

Worksheet #2

II. When Someone Else (Family, Loved One Friend, Other Veteran, Other Agency, etc.) Reaches Out:

A. Initial Contact	
1. How would this person or group know to contact you?	
2. How would this person or group contact you or your agency?	
3. What hours and days could you respond quickly to the concerns?	
4. What happens if they try to reach out and you/your agency isn't available?	
B. 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?	

C. Additional Contacts	
Besides those listed above, are there other contacts you make or provide?	
1.	
2.	
3.	
4.	
D. 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 Concerned individual or Agency that reached out?	
4. What else could happen?	
5. Other thoughts?	