

## Military Competency How-To/Information Ask the Question Campaign

Mount Rogers Community Services Board is now offering Military Competency information and Resource Packets to our individuals.

Below are the questions in which each employee will need to answer when filling out the Intake, Treatment Plan and PCP Part V under the military history sections.

### Military History

**Have you or a close family member ever served in the military?**

**Define Close Family as: Person who has lived with or been a part of your family.\***

- Yes, individual has served or currently serves in the military.
- Yes, family member has served or currently serves in the military.
- No, neither the individual nor a family member has ever served in the military.

**Has the individual ever served in the Military or has the minor's parent/guardian ever served in the military? If a minor, please choose Armed Forces or National Guard Dependent.**

**Definitions to help you decide on Military Status for last question:**

**1) Armed Forces on Active Duty:** An individual who is serving on active duty in the U.S. Army, Navy, Marine Corps, Air Force, or Coast Guard or the U.S. Public Health Service or the U.S. Merchant Marine and could include mobilized members of the Reserve or Guard

**2) Armed Forces Reserve:** An individual who is serving in a duty status in a unit of the U.S. Army Reserve, Naval Reserve, Marine Corps Reserve, Air Force Reserve, or Coast Guard Reserve, but currently is not mobilized

**3) National Guard:** An individual who is serving in a duty status in a unit of the National Guard, but currently is not mobilized

**4) Armed Forces or National Guard Retired:** An individual who is retired, having served on activity duty as a member of the U.S. Army, Army Reserve, Navy, Naval Reserve, Marine Corps, Marine Corps Reserve, Air Force, Air Force Reserve, Coast Guard, Coast Guard Reserve, or National Guard or the U.S. Public Health Service or Merchant Marine

**5) Armed Forces or National Guard Discharged:** An individual who has been discharged (any type of discharge) from activity duty in the U.S. Army, Army Reserve, Navy, Naval Reserve, Marine Corps, Marine Corps Reserve, Air Force, Air Force Reserve, Coast Guard, Coast Guard Reserve, or National Guard or the U.S. Public Health Service or Merchant Marine

**6) Armed Forces or National Guard Dependent Family Member:** An individual who is the spouse or the dependent child of an individual who is serving on active duty in, is retired from, or has been discharged from the U.S. Army, Army Reserve, Navy, Naval Reserve, Marine Corps, Marine Corps Reserve, Air Force, Air Force Reserve, Coast Guard, Coast Guard Reserve, or National Guard or the U.S. Public Health Service or Merchant Marine

**7) Not Applicable** (No military status)

**8) Unknown** (Asked but not answered)

The current status of the individual receiving services who is serving or has served in a branch of U.S. Military; or who is a dependent of the family member of the parent who is serving or has served. (CCS Required Question)\*

- Armed Forces on Active Duty
- Armed Forces Reserve
- National Guard
- Armed Forces or National Guard Retired
- Armed Forces or National Guard Discharged
- Armed Forces or National Guard Dependent
- Not Applicable (No military status)

Service Start Date (YEAR ONLY) \* **MUST BE FILLED OUT IF ANYTHING CHOSEN ABOVE!!!**

Service End Date (YEAR ONLY) \* **MUST BE FILLED OUT IF ANYTHING CHOSEN ABOVE!!!**

Type of Discharge

\* Indicates required field

Complete

*Note: When serving an adolescent, please choose Dependent even when their parent/guardian, etc. is on active duty or retired from the military. We are solely asking military status for the individual you are serving.*

Suggestions on how to proceed:

- Thank them for their service.
- Build rapport and demonstrate interest and cultural competency.
- Link to any needed military and veteran resources and referrals, including both VA and non-VA programs. (For the Resource Packet, please see Credible Links or the Intranet How-To Page)
- Identify any mental health concerns that will eventually need further diagnostic work and will impact treatment planning goals.
- Assess for any past and present service-related stressors.
- Explore deployment and reintegration challenges.
- Identify individual and family strengths, supports and resources.
- Address perceived barriers to seeking support and services.

## VIRGINIA'S ASK THE QUESTION CAMPAIGN

*(please note: this Campaign is voluntary)*

### GOAL:

- To improve services delivery and intake data accuracy for identified Military Service Members, Veterans, and Families (SMVF) in Community Services Boards (CSBs)

### STEPS:

- **ASK** *"Have you or a family member ever served in the Military?"*
  - Question should be posed at multiple entry points for CSB Services (i.e. call center, initial assessment, emergency services, medical assessments, and any other entry points)
- **LINK** SMVF with a provider in your agency that has been trained in **military cultural competency** for needed services
  - Direct Services Provider should assess for a connection between military service and service/support needs
- **COLLABORATE** with military/veteran specific resources to meet all service needs of SMVF (Dept. of Veterans Services - Virginia Veteran and Family Support; Disability, Education, and Employment Benefits; Veterans Administration services; Military Installation programs etc.)

**MILITARY CULTURAL COMPETENCE (MCC)** – when civilian service providers have an understanding of military culture to include organizational structure, rank, branches of service, core values, and demographics and enhanced ability to communicate and effectively interact with Service Members, Veterans, and their families.

**Voluntary MCC TRAINING RECOMMENDATION** – The Virginia Department of Behavioral Health and Developmental Services and Virginia Department of Veterans Services recommends **that all Community Services Board (CSB) staff receive introductory Military Cultural Competency (MCC) training** to increase the number of Service Members, Veterans, and Families (SMVF) identified at intake and to enhance service delivery and resource connections for this priority population. CSB staff should receive one introductory MCC training at hire as part of new staff training and annual updates thereafter. It is also highly recommended **that direct services staff receive more in-depth trainings in MCC, assessing behavioral health concerns among SMVF, and recommended treatments.**