



Service Member and Family Support Programs

**Serving all Service Members
and their Families**

*Delaware National Guard
Family Program Office*

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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
JFHQ
First Regiment Road, Wilmington, DE 19808

302-326-7785
JFHQ
Deputy State Family Program Director
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:

Hospitality Chairs:

Phone:

Email:

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

302-326-7079

JFHQ Family Readiness Support Assistant
First Regiment Road, Wilmington, DE 19808

302-326-7269

261st Signal Brigade Family Readiness Support Assistant
1401 Newport Gap Pike, Wilmington, DE 19804

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
103 Artisan Drive, Smyrna, DE 19977



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

Family Assistance Coordinator– Smyrna Office
103 Artisan Drive, Smyrna, DE 19977

302-326-7268

Family Assistance Specialist– Wilmington Office
1401 Newport Gap Pike, Wilmington, DE 19804

For more information about local and national programs visit:

<https://www.jointservicessupport.org>

Yellow Ribbon Program

MISSION

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

The YRP provides support throughout the deployment cycle:

- The overall goal is to minimize the stress of a deployment and family separation.
- The YRP hosts events to inform service members and families about benefits, educational opportunities, financial aid, legal assistance, and more.
- 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

302-326-7018

Yellow Ribbon Program Coordinator
First Regiment Road, Wilmington, DE 19808

302-326-7019

Yellow Ribbon Support Specialist
First Regiment Road, Wilmington, DE 19808

“There are no secrets to success. It is the result of preparation, hard work, learning from failure.”

- General Colin Powell

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

First Regiment Road, Wilmington, DE 19808

Prevention, Treatment & Outreach

MISSION

The Military Prevention, Treatment, and Outreach Program assists all veterans, their families, and employers with finding military support for substance abuse throughout their state.

PROGRAM HIGHLIGHTS

Outreach 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

302-326-7755

Counterdrug Outreach Specialist

1420 Newport Gap Pike, Wilmington, DE 19804

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

302-326-7272

Sexual Assault Response Coordinator

First Regiment Road, Wilmington, DE 19808

Joint Family Support Assistance Program

MISSION

The Joint Family Support Assistance Program (JFSAP) embodies the Department of Defense's (DoD) vision to provide mobile, high-quality family services to augment the ability of current family programs to meet the needs of active duty, Guard, and Reserve family members.

PROGRAM HIGHLIGHTS

The primary focus of the JFSAP is to bring high-quality family services to families who are not close to a military installation and who might otherwise be unable to access support:

- Most JFSAP teams consist of a Military OneSource Consultant, a Military and Family Life Counselor (MFLC), a Child and Youth Behavioral MFLC (CYB-MFLC), and a Personal Financial Counselor (PFC).
- JFSAP teams provide the following services and resources:
 - information and referrals to community services and support
 - non-medical counseling and education to individuals, families, and groups
 - financial education and counseling
 - on demand support for Yellow Ribbon Program (YRP) and other deployment events

MILITARY ONESOURCE

Military OneSource 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. If you would like a briefing at your FRG on what Military OneSource has to offer, please contact them directly.

CONTACT INFORMATION

302-323-3358

Military OneSource Consultant
2600 Spruance Drive, New Castle, DE 19720

MILITARY AND FAMILY LIFE COUNSELOR

The MFLC provides direct, short-term, non-medical, solution-focused counseling and psycho-educational services to individuals, couples, families, and groups for situations resulting from commonly occurring life circumstances such as parenting, relationship conflicts, stress, personal loss, and deployments and reunions. The MFLC has overall responsibility for ensuring that geographically dispersed families have access to appropriate counseling services. The MFLC meets with families and unit family support staff to assess counseling needs and provide or coordinate counseling services. The MFLC is also responsible for coordinating counseling services. The MFLC makes appropriate referrals and warm transfers to military and community counseling resources.

CONTACT INFORMATION

302-416-2870

Military and Family Life Consultant
1401 Newport Gap Pike, Wilmington, DE 19804
2600 Spruance Drive, New Castle, DE 19720



PERSONAL FINANCIAL COUNSELOR

The PFC provides direct financial readiness education and counseling services on topics such as personal financial planning, budgeting, savings, reducing debt, retirement planning, deployment financial planning, and understanding military pay, state, and federal financial benefits. The PFC has overall responsibility for addressing the personal financial readiness needs of military families. The PFC meets with families and unit family support staff to assess needs related to personal financial management. The PFC makes appropriate referrals and warm transfers to military and community resources to address identified needs.

CONTACT INFORMATION

302-300-7338

Personal Financial Consultant

JFHQ, First Regiment Road, Wilmington, DE 19808
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
First Regiment Road, Wilmington, DE 19808

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
First Regiment Road, Wilmington, DE 19808

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

Joint Force State Chaplain
1420 Newport Gap Pike, Wilmington, DE 19804

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

302-741-7582

Employer Support Specialist

103 Artisan Drive, Smyrna, DE19977

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

First Regiment Road, Wilmington, DE 19808

“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
First Regiment Road, Wilmington, DE 19808



Delaware Family Programs Staff

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166th Airmen & Family Readiness Program Manager
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