

I. When the Veteran reaches out:

A. Initial Contact	
1.How would the Veteran know to contact you?	
2. What hours and days could you respond quickly to the Veteran?	
3. What happens if the Veteran tries to reach out and you/your agency isn't available?	
Actions You/Your Agency Takes	
1.What do you do first?	
Use however many "Nexts" You Need to describe what you typically would do. If no more are needed, just skip those boxes.	
2. Next?	
3. Next?	
4. Next?	
5. Next?	
6. Next?	

Additional Contacts	
Besides those listed above, are there other contacts you make or provide?	
1.	
2.	
3.	
4.	
Evaluation	
1.How effective do you find this?	
2. Is there anything missing you would want to have available?	
3. Is this process effective for the Veteran?	
4. What else could happen?	
5. Other thoughts?	