections between your organization's staff and those who they will be contacting on behalf of military/Veteran families.
- Are SMVF patients/clients aware of the organization's procedures to serve them? Educate patients/customers/clients about procedures so they are comfortable disclosing military connections and experiences and so they understand how the information collected will be used. If they are not aware, the opportunity to provide more equitable care will be lost.

## Resources

### Ask the Question Toolkit

A Toolkit for developing cultural competence in your healthcare/service delivery setting. This resource is designed for staff of all roles in service delivery organizations and provides a variety of educational material, scripts for staff, and tools to use in service delivery such as handouts for patients/clients. The Toolkit is a product of composition and assembly efforts of Dr. Nicole L. Sawyer and the NH Commission on PTSD & TBI.

[www.askthequestion.nh.gov/documents/atq-toolkit.pdf](http://www.askthequestion.nh.gov/documents/atq-toolkit.pdf)

### Ask the Question Website

Find a variety of resources related to screening Service members, Veterans and their family members at New Hampshire's ATQ website. Multiple professional fields are highlighted so organizations of all types can determine the benefits to screening for their patients/clients.

[www.askthequestion.nh.gov](http://www.askthequestion.nh.gov)

**ASK  
THE QUESTION**