



# Service Member and Family Support Programs

**Serving all Service Members  
and their Families**

*Delaware National Guard  
Family Program Office*

*Updated 6/2/2016*





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# Service Member and Family Support

**Welcome from the Delaware State Family Programs Office  
where our motto is *We Take Care of Our Own, Always!***

One of the greatest benefits of military service is the sense of family and community that develops between services members and those who work to support them and their families. Each Service provides a variety of programs and resources designed to assist military families throughout every phase of the military lifecycle.

This booklet provides information and insights designed to inform, encourage, and empower National Guard and Reserve members as they to be successful in their family life, community, and workplace.

Our staff is looking forward to getting to know you and assisting in any way possible. We are here to help you.

Please feel free to contact the Delaware National Guard State Family Program Director or Deputy Director:

**302-326-7788**  
**State Family Program Director**  
**Wilmington Readiness Center (WRC)**  
**First Regiment Road, Wilmington DE 19808**

**302-326-7785**  
**Deputy to State Family Program Director**  
**Wilmington Readiness Center (WRC)**  
**First Regiment Road, Wilmington DE 19808**

**“It often requires more courage to dare to do  
right than to fear to do wrong.”  
- Abraham Lincoln**

# Family Readiness Volunteers

## MISSION

Family Readiness Groups (FRG) are command-sponsored organizations established to facilitate ongoing communication, involvement, support, and recognition between military families and the unit.

## PROGRAM HIGHLIGHTS

As a command-sponsored program, the FRG offers family members a number of resources and supports:

- accurate and timely unit information
- morale support
- volunteer opportunities
- briefings and trainings
- activities to support deployment and keep families active
- coordination with community resources (veterans' clubs, churches, schools, etc.)

When Service members know their Family members are getting reliable information through the FRG, they are able to focus on the mission, improving their job performance and contributing to the overall safety of the unit.

## CONTACT INFORMATION

*Family Readiness Group Volunteers*

***President:***

***Phone:***

***Email:***

***Secretary:***

***Phone:***

***Email:***

***Treasurer:***

***Phone:***

***Email:***

***Phone Tree Chair:***

***Phone:***

***Email:***

***Contact John Camponelli, Family Readiness Support Assistant, to assist in creating your unit Family Readiness Group  
302-326-7094.***

# Family Readiness Support Assistants

## MISSION

Family Readiness Support Assistants (FRSA) are the liaison between Commander and the Family Readiness Group (FRG) by providing training to Service and Family Members of the unit to implement and carry out the command sponsored Family Readiness Plan.

## PROGRAM HIGHLIGHTS

As a command-sponsored program, the FRSA's offer family members a number of resources and supports:

- training on all volunteer positions
- phone tree support and training
- newsletter support and training
- support of FRG's formation or realignment after a command change
- briefings and trainings before, during and after deployment
- activities to support deployment and keep families active
- coordination with community resources that support FRG's (veterans' clubs, churches, schools, etc.)

When Commanders know their FRG's are actively supported by the FRSA's, they are able to implement their vision of their Family Readiness Plan which will assist the Service member's Families before, during and after deployment.

## CONTACT INFORMATION

302-326-7094

Family Readiness Support Assistant  
Armed Forces Reserve Center (AFRC)  
250 Airport Rd, New Castle, DE 19720

302-326-7079

Family Readiness Support Services Regional Trainer  
Wilmington Readiness Center (WRC)  
First Regiment Road, Wilmington DE 19808

# Child and Youth Programs

## MISSION

The Child and Youth Program supports the social, emotional, and academic needs of military children and youth. It encourages the development of positive self-esteem, self-confidence, respect for self and others, team skills, and leadership abilities.

## PROGRAM HIGHLIGHTS

State Child and Youth Program Coordinators, in partnership with Operation Military Kids and other community partners; provide readiness and resilience program to support military children who are geographically-separated from installation support programs. They provide information, resources, and direct programming related to the following:

- community-based child care
- youth development
- school support
- community-capacity building

## CONTACT INFORMATION

302-741-7518

Lead Child and Youth Program Coordinator  
1197 River Road, New Castle, DE 19720



# Family Assistance Centers

## MISSION

Family Assistance Centers are located throughout the state. These centers function as a “one-stop-shop,” providing support and resources for all Department of Defense service members and their families before, during, and after deployment.

## PROGRAM HIGHLIGHTS

Family Assistance Centers provide many services for service members and their families including the following:

- ID cards and Defense Eligibility Enrollment Reporting System (DEERS) enrollment
- TRICARE medical and dental assistance
- financial information and referrals
- legal referrals
- emergency financial assistance
- mental and emotional health referrals
- community information and referrals
- local assistance to FRGs

## CONTACT INFORMATION

302-741-7548 or 302-326-7548  
Family Assistance Specialist– Smyrna Office  
103 Artisan Drive, Smyrna, DE 19977

302-326-7268  
Family Assistance Coordinator – Wilmington Office  
First Regiment Rd, Wilmington, DE 19808

For more information about local and national programs visit:  
<https://www.jointservicessupport.org>

# Resiliency and Reintegration Resources

## MISSION

The Army established Resiliency Training to increase the resilience and enhance the performance of Soldiers and Families. Resilience is the mental, physical, emotional, and behavioral ability to face and cope with adversity, adapt to change, recover, learn, and grow from setbacks.

The Yellow Ribbon Program (YRP) helps National Guard and Reserve members and their families connect with community resources before, during, and after a deployment.

## PROGRAM HIGHLIGHTS

Resiliency Training is available to all Soldiers and Family members according to the Army Comprehensive Soldier Fitness Program

The YRP provides support throughout the deployment cycle:

- The YRP hosts events to inform service members and families about benefits, educational opportunities, financial aid, legal assistance, and more, with the overall goal is to minimize the stress of a deployment and family separation.
- Following a deployment, the program holds reintegration activities at thirty-, sixty-, and ninety-day intervals.
- Reintegration event presentations address issues such as Department of Veterans Affairs (VA) benefits and enrollment, veterans service organizations, VA Vet Centers, military career counseling, TRICARE, Employer Support for the Guard and Reserve (ESGR), education benefits, suicide awareness, Department of Labor (DOL) resources, financial assistance, safety, service member record processing, and welcome home activities.

## CONTACT INFORMATION

302-326-7787

Army State Resiliency Coordinator/Yellow Ribbon Support Specialist  
AFRC, 250 Airport Rd, New Castle, DE 19720

### Air Wing Integrator (AWI)

Provides support for the Yellow Ribbon Reintegration Program (YRRP), Transition Assistance Program (TAP), Strong Bonds and Comprehensive Airman Fitness

302-530-3596

Air Wing Integrator (AWI)

2600 Spruance Dr., New Castle, DE 19720

# Transition Assistance

## MISSION

The Transition Assistance Advisor (TAA) is the statewide point of contact for information, support, and direction to service members, veterans, and their families on benefits and entitlements available through various federal and state agencies.

## PROGRAM HIGHLIGHTS

The TAA networks, coordinates, and partners with a coalition of offices and agencies:

- Joint Forces Headquarters offices
  - Department of Veterans Affairs
  - Veterans Health Administration (VHA)
  - Veterans Benefits Administration (VBA)
  - Veterans Centers
- Veteran's Organizations
  - National Service Officers for American Veterans (AMVETS)
  - Disabled American Veterans (DAV)
  - American Legion
  - Veterans of Foreign Wars (VFW)
- Department of Labor Veterans Employment & Training Service (DOL-VETS) and state job services
- County veterans service officers
- Small Business Administration (SBA)
- Social Security Administration (SSA)

## CONTACT INFORMATION

302-326-7180

Transition Assistance Advisor

Wilmington Readiness Center

First Regiment Rd, Wilmington, DE 19808

# The Army Substance Abuse Program

## MISSION

The Army Substance Abuse Program provides Prevention, Treatment, and Outreach services to all Army National Guard Soldiers. Additionally, it can assist veterans and family members on a limited basis with substance abuse issues.

## PROGRAM HIGHLIGHTS

Program Specialists are available to assist with and provide information and resources regarding a wide range of issues including the following:

- substance abuse education
- treatment options
- referrals for treatment programs
- community support resources
- sustained support

## CONTACT INFORMATION

302-326-7761

Army Substance Abuse Program  
Wilmington Readiness Center Room #4  
First Regiment Rd, Wilmington, DE 19808

# Suicide Prevention Program

## MISSION

The goal of the Suicide Prevention Program is to improve readiness through the development and enhancement of policies designed to minimize suicide behavior, thereby preserving mission effectiveness through individual readiness for service members and their families.

## PROGRAM HIGHLIGHTS

The military has an open attitude about keeping all members ready, both mentally and physically, for any and all missions. Suicide prevention is critically important:

- Service members are trained how to recognize, assist, and cope with a person exhibiting suicidal behavior and how to seek help for others or for themselves.

- Suicide prevention is part of an annual briefing and is a commander's program.
- The Office of the Chaplain and the Suicide Prevention Office are always willing to help support training, and interventions, or facilitate other events to help service members.

## **CONTACT INFORMATION**

302-326-7098

JFHQ Suicide Prevention Program Manager  
Armed Forces Reserve Center (AFRC)  
250 Airport Rd, New Castle, DE 19720

## **Survivor Outreach Services**

### **MISSION**

The mission of Survivor Outreach Services is to build a unified support program, embracing survivors and reassuring them that they remain a part of the military family.

### **PROGRAM HIGHLIGHTS**

Survivor Outreach Specialists provide dedicated and comprehensive support to survivors of deceased military members, ensuring their concerns are resolved in a timely manner:

- benefit assistance
- long-term support to surviving families
- available to surviving families from all branches of the military

## **CONTACT INFORMATION**

(302) 326-7019

Wilmington Readiness Center (WRC)  
First Regiment Rd, Wilmington, DE 19808

**“We stand for freedom. That is our conviction for ourselves; that is our only commitment to others.”**

**- John F. Kennedy**

# Military OneSource

- Military OneSource (MOS) provides information and resources to help balance work and family life. Consultants are available twenty-four hours a day, seven days a week by phone, online, or via email offering personalized support to any service or family member. Military OneSource is of particular value to service members and families who are geographically separated from installation services or who are unable to seek assistance during traditional working hours.

*On Demand requests for Military OneSource Consultant, a Military and Family Life Counselor (MFLC), or a Personal Financial Counselor (PFC) for briefings or Family Events can be requested on [www.MilitaryOneSource.com](http://www.MilitaryOneSource.com)*

## CONTACT INFORMATION

800-342-9647  
[www.MilitaryOneSource.com](http://www.MilitaryOneSource.com)

302-323-3358  
Military OneSource State Consultant  
2600 Spruance Drive, New Castle, DE 19720



# Psychological Health Program

## MISSION

The National Guard Psychological Health Program (PHP) offers psychological health services to service members and their families.

## PROGRAM HIGHLIGHTS

The PHP addresses the five pillars of wellness:

- emotional
- physical
- spiritual
- social
- family

Each state, territory, and the District of Columbia has a Director of Psychological Health available to assist service members in the coordination and management of any psychological need. The Director of Psychological Health

- works closely with the Military Service Center;
- provides referrals to local, qualified counselors and mental health resources;
- travels to military units throughout the state and consults with commanders and senior leaders on issues of psychological health, morale, and readiness;
- serves as a resource to deploying and redeploying military units;
- trains and consults with civilian psychologists and other providers to more competently serve military service members and their families; and
- is available to fill gaps in service availability, especially in urgent and emergency situations.

## CONTACT INFORMATION

302-326-7097

Director of Psychological Health,  
Armed Forces Reserve Center (AFRC)  
250 Airport Rd, New Castle, DE 19720

# Sexual Assault Prevention and Response Program

## MISSION

The Sexual Assault Prevention and Response Program is an educational and prevention-based program to help protect the rights and safety of Guard and Reserve service members.

## PROGRAM HIGHLIGHTS

This program helps victims heal through confidential reporting measures. Sexual assaults can be reported at any time and will be treated with respect and confidentiality.

The goals of the Sexual Assault Prevention and Response Program include the following:

- create a climate that minimizes sexual assault incidents, which impact military personnel, civilians, and family members, and, if an incident should occur, ensure that victims and alleged offenders are treated according to relevant policy
- create a climate that encourages victims to report incidents of sexual assault without fear (survivors are encouraged to report the incident directly to the Sexual Assault Response Coordinator [SARC])
- establish sexual assault prevention training and awareness programs
- ensure access to sensitive and comprehensive treatment to restore victims' health and well-being
- ensure that leaders thoroughly understand roles and responsibilities regarding the response to sexual assault victims

## CONTACT INFORMATION

302-326-7272

Sexual Assault Response Coordinator  
Armed Forces Reserve Center (AFRC)  
250 Airport Rd, New Castle, DE 19720

# Office of the Chaplain

## MISSION

The mission of the Office of the Chaplain is to provide religious, spiritual, emotional, and mental health support to service members and their families.

## PROGRAM HIGHLIGHTS

The Office of the Chaplain consists of chaplains, chaplain assistants, and licensed social workers. If needed, chaplains and licensed social workers will travel to meet with service members and family members. Chaplains provide the following support to service members and their families:

- religious support and pastoral care
- crisis intervention
- single service member relationship training
- relationship counseling
- marriage enrichment training
- deployment and reintegration support
- counseling and referral
- resource connection

## CONTACT INFORMATION

302-326-7718 or 302-593-4458

Full Time Support Chaplain

Armed Forces Reserve Center (AFRC)

250 Airport Rd, New Castle, DE 19720

# Military Funeral Honors

## MISSION

Military funeral honors are “the ceremonial paying of respect and the final demonstration of the country’s gratitude to those who, in times of war and peace, have faithfully defended the Nation.” Members of the funeral honors detail fold and present the American flag to the veteran’s survivors and Taps is sounded.

## PROGRAM HIGHLIGHTS

To be eligible for military funeral honors, service members must be in one of the following criteria:

- service members on active duty or in the Selected Reserve
- former service members who served on active duty and were discharged under conditions other than dishonorable
- former members of the Selected Reserve who served at least one term of enlistment or period of initial obligated service and were discharged under conditions other than dishonorable
- Selected Reserve service members who were discharged due to a service-related disability

## CONTACT INFORMATION

Available upon request

# Employer Support

## MISSION

Employer Support of the Guard and Reserve (ESGR) is a Department of Defense organization that seeks to develop and promote a culture in which every civilian employer supports and values the military service of their employees.

## PROGRAM HIGHLIGHTS

The organization informs and educates service members and their civilian employers regarding their rights and responsibilities under the Uniformed Services Employment and Reemployment Rights Act (USERRA):

- ESGR works with employers and communities to promote the development of personnel policies designed to accommodate members of the Military Services and assists military units in promoting and maintaining positive relationships between employers and Guard and Reserve employees.
- ESGR educates service members regarding their obligations to their employers and their rights under USERRA and assists them in preventing, resolving, or reducing employer/employee problems and misunderstandings related to USERRA through mediation and ombudsman services.
- Statutory authority for USERRA resides with the Department of Labor, and ESGR serves as a neutral, free resource to employers and service members.
- ESGR includes a full-time staff as well as hundreds of volunteers within ESGR's fifty-six field committees throughout the United States.

## CONTACT INFORMATION

(302) 326-7594

Dawn Walker, CTR

Program Support Specialist

# ID Card and Benefits Information

## MISSION

The Defense Enrollment Eligibility Reporting System (DEERS) includes over twenty-three million records pertaining to active duty and Reserve service members and their families, retired service members, Department of Defense (DoD) civil service personnel, and DoD contractors.

## PROGRAM HIGHLIGHTS

DEERS provides accurate and timely information for supporting DoD ID smart cards:

- The system maintains personnel and benefits information.
- DEERS is also responsible for supporting benefit delivery including medical, dental, educational, and life insurance.
- Service members are automatically registered in DEERS, but they must take action to register their family members and ensure that they are correctly entered into the database.
- Service members should update their information in DEERS anytime they move, get married or divorced, have a child, or following any other life event that changes their status.
- Service members can verify and update their families' information through the nearest ID card facility, found through the Defense Manpower Data Center's (DMDC) Real-time Automated Personnel Identification System (RAPIDS) Site Locator.

## CONTACT INFORMATION

302-326-7053

DEERS ID Card Services

Armed Forces Reserve Center (AFRC)

250 Airport Rd, New Castle, DE 19720

**“The truth of the matter is that you always know the right thing to do. The hard part is doing it.”**

**- General Norman Schwarzkopf**

# Library Resources

## MISSION

The Library provides reading materials for the education and entertainment of service members and their families.

## PROGRAM HIGHLIGHTS

The library offers a wide variety of books, periodicals, and other reading materials many of which address issues specific to military life and deployment:

- fiction
- nonfiction
- self-help
- children's books

(For a complete list of resources, contact the State Family Program Director)

## CONTACT INFORMATION

302-326-7788

State Family Program Director

Wilmington Readiness Center (WRC)

First Regiment Rd, Wilmington, DE 19808



# Delaware Family Programs Staff

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State Family Program Director  
Wilmington Readiness Center (WRC)  
First Regiment Rd, Wilmington, DE 19808  
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SSGT Sylvia Dozier 302-326-7785  
Family Program Assistant  
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Mrs. Lauren Mease 302-323-3327  
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Lauren.e.mease.mil@mail.mil

Mrs. Patricia Crilley 302-741-7518  
Lead Child and Youth Program Coordinator  
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patricia.a.crilley.ctr@mail.mil

Mrs. Darlene McGill 302-326-7548  
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john.j.camponelli.ctr@mail.mil

Mrs. Judi Pelkey 302-326-7079  
Family Readiness Support Services Regional Trainer  
First Regiment Road, Wilmington DE 19808  
judith.a.pelkey.ctr@mail.mil

Full Time Support Chaplain 302-326-7718  
Armed Forces Reserve Center (AFRC)  
250 Airport Rd, New Castle, DE 19720



# NOTES



## Helpful Websites for Resources

[www.delawarenationalguard.com](http://www.delawarenationalguard.com)

[www.militaryonesource.com](http://www.militaryonesource.com)

[www.debotg.org](http://www.debotg.org)

[www.sittercity.com](http://www.sittercity.com)

[www.va.gov](http://www.va.gov)

[www.redcross.org](http://www.redcross.org)

[www.easterseals.com](http://www.easterseals.com)