

## Family Readiness Group

A Family Readiness Group (FRG) is a fully sanctioned organization comprised of military service family members and friends devoted to enhancing the "Quality of Life" for all Guard & Reserve members, their families and the communities in which they live.

### Servicing:

- Families
- Guard Members
- Command
- Community

### Function:

- Promote Family Readiness
- Identify Family Issues & Concerns
- Establish Lines of Communication

### Activities:

- Telephone Tree
- Newsletter
- Training
- Family Socials
- Youth Events
- Community Awareness
- Family Sponsorship

*If  
you  
need  
assistance  
contacting  
your FRG,  
we can  
help!*



## Helpful Websites

**Military OneSource**  
[www.militaryonesource.com](http://www.militaryonesource.com)



**American Red Cross:**  
[www.redcross.org](http://www.redcross.org)



**DEERS:**  
[www.dmdc.osd.mil/milconnect](http://www.dmdc.osd.mil/milconnect)



**TRICARE:**  
[www.tricare.osd.mil](http://www.tricare.osd.mil)

**MyPay:**  
[www.mypay.dfas.mil](http://www.mypay.dfas.mil)



**Family Online Community:**  
[www.jointservicesupport.org](http://www.jointservicesupport.org)

**Veterans Affairs**  
[www.va.gov](http://www.va.gov)



**Legal Services:**  
[www.jagcnet.army.mil/legal](http://www.jagcnet.army.mil/legal)



**Dental Program:**  
[wwwhttp://www.tricare.mil/dental.aspx](http://wwwhttp://www.tricare.mil/dental.aspx)

## Family Assistance Centers

### **Wilmington Office**

Wilmington Readiness Center (WRC)  
First Regiment Road  
Wilmington, DE 19808  
Dwight D. Lacy  
Family Assistance Coordinator  
Phone: 302-326-7268  
Cell: 302-598-0451  
[dwight.d.lacy.ctr@mail.mil](mailto:dwight.d.lacy.ctr@mail.mil)

### **Smyrna Office**

Smyrna Readiness Center (SRC)  
103 Artisan Drive  
Smyrna, DE 19977  
Darlene I. McGill  
Family Assistance Specialist  
Phone: 302-741-7548  
Cell: 302-853-0963  
Email: [darlene.i.mcgill.ctr@mail.mil](mailto:darlene.i.mcgill.ctr@mail.mil)

**DNG State Family Program Office**  
State Family Program Director  
Dawn Peet, CMSgt (RET)  
(302) 326-7788  
[dawn.e.peet.nfg@mail.mil](mailto:dawn.e.peet.nfg@mail.mil)

# Family Assistance Center



**Providing Assistance,  
Promoting Resiliency**



## **ID Cards/DEERS:**

The FAC directs eligible family members to obtain identification (ID) cards and enroll in the Defense Enrollment Eligibility Reporting System (DEERS).

## **TRICARE Medical/Dental:**

The FAC answers questions about the different TRICARE plans, enrollment, and information on the Dental Programs offered.

## **Financial Management:**

The FAC aids in preparing information to determine request for financial assistance, budget preparation and checkbook management. Various funds are available through sources such as the Army Emergency Relief Fund, DNGREAF, DEBOTG and others.

## **Legal Assistance:**

The FAC coordinates the provision of legal information/services with the State Legal Assistance Officer such as Wills, Family Care Plans, Powers of Attorney, Servicemen's Civil Relief Act and other legal matters as they pertain to deployment.

## **Community Programs:**

The FAC introduces service members and their families to various military and civilian organizations to promote wellness as a major goal. The FAC initiates processes to keep our families connected and supported in the local community.



## **Information & Referral:**

The FAC refers family members to various military and civilian agencies, groups, private organizations and/or clergy to solve or assist with resolving problems.

## **Benefits & Entitlements:**

The FAC provides information on the benefits and entitlements for active duty military service members and their families such as Commissary & Exchange privileges, discount ticket sales and VA Home Mortgages, to name a few.

## **Crisis Intervention:**

The FAC identifies family crisis situations, and are able to find immediate counseling and assistance to stabilize the situation, while referring to the appropriate sources for follow-up help. Crisis may vary from personal, social, financial, emotional and/or medical in nature.



## **Employment Assistance:**

The FAC arranges resources that are available in pursuit of employment opportunities such as job fairs, resume writing and referrals to other organizations. The FAC also provides resources for vocational retraining programs for Veterans and technology to assist with helping Wounded Warriors work more efficiently are available.

## **Family Assistance Center** **(FAC)**

Family Assistance Centers (FAC) provide support and assistance to Guard & Reserve Members along with their families as well as those from other branches of the armed forces. The primary mission of a FAC is to inform and emotionally support families so the Military Member can perform their mission.



## **FAC Supports & Assists With:**

- Crisis Intervention
- Legal Assistance
- Financial Assistance
- Employment Assistance
- ID Card/DEERS Enrollment
- TRICARE Medical/Dental
- Community Programs

## **Rumor Control:**

The FAC serves as a key source for checking the accuracy of questionable information by ensuring proper information is communicated to family members. The FAC staff works with the Rear Detachment and Commander to dispel or verify rumors. The FAC staff also works in conjunction with the Family Readiness Support Assistants to help the Family Readiness Groups that are made up of family members of the unit level.