

**From:** [Secor, Kevin](#)  
**To:** [Undisclosed recipients:](#)  
**Subject:** HAVE YOU HEARD?  
**Date:** Tuesday, June 25, 2013 12:57:46 AM

---

Family members play a key role in encouraging their Veteran to seek help. While family members most frequently use our service (72% of our callers), anyone with concerns about a Veteran may call [Coaching Into Care \(CIC\)](#):

- A spouse worried about withdrawal and emotional distancing
- A mother not knowing what else to do for her Veteran daughter who isolates all day, cannot find work and snaps when asked what's wrong
- Grandparents worried about drugs or alcohol
- Sons and daughters desperate to help their depressed parent
- Friends, bosses, providers, community members

CIC Call Responders and Coaches have expertise in understanding and navigating the services and programs at [VA Facilities](#) across the country and in talking with family members about their concerns. We provide a listening ear and psycho-education, assess needs and strengths, and help problem-solve the steps callers can take to support their Veteran in making a decision to seek professional help.