



Key Message

State agencies may not provide referrals to service members, veterans and their families due to lack of identification. State agencies can connect service members, veterans and their families with local, state and federal resources by asking the question, "Have you or a family member ever served in the military?" on all intake forms.

Discussion Points

1. Agency service providers can be trained to improve their understanding of veterans and their family members and how to meet their needs by engaging the right agency.
2. Connecting service members/families with federal services reduces the burden on state and local resources and brings federal resources into the state in the form of benefits and funding.
3. Fewer states have instituted processes across state government to engage veterans and family members to connect them with services.
4. The initiative encourages states to engage all assisting agencies (including health care, social services and education) to:
 - Ask the question, "Have you or a family member ever served in the military?" and have the question on all intake forms.
 - Offer information and assistance to providers regarding what to do when the answer is "Yes."
5. Through increased awareness and understanding, providers from all sectors can make a real difference.
6. This process can be initiated through procedural change (adding a question to intake forms for various state agencies), legislation or executive order to include assisting some agencies with how to respond to the "Yes" reply.



State Veterans Affairs organizations (department, commission, office, bureau) may provide exceptional services to the veterans who self-identify/seek those services. However, veterans who approach other state agencies may not receive these services if they don't self-identify and if the agency service provider isn't aware of what the veteran can receive.