



## ASK THE QUESTIONS

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

# 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 and opportunities.

## WHY ASK THE QUESTIONS?

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 identifying your veteran clients and how to connect them and their families to services.

### At the point of intake, ASK THE QUESTIONS:

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2. Do you have any children?

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. Also, you will be able to provide them with services for their children. 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
- Link to family services available to children of veterans

**#AskTheQuestionsOC is a campaign of the  
OC Veterans and Military Family Collaborative**



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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 service era?  
Which Branch?**
- **What was your job/position while serving?**
- **What specialty training have you participated in?**
- **How are your job goals the same as or different from your job in the military?**
- **In what ways may the services that you're here to receive 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?  
If so, please share the details.**
- **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 seeking further assistance?**