

Ask the Question (ATQ): Ask, Link, Collaborate Technical Assistance Program



Overview of Program

The Division of Community Based Military Programs (CBMP) at the New Hampshire Department of Military Affairs & Veterans Services will be administering a program for up to 40 organizations/practices that identify, refer, assess, and/or treat Service members and/or Veterans for substance use risk or substance use disorders. The program will spread awareness of the importance of identifying Service members and Veterans *and* how to effectively link to appropriate treatment, services and resources in order to promote harm reduction and prevent substance use. Pilot program will last 12 months and include four phases—enrollment/orientation, training, implementation, and evaluation. Post-program services will also be available to participants in order to support sustainability.

Background: The intent of this program is based on national research demonstrating effective health outcomes when organizations identify military-connected patients and clients. The design also includes components from past, successful programs in New Hampshire--the Community Mental Health Center Military Liaison Initiative & NH's original Ask The Question (ATQ) Campaign which has been recognized nationally and replicated in multiple other states.

Intent: To encourage and support improved behavioral health outcomes for Service members & Veterans leading to a downward trend of substance misuse in this vulnerable population over time.

Participating organizations will receive ATQ and resource training for staff, access to additional military cultural competency training for future staffing needs, consults & coaching to identify an implementation plan, financial assistance to remove implementation barriers, and support for data collection & analysis. Participants achieving successful completion of the program will be recognized by the NH Department of Military Affairs & Veterans Services as a NH Veteran-Friendly Provider and have access to the benefits of the NH Veteran-Friendly Business Program. Find more information about this program: <https://www.dmavs.nh.gov/veteran-friendly-businesses-0>. Participants will also be encouraged to continue engaging with a military/Veteran service provider Community of Practice post-program.

For those practices/organizations that do not currently identify military-connected patients/clients, the program will assist the team to design procedures to embed within the organization's existing intake process. Then, the program will also assist teams with identifying operational strategies to use the information in order to attain more positive health outcomes for the patient/client. Organizations that already have an effective practice to identify military-connected patients/clients are eligible to participate if they need, or want, to enhance policies and operational procedures for achieving positive, patient health outcomes after intake and identification.

Eligibility:

Organizations/practices interested in enrolling for participation must:

- 1) be located in New Hampshire; and,
- 2) provide at least one of the following services to military service members and/or Veterans:
 - Identifies service members or Veterans at risk for developing a substance use disorder.
 - Refers service members or Veterans for treatment for substance use disorders.
 - Assesses service members or Veterans for substance use disorders.
 - Treats service members or Veterans for substance use disorders.

Military and Veterans in New Hampshire often seek services in the community; therefore, it is assumed that your organization will provide services to this population at some point in time with, or without, your knowledge. For the purposes of eligibility determination, you do not need to prove that you provide services to this population. The intent of the program is to help your organization implement strategies to identify this specific population if you do not already.

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Timeline & Activities

Phase 1: Preparation and Enrollment

Applications for participation will be reviewed and enrollment of up to 40 eligible participant organizations will follow. A point of contact and internal team will be identified at each organization. Each will have an orientation meeting with the Division of CBMP and participate in a Focus Group survey to collect baseline data. Staff at each organization will be invited to complete an online pre-program staff survey to measure level of military cultural competency, knowledge and level of confidence in serving SMVF.

Phase 2: Military Cultural Competency & ATQ Training

Virtual training for all enrolled organizations and staff will be held on multiple dates to accommodate varying schedules. Video training modules will also be available to supplement the live training dates. Dates are to be determined; however, three trainings will be held to accommodate staff schedules and availability.

Phase 3: Implementation

Enrolled organizations will participate in at least one consultation with the Division of CBMP to facilitate the development of a customized plan, implementation of changes & data collection for the program. During a consultation, a plan will be developed outlining how the organization intends to implement recommended changes. Additional consultations and other forms of technical assistance will be available as necessary for successful implementation.

Phase 4: Evaluation & Recognition

Participating organizations will submit quarterly reports describing changes made and resulting outcomes. Data collection will continue to take place and be submitted to DMAVS quarterly and as staff completes training. Organizations will complete a post-program survey during a final Focus Group. And, staff at each organization will be invited to complete an online post-program staff survey to measure level of military cultural competency, knowledge and level of confidence in serving SMVF. Participating organizations that successfully complete the program requirements will be recognized as NH Veteran-Friendly Providers and have access to the benefits available to NH Veteran-Friendly Businesses.

Post-Program

Participating organizations will be encouraged to continue with data collection and reporting in order to assist the statewide effort to make systemic changes that will result in positive health outcomes for Service members, Veterans and their families. Participating organizations will be encouraged to continue long-term involvement by identifying staff to engage with a military/Veteran service provider Community of Practice that will begin to meet at the conclusion of the 12-month program.

Data analysis resulting from the pilot program, and performed by a contracted business, will be shared with participating organizations so that they can use the information to inform their own future funding requests or organizational development.

Financial Assistance for Implementation

Each participating organization will have access to funds (up to \$1,500) to remove barriers to participation and/or implementation. In order to access funds, the organization will complete and submit a Program Fund Request form describing the need and the amount requested at any time during the 12-month program. *(Availability of funds are contingent upon the availability and continued availability of funds from the Governor's Commission on Alcohol & Other Drugs.)*

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To Enroll

Complete the enrollment form found on the [Ask, Link, Collaborate Technical Assistance Program](#) webpage. Enrollment forms are currently being accepted. Applications for enrollment will be considered on a rolling basis until all slots are filled or the available funding expires. Enrollment forms must have complete information to be accepted. Submit the completed enrollment form including answers to the questions listed at the end of the form via email to: Amy.Cook@nh.gov .

Questions?

More information about the program, the Division of Community Based Military Program, and initiatives of the Department of Military Affairs & Veterans Services can be found on the [DMAVS website](#).

More information about the Governor's Commission on Alcohol & Other Drugs and the Joint Military Task Force can be found on the [NH Center for Excellence-Governor's Commission](#) website.

If you still have questions, please contact:

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