



## ASK THE QUESTIONS

1. Have you or a family member served in the military?
2. Do you have any children?

# HOUSING & HOMELESSNESS SERVICES

## Assist veterans in obtaining stable housing by:

- Identifying families that qualify for veteran-specific housing programs.
- Addressing service-related barriers to stable housing.
- Collaborating effectively with military-veteran resources.

## WHY ASK THE QUESTIONS?

The way to ensure military-veterans and their families receive services they need and deserve is to

## ASK THE QUESTIONS!

Housing service providers encounter veterans, service members and military families, but they don't always know it.

Veterans do not always identify themselves or that they have children. They can be proud and isolated and tend to be more comfortable helping others than asking for help themselves.

At the same time, they may be dealing with homelessness or imminent homelessness, and other housing related challenges.



## When an individual or family applies for housing services, ASK THE QUESTIONS.

**When the answer is YES,** you may consider thanking them for their service.

You may also be able to help them identify and access veteran-specific housing programs, Family/Child services and benefits by asking these questions!

## This will help you to start the conversation...

- Build rapport and demonstrate interest and initiate a starting point for housing
- Discuss barriers and discuss how the family feels they have housing issues
- Link to military/veteran resources and referrals, including VA and non-VA programs
- Identify any mental health and/or physical or medical issues impeding housing stability
- Identify potential sources of income and assess financial stability
- Identify needs of spouses, children or related family within the household
- Discuss areas of need during the housing process to assist with employment and budgeting, discharge status upgrade (if applicable), disability compensation, legal assistance and mental health needs within the whole household.

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Here 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.



Be aware that responsiveness and effective follow-up are critical to building trust and rapport.

- When did you/your family member serve?  
What campaign era?  
Which Branch?
- What was your/your family member's job while serving?
- How have you been impacted during your/your family member's military service?
- Are you experiencing any issues or stressors related to employment or financial needs?
- What is your/your family member's discharge type/status?
- Are you/your family member enrolled at or connected to the VA or other veteran resources or organizations for support and services?
- What reservations did you/your family have about coming in to seek assistance?
- Is there anything that might be a barrier to further seeking assistance?