



## IAVA's Quick Reaction Force (QRF), a Rapid Response Referral Program FAQs



- How does QRF work?
  - QRF is a 24/7, free to use, anonymous service for veterans and their families and provides peer to peer support, comprehensive care management and connections to quality resources, regardless of the need
- What are the eligibility requirements?
  - QRF works with all veterans and family members, regardless of era, discharge status or location
- What types of challenges can QRF help with?
  - Quick Reaction Force (QRF) is a comprehensive care management program designed to provide veterans and their families assistance for issues spanning financial assistance, mental health, housing and homelessness, legal issues, disability claims, education benefits, employment services, navigating and accessing VA benefits and more
- What should I expect?
  - QRF Veteran Care Managers will assess your needs, provide support and guidance and ensure that your needs are being met. Our Veteran Care Managers are incredibly skilled with helping veterans and family members access benefits, resources and necessary support and provide individualized care



- What is the QRF model?
  - QRF is a referral service with an intensive remote care management component. The high-tech, high-touch, strength-based model of care management provides support and helps connect veterans with the benefits they've earned and the resources they need to meet their goals
- Who are your Veteran Care Managers?
  - All of our Veteran Care Managers are veterans themselves and can uniquely understand some of the challenges that veterans and family members sometimes face. When a veteran or their family member reaches out to QRF they will be connected with a Veteran Care Manager who will listen, provide peer-to-peer support and connect them to the right resources, depending on their individual needs
- How many veterans and family members has QRF worked with?
  - QRF builds off IAVA's Flagship Rapid Response Referral Program which has helped over 10,000 veterans receive assistance
- How do I get help?
  - Veteran and family members can reach out to QRF 24/7/365 by calling **855-91RAPID (855-917-2743)** or by filling out a digital intake form on QRF's website to receive a call or email back within 1 day:  
**[www.quickreactionforce.org](http://www.quickreactionforce.org)**



## Testimony



**My care manager takes the time to understand my complicated needs and issues. The support she provides me has made the biggest positive impact on me since I transitioned out of the military.**

**- IAVA Member Veteran**