

OCTOBER 2010

**ALL SERVICE
RESOURCE BOOK**



**MICHIGAN INTER-SERVICE FAMILY
ASSISTANCE COMMITTEE
(ISFAC)**

MICHIGAN INTER-SERVICE FAMILY COMMITTEE (ISFAC)

The purpose of this organization is an open line of communication between the many Michigan military services, governmental support agencies, and community-based organizations; with a goal of timely delivery of support to service members (SM) and their families regardless of the military component they serve or where in Michigan they reside.

A sample of the participating organizations include: American Red Cross, Catholic Social Services, American Legion, Department of Veterans Affairs, Operation Military Kids, and many more.

The Michigan ISFAC has published this resource book allowing any ISFAC team member to quickly assist SM or families in need regardless of their specific military organization.

This Michigan ISFAC All Service Resource Book has been designed with you, the potential service provider, in mind. This book will help you guide the service member and/or their family towards the specific area of support that can be of most benefit in resolving their current area of need.

CW3 Jean Isaac O'Dell
State Family Program Director

**THE MICHIGAN NATIONAL GUARD
FAMILY READINESS & SERVICE MEMBER PROGRAM**

SUMMARY OF AGENCY:

The Michigan National Guard has seven regional Family Assistance Specialists and three Air Wing Family Readiness Program Offices. These seven specialists are full time representatives who assist service members and their families with resources and referrals. These specialists provide assistance to all branches of the military, servicing families in Michigan and the surrounding area when needed. Services are available at all times but are especially important when service members' are affected by deployment. When service members are mobilized, much sacrifice is required of the individual, their employer and most importantly, their families. The vision of the state family readiness office is —a enhanced quality of life for Michigan National Guard Members, their families, and the communities in which they live". Our mission is to —establish and facilitate ongoing communication, involvement, support, and recognition between Michigan National Guard families and the Michigan National Guard in partnership that promotes the best in both". The State Benefits Advisor acts as an advocate for all National Guard veterans and their families with a special focus on transitioning newly discharged veterans back to their local community. The Advisor also acts as a conduit to agencies within the state.

LOCATION:

State Family Programs Office
3411 North Martin Luther King Blvd.
Lansing, MI 48906

KEY POCs:

CW3 Jean O'Dell
State Family Programs Director (SFPD)
517-481-8361

Justin Dyess
Family Assistance Coordinator (FAC)
517-481-8364

Angie Spina
State Child and Youth Program Coordinator
517-481-8359

Traci Osterman
State Child and Youth Program Coordinator Assistant
517-481-8348

Ray Ladd
Transitional Assistance Advisor (TAA)
517-990-1111

Chaplain Jim Chapin
State Support Chaplain
517-481-8325

Melissa Fricke
Family Readiness Assistant
517-481-8356

Mike Wilson – Southwest MI
Survivor Outreach Services (SOS)
269- 689-5711

Tom Foster – Northern MI
Survivor Outreach Services (SOS)
989-372-4313

Wendy Day – Southeast MI
Survivor Outreach Services (SOS)
517-672-0918

FAMILY ASSISTANCE SPECIALISTS:

Beth Amy – Camp Grayling Armory	989-344-6144
Elena Bridges - Grand Valley Armory	616-249-2741
Daniel Egler – Taylor Armory	734-946-2553
Amy Jannausch – Ishpeming Armory	906-485-2548
Dawn Lamb – Jackson Armory	517-990-1186
Jerry McDonald – Sault Ste Marie Armory	906-632-7861
Stephanie Rogers – Grand Ledge Armory	517-481-8850

FAMILY READINESS SUPPORT ASSISTANTS:

Trish Blooding (46 th MP Command)	517-481-7528
Brandy Johnson-Yordy (272 nd Regional Sprt Co)	517-990-1135
Jenna Kirkton (177 MP BDE)	734-946-2512
Randy Redburn (63 rd Troop Brigade)	616-249-2641

AIRMAN and FAMILY READINESS PROGRAM MANAGERS:

Robin Berry – 110 th Fighter Wing – Battle Creek	269-969-3493
Deb Schroeder – 127 th Wing MIANG – Selfridge	586-239-5583
TSgt Kevin Dreyer – Alpena CRTC	989-354-6557

YELLOW RIBBON PERSONNEL

Sandie Wojcik-Yellow Ribbon Coordinator (AR)	517-481-7985
Miner Roth - Yellow Ribbon Coordinator (AR)	517-481-7986
Denise Gardner–Yellow Ribbon Coordinator (AR)	517-481-7987
Gerry Kimbrough-yellow Ribbon Coordinator (AF)	586-604-1213

JOINT FAMILY SUPPORT ASSISTANCE PROGRAM (JFSAP):

Christopher Sullins – Military Family Life Consultant	269-832-8202
Maritza Rodriguez-Arseneau – Military Family Life Consultant	517-599-2719
Tom Zinski - Military Family Life Consultant – Ishpeming	906-202-1072
J. Elizabeth Perkins, Ph. D. Psychological Health	616-401-8754

WEBSITE:

www.guardfamily.org

BENEFITS:

- Veteran Benefits
- Youth Camps
- Family Events
- Military Funeral Honors
- Train Family Readiness Group Teams
- Morale Calls
- Family Programs Website
- Trained, Experienced, Helpful Staff

TYPES OF RESOURCES:

- State Conference
- Regional Training
- PREP/ Marriage Enrichment Workshops (Strong Bonds)
- Youth Programs
- Mobilization and Reunion Briefs
- Quarterly Newsletter
- Family Fund

TARGET SERVICES:

- Liaison to family members and a conduit to support services organization
- Educate families to become self sufficient during deployments and extended training events
- Introduce core National Guard values and encourage resilience.
- Prepare service members and families for separation and reunion
- Allow service members to focus on their mission during deployments
- Build service member family cohesion and morale
- Provide a conduit for sharing timely, accurate information

ST. VINCENT CATHOLIC CHARITIES



SUMMARY OF AGENCY:

The vision of St. Vincent Catholic Charities (STVCC) is, with faith in God and love for all, we aspire to create a healthier community.

Therefore...

We will contribute to our community a greater sense of self-worth and hope for the future by:

- Serving the vulnerable with special emphasis on the poor
- Advocating for those who cannot represent themselves
- Defining community needs
- Providing the leadership to address those needs
- Maintaining a supportive environment for staff and volunteers
- Operating in a fiscally responsible manner:
- Provide quality services to children, families and adults, of all beliefs, to help them find safety so they may begin to thrive

LOCATION:

2800 West Willow Street
Lansing, MI 48917-1833
Fax: 517-886-1150

POC:

Contact Julie Picot at 517-323-4734 ext. 1202 or email at picotj@stcvcc.org

WEBSITE:

www.stvcc.org

TYPES OF RESOURCES:

- Counseling Services
- Immigration Law Clinic
- Family Preservation
- Foster Care
- Children's Home, Residential Treatment Center
- Adoption
- Housing Services for the Homeless
- Refugee Resettlement
- Volunteer Opportunities
- Marriage Preparation Classes

COUNTY VETERANS SERVICE OFFICE

SUMMARY OF AGENCY:

The mission or goal of the County Veteran Service Office is to provide assistance to the veteran's needs and their families.

LOCATION:

Each County has at least one Veterans Service Office (or 83 separate County Veteran Service offices in Michigan). The telephone number and location is normally in the government section of the telephone book under the county offices listings. Contact information is also available at the GOVA website:

<http://www.michigan.gov/dmva>

KEY POC:

Again, for separate counties either check the telephone book under county offices or go to the GOVA website:

<http://www.michigan.gov/dmva>

WEBSITES:

<http://www.michigan.gov/dmva>

www.macvc.net

BENEFITS:

County Veterans' Service Offices provide one-on-one guidance with veterans and/or their dependents, when applying for assistance and VA benefits (State and County included).

- Emergency Financial Assistance Program
- Veterans experiencing unexpected financial stress
- Dependant/spouse of recalled military member Medical
- State Veterans Benefits
- State Approving Agency for Veterans Training
- Veteran's Preference
- Hunting, Fishing, Boating License
- Special License Plates

TYPE OF RESOURCES:

- VA Disability and Pension Claims
- VA Claim Appeals
- Follow-up on claims
- Military Discharge Upgrades
- Request for Military Records located at National Archives
- Governor's Office of Veterans Affairs
- County Recorder

- Federal Veterans Benefits Informational Service
- Burial Benefits
- Survivor Benefits
- Loans for Farms and Homes
- Montgomery GI Bill

NOTE: Veteran Service Officers can assist with these benefits and possibly others that may not be listed.

DEPARTMENT OF VETERANS AFFAIRS

SUMMARY OF AGENCY:

Five Department of Veterans Affairs Medical Centers and 17 VA Outpatient Clinics serve the State of Michigan's Veterans. These facilities offer a wide range of services, including inpatient, outpatient, rehabilitation, domiciliary and long term care. Each Medical Center has numerous Community Based Outpatient Clinics that support our mission to make primary care and specialty clinic services accessible to our veterans.

LOCATION OF VA MEDICAL CENTERS:

Battle Creek VA Medical Center	800-269-5600
5500 Armstrong Rd.	616-966-5600
Battle Creek, MI 49015	

VA Ann Arbor Healthcare System	800-361-8387
2215 Fuller Rd.	734-769-7100
Ann Arbor, MI 48105	

Aleda E. Lutz VA Medical Center	800-406-5143
1500 Weiss Street	989-497-2500
Saginaw, MI 48602	

John D. Dingell VA Medical Center	800-511-8056
4646 John R. Street	313-576-1000
Detroit, MI 48201	

Iron Mountain VA Medical Center	800-215-8262
325 East H Street	906-774-3300
Iron Mountain, MI 49801	

LOCATION OF OUTPATIENT CENTERS:

Alpena Outpatient Clinic	989-321-4530
Benton Harbor Outpatient Clinic	269-934-9123
Flint Outpatient Clinic	810-720-2913
Gaylord Outpatient Clinic	989-732-7525/800-246-3579
Grand Rapids outpatient Clinic	616-365-9575
Hancock Outpatient Clinic	906-482-7762
Ironwood Grand View Clinic	906-932-6161
Jackson Outpatient Clinic	517-764-3609
Lansing Outpatient Clinic	517-267-3925
Marquette Outpatient Clinic	906-226-4618
Menominee Outpatient Clinic	906-863-1286

Muskegon Outpatient Clinic	231-725-4105
Oscoda Outpatient Clinic	989-747-0026/877-472-0282
Pontiac Outpatient Clinic	248-409-0585
Sault Ste Marie Outpatient Clinic	906-495-3030
Traverse City Outpatient Clinic	231-932-9720/800-672-3114
Yale Outpatient Clinic	810-387-3211

VA VETERAN CENTERS:

Dearborn Veterans Center	313-277-1428
Detroit Veterans Center	313-831-6509
Escanaba Veterans Center	906-233-0244
Grand Rapids Veterans Center	616-243-0385
Pontiac Vet Center	248-874-1015
Saginaw Vet Center	989-321-4650

KEY POC:

VA Regional Office – Detroit, MI	313-576-1000
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WEBSITE:

www.va.gov

BENEFITS:

- Inpatient Care
- Outpatient Treatment
- Mental Health Services
- Domiciliary
- Long Term Care
- Rehabilitation Services

RESOURCES FOR VETERANS WITH BRAIN INJURY AND THEIR FAMILIES

SUMMARY:

Veterans returning from combat may have a traumatic brain injury (TBI) caused by mortars, grenades, bullets, car accidents, mines or falls. Serious injury can occur without obvious physical disabilities. TBI sometimes goes unrecognized until long after the injury.

TBI DEFINED:

From the Centers of Disease Control and Prevention, www.cdc.gov/ncipc/tbi/TBI.htm:
A traumatic brain injury (TBI) is defined as a blow or jolt to the head or a penetrating head injury that disrupts the function of the brain. Not all blows or jolts to the head result in a TBI. The severity of such an injury may range from “mild” i.e. brief change in mental status or consciousness to “severe” i.e. an extended period of time of unconsciousness or amnesia after the injury. A TBI can result in short or long-term problems with independent function.

CHARACTERISTICS OF BRAIN INJURY:

Just as each individual is unique, so is each brain injury. Physical disabilities, impaired learning and memory loss are common. These impairments may be temporary or permanent. Frequently reported problems include:

Physical Problems	Cognitive/Sensory Problems
Headaches or pain	Slowed thinking
Stiffness or weakness	Memory problems
Lack of coordination or balance	Impaired judgment/concentration
Problems with sleep, fatigue	Difficulty learning new information
Slurred speech/no speech	Difficulty planning/easily distracted
Problems with planning movement	Language/communication problems
Swallowing/dressing/walking problems	Difficulty with reading/writing skills
Seizures	Changes in smell/taste/hearing/vision
Bladder/bowel control	Difficulty sequencing
	Decreased problem solving skills
	Loss of personal safety skills

**RESOURCES FOR VETERANS WITH
BRAIN INJURY AND THEIR FAMILIES**

<p>Behavioral/Emotional Problems:</p> <p>Irritability, impatience Anxiety Low self-esteem Restlessness/agitation Difficulty reading social cues Mood swings Depression Sexual dysfunctional Trouble starting/completing tasks Inability to cope Self-centeredness Anger and frustration</p>	<p>Available Support Services:</p> <p>Support services you may be eligible for include: Personal assistance/respite care Assistive/adaptive equipment Home modifications Transportation Advocacy/legal help Drug/alcohol treatments Physical/occupations/speech therapy Housing Financial Counseling/support groups Education and vocational training Family education Various grants and scholarships</p>
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POC:

J. Elizabeth Perkins, Ph.D., LPC
 Michigan NGB PHP Director of Psychological Health Joint Forces Headquarters
 3411 North Martin Luther King Jr. Blvd.
 Lansing, MI 48906
 Lansing Office: 517-481-8151
 BB: 616-401-8754
 Email: jennifer.perkins@ceridian.com

Brain Injury Association of MI
 800-772-4323
www.biami.org

Defense and Veterans Brain Injury
 800-870-9244
www.dvbic.org

- Information for this resource by Michigan Public Health Institute

QUESTION DVVIC TBI SCREENING TOOL INSTRUCTION SHEET

PURPOSE AND USE OF THE DVVIC 3 QUESTION TBI SCREEN

The purpose of this screen is to identify service members who may need further evaluation for mild traumatic brain injury (MTBI).

TOOL DEVELOPMENT

The 3 Question DVVIC TBI Screening Tool, also called The Brief Traumatic Brain Injury Screen (BTBIS), was validated in a small, initial study conducted with active duty service members who served in Iraq/Afghanistan between January 2004 and January 2005.

Schwab, K. A., Baker, G., Ivins, B., Sluss-Tiller, M., Lux, W., & Warden, D. (2006). The Brief Traumatic Brain Injury Screen (BTBIS): Investigating the validity of a self-report instrument for detecting traumatic brain injury (TBI) in troops returning from deployment in Afghanistan and Iraq. *Neurology*, 66(5)(Supp. 2), A235.

WHO TO SCREEN

Screen should be used with service members who were injured during combat operations, training missions or other activities.

SCREENING INSTRUCTIONS

Question 1: A checked [] response to any item A through F verifies injury.

Question 2: A checked [] response to A-E meets criteria for a positive (+) screen. Further interview is indicated. A positive response to F or G does not indicate a positive screen, but should be further evaluated in a clinical interview.

Question 3: Endorsement of any item A-H verifies current symptoms which may be related to an MTBI if the screening and interview process determines a MTBI occurred.

SIGNIFICANCE OF POSITIVE SCREEN

A service member who endorses an injury [Question 1], as well as an alteration of a consciousness [Question 2 A-E], should be further evaluated via clinical interview because he/she is more highly suspect for having sustained an MTBI or concussion. The MTBI screen alone does not provide diagnosis of MTBI. A clinical interview is required. For more information contact: Telephone: 1-800-870-9244 Email: info@DVVIC.org Web: www.DVVIC.org

3 Question DVBIC TBI Screening Tool

1. Did you have any injury(ies) during your deployment from any of the following? (Check all that apply)

- A. Fragment
- B. Bullet
- C. Vehicular (any type of vehicle, including airplane)
- D. Fall
- E. Blast (Improvised Explosive Device, RPG, Land mine, Grenade, etc.)
- F. Other Specify: _____

2. Did any injury received while you were deployed result in any of the following? (Check all that apply)

- A. Being dazed, confused or “seeing stars”
- B. Not remembering the injury
- C. Losing consciousness (knocked out) for less than a minute
- D. Losing consciousness for 1-20 minutes
- E. Losing consciousness for longer than 20 minutes

NOTE: Endorsement of A-E meets criteria for positive TBI Screen

- F. Having any symptoms of confusion afterward (such as headache, dizziness, irritability, etc.)
- G. Head Injury
- H. None of the above

NOTE: Confirm F and G through clinical interview

3. Are you currently experiencing any of the following problems that you think might be related to a Possible head injury or concussion? (Check all that apply):

- A. Headaches
- B. Dizziness
- C. Memory Problems
- D. Balance Problems
- E. Ringing in the Ears
- F. Irritability
- G. Sleep Problems
- H. Other: Specify: _____

Schwab, K. A., Baker, G., Ivins, B., Sluss-Tiller, M., Lux, W., & Warden, D. (2006). The Brief Traumatic Brain Injury Screen (BTBIS): Investigating the validity of a self-report instrument for detecting traumatic brain injury (TBI) in troops returning from deployment in Afghanistan and Iraq. *Neurology*, 66(5) (Supp. 2), A235.

For more information contact:

Telephone: 1-800-870-9244
Email: info@DVBIC.org
Web: www.DVBIC.org

NATIONAL CENTER FOR POSTTRAUMATIC STRESS DISORDER

SUMMARY OF AGENCY:

The National Center for PTSD (NCPTSD) aims to advance the clinical care and social welfare of U.S. Veterans through research, education and training on PTSD and stress-related disorders. This site is an educational resource on PTSD and traumatic stress, for veterans and also for mental health care providers and the general public.

WHAT IS PTSD?:

After a trauma or life threatening event it is common to have upsetting memories of what happened, to have trouble sleeping, to feel jumpy, or to lose interest in things you used to enjoy. For some people these reactions do not go away on their own, or may even get worse over time. These people may have **Posttraumatic Stress Disorder (PTSD)**.

WEBSITE:

www.ncptsd.org

POC:

J. Elizabeth Perkins, Ph.D., LPC
Michigan NGB PHP Director of Psychological Health Joint Forces Headquarters
3411 North Martin Luther King Jr. Blvd.
Lansing, MI 48906
Lansing Office: 517-481-8151
BB: 616-401-8754
Email: jennifer.perkins@ceridian.com

ADDITIONAL RESOURCES:

- Treatment for PTSD
- Fact on PTSD
- Helping family members with PTSD

Additional information is located on the website.

NOTE: Information taken from the NCPTSD website



SUMMARY OF AGENCY:

Our Fallen Warriors have paid the ultimate sacrifice

The Army has a commitment to their Families

Families deserve our respect, gratitude and the very best we can provide

The purpose of SOS is to deliver on that commitment:

- By providing access to support, information and services
- Closest location to where the Survivor resides
- When and for as long as they desire

POCs:

Mike Wilson- Southwest MI
269- 689-5711

Michael.wilson25@us.army.mil

Tom Foster- Northern MI
989- 370-3435

Thomas.w.foster@us.army.mil

Wendy Day- Southeast MI
517- 672-0918

Wendy.j.day@us.army.mil

TYPES OF RESOURCES:

- Benefits Advocate
- Grief Support Referrals
- Special Events for Survivors
- Veterans Affairs Liaison
- Long-term Case Management
- Coordination of Records Procurement
- Financial Planning Referrals

SEXUAL ASSAULT PREVENTION & RESPONSE (SAPR)

SEXUAL ASSAULT DEFINED:

An intentional sexual contact characterized by use of force, physical threat, abuse of authority, coercion, or when the victim does not or cannot consent. This includes rape, non-consensual sexual contact, and intimate partner sexual violence. Sexual assault can occur without regard to gender, spousal relationship or age of victim. Sexual assault is a crime punishable under the Uniform Code of Military Justice. It violates the Military Core Values.

SURVIVING A SEXUAL ASSAULT:

If you have been sexually assaulted, you have survived a terrible ordeal. The assault may have been committed by a stranger, intimate partner, or an acquaintance. Regardless of who assaulted you that person has committed a crime. SAPR was designed to assure you that you are not alone and that help is available to you. Reaching out is an important step towards recovery.

- Sexual assault is NEVER the fault of the victim. You are not to blame for what another person has done to you
- You are not alone. People are here to help. SAPR is committed to helping you and your family members in the most sensitive and private way possible
- No one responds to sexual assault in the same way. There are a wide range of emotions and feelings that may arise. The SARC/Victim Advocate can help put you in touch with all the resources and assistance available to you

STATISTICS:

- 1 rape/sexual assault takes place every 6 minutes nationwide
- 1 in 3 females have been sexually assaulted (Military statistic). Alcohol usage was the factor in 73% of these assault
- 1 in 33 males have been sexually assaulted (Military statistic)
- Half of all sexual assault perpetrators are under 25 years and 30% are under 21
- Over 75% of sexual assault victims know their perpetrator

PURPOSE & GOALS OF SAPR PROGRAM

The Sexual Assault Prevention & Response Program reinforces the military's commitment to eliminate incidents of sexual assault through a comprehensive policy that centers on awareness and prevention, training and education, victim advocacy response, reporting, and accountability. DOD policy promotes sensitive care and confidential reporting for the victims of sexual assault and accountability for those who commit these heinous crimes. Confidentiality or confidential reporting is defined as allowing a report of sexual assault to be specific individuals. This reporting option gives the soldier access to medical care, counseling and victim advocacy without initiating the investigation process.

IF YOU HAVE BEEN SEXUALLY ASSAULTED: Dial Sexual Assault Response Coordinator (SARC) Hotline at (517) 749-9806

- Go to a safe location away from the attacker
- Contact your local SARC or Victim Advocate (VA), or healthcare provider. You may also contact your Chain of Command or Law Enforcement; however, if you do, an investigation will occur, and you will not have the option of making a restricted or limited report
- Immediate medical care is essential. Timely reports may help give you peace of mind and prevent other crimes. This is so you can treat your injuries and protect yourself from pregnancy and any other sexually transmitted diseases (STDs)
 - Ask the Health Care Provider (HCP) to conduct a SAFE to preserve forensic evidence
 - If you suspect you have been drugged, ask that a urine sample be collected
 - Preserve all evidence of the assault. Do not bathe, just wash your hands or brush your teeth. Do not clean or straighten up the crime scene
- Write down, tape or record by any other means all of the details you can recall or recollect about the assault and your assailant

TYPES OF MILITARY REPORTING:

UNRESTRICTED REPORTING

- Any report of a sexual assault made through normal military reporting channels which includes the victim's chain of command, law enforcement, and the criminal investigative services
- The SARC will be notified and will assign a Victim Advocate to the individual if so desired
- Details of the allegation will be provided only to those personnel who have a legitimate need to know

INDEPENDENT REPORTING

- Information about a sexual assault is disclosed to command from an independent source or third-party
- An official investigation may be initiated based upon an independent report

RESTRICTED REPORTING

- Enables military members to report allegations of sexual assault to specified personnel, without triggering an investigation. Specifies personnel include the SARC, Victim Advocates or Chaplains
- Provides confidential reporting
- Allows access to medical care, counseling and a victim advocate while not initiating the investigative process
- Intended to give the victim additional time and increased control over the release and management of their personal information

- Empowers the victim to seek relevant information and support to make an informed decision about participation in the criminal process
- In Michigan, you can have restricted reports on condition
- Health Care Providers, with the consent of the victim, initiate the appropriate care and treatment in lieu of reporting the assault to Law Enforcement or the Chain of Command

LIMITED REPORTING:

- Limited reporting is a confidential referral process used by a National Guard member to report or disclose a case to specified individual in their home state on a requested confidential basis. Under these circumstances, the victim's complaint of alleged assault is provided to a Health Care Provider, the SARC, a VA, or a Chaplain. This will not be reported to a Law Enforcement official unless the victim consents and will vary on requirements from state to state.

KEY POC:

Joint Forces Headquarters Sexual Assault Response Coordinator (SARC)

Phone: (517)-481-8114, Cell: (517) 449-0384

- Information taken from SAPR Brochure

OPERATION HOMEFRONT: MICHIGAN CHAPTER

SUMMARY OF AGENCY:

Operation Homefront provides emergency assistance and morale to our troops, to the families they leave behind, and to wounded warriors when they return home. A non-profit 501(c) 3 founded after September 11, Operation Homefront leads more than 2,500 volunteers in 26 chapters nationwide. Since its inception, Operation Homefront has provided critical assistance to more than 40,000 military families in need.

LOCATION:

Operation Homefront - Michigan Chapter
PO Box 25
Grand Ledge Michigan 48837

POC:

Sarah Davis or Sherri Beck
Toll-free 800-692-0956
Office hours are Monday – Friday 9:00 – 5:00

WEBSITE:

www.operationhomefront.net/michigan

HOW THEY HELP:

Operation Homefront provides emergency assistance and morale to our troops, the families they leave behind, and to wounded warriors when they return home.

Existing programs include:

- Emergency Aid – Food, baby care items, vehicle donation and repair
- Computer Program – Allows children and spouses to stay in touch with their loved one
- Financial Assistance Program – For family emergencies of deployed troops
- Furniture Program – Donated household and baby furniture, working order appliances
- Moving – Providing physical labor for families when a service member is deployed
- Social Outreach – Adopt-a-family. Thanksgiving/holiday baskets, back-to-school supplies

MARINE CORPS FAMILY SUPPORT COMMUNITY (MCFSC)

SUMMARY OF AGENCY:

The Marine Corps Family Support Community is a 501(C)(3) non-profit organization. We provide **Support** to Marines & their families, through multiple activities and opportunities:

- Care packages & letters of support to deployed service members
- Care boxes & letters of support to troops in combat zones as well as wounded military personnel at Landstuhl RMC, Germany, Brooke Army Medical Center, TX & Wounded Warriors Barracks, Camp Jejuné, NC
- Social opportunities and networking with other local Marine families. Added emphasis on families & youth, answering questions, connections and much more.
- Sub-Chapters located in Dayton, Cincinnati, Cuyahoga Falls, Toledo, Gallipolis and Ironton areas.
- Extensive letter writing/pen pal program, Monthly Newsletters

NOTE: MCFSC provides support to Marine service families in Ohio from the time the recruit ships off to boot camp until they separate from the Corps and beyond. Our member families are especially affected by multiple deployments. When a service member is mobilized, a great deal of sacrifice is required of the individual Marine and their family. We support that family throughout their service members' career and especially during deployments.

The Advisor acts as an advocate for all Marine families, whether active-duty or reserve status, and their families with a special focus on locating and connecting other families in similar circumstances. The Advisor encourages local community groups to become involved in the support of the military via MCFSC's activities. The Advisor also acts as a conduit to agencies within the state.

LOCATION:

P. O. Box 49
Centerburg, OH 43011

KEY POC:

Michele Gire jcgire@aol.com (740) 397-2732
Advisor, Member Relations, Networking
Roger Bock rrbockmcfsc@aol.com (614) 783-7420
Care Package Coordinator, Fundraising

WEBSITE:

Web site: WWW.MCFSCOH.ORG

BENEFITS:

- Locating and connecting local Marine families all over The State of Ohio
- Youth Programs, especially siblings
- Family Events
- Opportunities for local community & Veterans Organization's involvement

TYPES OF RESOURCES:

- Care Package & Letter Writing to Troops
- Chat Nights
- Youth Programs
- Welcome Home Celebrations
- Monthly Newsletter

TARGET SERVICES:

- Liaison to family members and a conduit to support Service organizations

MILITARY ONESOURCE

JOINT FAMILY SUPPORT ASSISTANCE PROGRAM

SUMMARY OF AGENCY:

Military OneSource (MOS) is a virtual extension of existing services for geographical dispersed military families. MOS provides access to confidential resource and referral support for service members and their families with the goal of improving the quality of their lives and the effectiveness of the military community. MOS is a DOD-sponsored support service available to service members and their families at no charge 24/7, 365 days a year.

ELIGIBILITY:

- All active-duty service members (Army, Marine Corps, Navy, and Air Force), National Guard, Reserves and their families are eligible. Family members include: the spouse and children of the service member. In addition, anyone, blood relative or not, who has legal responsibility for a service member's children or personal affairs during deployment or separation from the family can use the service on behalf of the service member.
- Retirees are eligible for 180 days after retirement.
- Extended program eligibility:
 - Wounded Warrior Resource Center: lifetime eligibility.
 - Family members of service members killed in the line of duty (including parents of single service members killed in the line of duty): lifetime eligibility.

LOCATION:

To receive services provided by MOS, have Service Members and their Families contact: 24 hour Call Center 1-800-342-9647 or WEBSITE: www.militaryonesource.com

TYPES OF RESOURCES:

Personal and Financial Counseling ▪ Online Libraries and Discussion Boards ▪ Educational Materials ▪ Relocation and Research Information ▪ Parenting resources and Childcare Finder ▪ Healthy Habits Coaching ▪ Specialty Consultants ▪ Health and Financial Calculators ▪ Translation Services ▪ Information Referral on State and Federal Programs ▪ Wounded Warrior Resource Center

KEY POC:

For program questions:

April Clipper

Michigan Military OneSource Joint Family Support Assistance Program Specialist
(MI MOS JFSAP)

989-415-9846

april.clipper@militaryonesource.com

REQUESTING A BRIEFING:

The Joint Family Resource Center (JFRC) event request form is used to request event support from the following:

- Military OneSource (MOS)
- Military Family Life Consultant (MFLC)
- Personal Financial Counselor (PFC)

Hyperlink to request form: <http://jfsap.mhf.dod.mil/request>

WEBSITE:

www.militaryonesource.com

BENEFITS:

- Private counseling
- Educational materials
- Relocation information
- Child care finder
- Personal calculators
- Personal research
- Translation service
- Trained, experienced, and
- Helpful staff

TYPES OF RESOURCES:

- Information on Federal and State programs as well as access to resources on topics related to deployment and mobilization, communication, child care, financial management, elder care, relocation, pet care and consumer information and education and training including planning for college and careers.
- No-cost Private Counseling through proprietary network of providers in the US and Puerto Rico
- 24/7 call center staffed by masters prepared consultants and researchers

TARGET SERVICES:

- Information and referral for almost any issue any time anywhere.



MILITARY FAMILY LIFE CONSULTANT

JOINT FAMILY SUPPORT ASSISTANCE PROGRAM

MILITARY FAMILY LIFE CONSULTANT (MFLC):

- Provides short term, situational, problem-solving counseling services to service members and their families. As well as educational seminars.

MFLC –CHILD & YOUTH CONSULTANT:

- Provides information, education and counseling on parenting, child development specifically related to military families. Provides educational seminars.

PERSONAL FINANCIAL CONSULTANT:

- Provides information, education and individual & couples counseling on financial matters.

EDUCATIONAL SEMINARS:

- Parenting skills, single parents, adjusting to deployment, separation, reunions, etc.
- Available by appointment after hours and weekends
- Consultations and educational seminars are provided free of charge
- Consultations are confidential and no records are kept, but duty to warn applies
- Services are mobile and can be in person or by phone, but no home visits.

POCs:

Christopher Sullins – Military Family Life Consultant - 269-832-8202

Maritza Rodriguez-Arseneau – Military Family Life Consultant - 517-599-2719

Tom Zinski - Military Family Life Consultant – Ishpeming - 906-202-1072

MICHIGAN DEPARTMENT OF EDUCATION

SUMMARY OF AGENCY:

The Michigan Department of Education's (MDE) goal is higher achievement for all students. This occurs through objectives that raise expectations for what all students should know and be able to do; build capacity to make sure that educators have the knowledge, skills and resources to assist students; and improve results through student, school and school district measurement and accountability.

LOCATION:

Michigan Department of Education
608 West Allegan Street
P.O. Box 30008
Lansing, MI 48909

KEY POINT OF CONTACT:

Local 517-373-3324
Email: www.MDEweb@michigan.gov

WEBSITE:

www.michigan.gov/mde

AMERICAN RED CROSS MID-MICHIGAN CHAPTER

SUMMARY OF AGENCY:

Today's American Red Cross is keeping pace with the changing military. Using the latest in computer and telecommunications technology, the American Red Cross allows military members stationed all over the world to send messages to loved ones back home during emergency or other important events. These communications are delivered around-the-clock, seven days a week, 365 days a year.

The American Red Cross also provides other services to help and assist military members and their families. These services include Financial Assistance, Counseling and other resources to help during deployments.

LOCATION:

Mid-Michigan Chapter
1800 East Grand River Ave.
Lansing, MI 48912
517-484-3799 or 888-827-4357

SERVICES PROVIDED:

- Armed Forces Emergency Services
- Blood Services
- Disaster Services
- Emergency Food and Shelter Services
- Health and Safety
- International Social Services
- Volunteer Services
- Youth services
- Counseling
- Financial Assistance

WEBSITE:

www.michiganredcross.org

VETERANS TRUST OF MICHIGAN

SUMMARY OF AGENCY:

Created by Public Act 9 of the First Extra Session of 1946 and established in the State of Michigan Constitution of 1963, Article IX, and Section 38-39 the trustees administer a discretionary fund which may provide temporary financial assistance to veterans for emergency purposes. The program, through county committees, dispenses grants to veterans and their families to relieve temporary, emergent financial crisis or hardship. The trustees represent the interests of the veteran's community in both an advisory and advocacy role. The members of the board are appointed by the governor to serve 3 year terms.

Trustees of the Michigan Veterans Trust

- Arnold W. Zeile, The American Legion
- Edward J. Florence Jr., AMVETS
- Sandra Wilson, Vietnam Veterans of America
- James L. Lane, The American Legion
- James R. Pinter, Veterans of Foreign Wars
- Thomas L. Tomlinson, Disabled American Veterans
- Ronald L. Amend, Veterans of Foreign Wars

POC

paocmn@michigan.gov

WEBSITE

www.michigan.gov/dmva

- Information taken from the DMVA website

OPERATION MILITARY KIDS

SUMMARY OF AGENCY:

Operation: Military Kids is a national initiative that involves 34 states with high levels of National Guard and Reserve deployment. Through residential youth camps, video productions, and family events Operation: Military Kids is a 4-H initiative that targets youth who have been affected by a loved one's deployment. This program specifically serves youth who live in civilian communities and may feel isolated because they do not know many others who are in similar deployment situations. Programs are being designed for these youth to help them find positive ways to cope with the stress of their parents' deployment.

When National Guard and Reserve deployments take place, the youth of deployed service members can find many of their usual support systems no longer adequate. These youth need to connect with other youth in similar situations. They seek friends and adults who can empathize and can help them cope with their new world. Operation: Military Kids partners with schools, county 4-H programs, Boys and Girls Clubs, and Family Readiness Programs to reach out to youth before, during, and after their parents' deployment.

LOCATION:

State 4-H Office at Michigan State University
160 Agriculture Hall
East Lansing, MI 48824-1039
517-432-7575

KEY POC:

B'Onko Sadler
Military State Liaison
MSU Extension
517-432-7618

Kendra Moyses
OMK Project Director
MSU Extension
517-432-7654

WEBSITE:

www.operationmilitarykids.michigan4h.org

TYPES OF RESOURCES:

Youth Camps

- Family Day Camps
- Military Family Events
- S.W.A.T. Team for youth-prepares teens to speak on military life and deployment
- Raises awareness for issues family face while a loved one is deployed

- Organize 4-H members to assemble Hero Packs for youth who have deployed parents. Hero Packs are care packages given to youth with deployed parents
- Provide Ready, Set, and Go! Trainings for educators, youth serving agencies, and community based organizations to raise awareness and learn how to assist youth during deployment

TARGET SERVICES:

- Creates state and local community support networks for military youth when soldier parents are deployed
- Uses state, community, and military resources to connect children and youth and their families with helpful people and organizations in their hometown
- Delivers a wide range of recreational, social, and educational programs for military youth living in civilian communities
- Educates the public on the impact of the deployment cycle on service members, families, and kids and the community as a whole

BENEFITS:

- Confidentiality
- FREE services
- Family services
- Outreach
- Liaison between VA
- Flexible hours
- Community based
- Trained and experienced counselors

TYPES OF RESOURCES:

- Ability to help broker resources to the service member.
- Ability to build relationships in the community to better serve the veterans
- Access to various VA resources that will assist the veteran “in getting where they need to go” for services.
- Bereavement resources
- Ohio Cares resources
- Benefits referral
- Outreach briefings for families and service members, pre-deployment, deployment, and post-deployment.

TARGET SERVICES:

- Individual counseling
- Group counseling
- Marital/family counseling
- Post Traumatic Stress counseling
- Bereavement counseling
- Sexual trauma counseling
- Substance abuse counseling
- Employment guidance

AMERICAN LEGION FAMILY SUPPORT NETWORK

SUMMARY OF AGENCY:

The American Legion's Family Support Network is ready to provide immediate assistance to service personnel and families whose lives have been directly affected by Operation Iraqi Freedom and America's War on Terrorism.

Since Sept. 11, 2001, the nation's active-duty military has been on high alert, and National Guard and Reserve units are being mobilized in record numbers. As a result, the families of these men and women often find themselves unable to meet normal monthly expenses, and assistance is needed for a variety of everyday chores. These tasks include grocery shopping, child care, mowing the grass, fixing the family car and other routine household jobs.

To address these issues, The American Legion has a 24-hour nationwide toll-free telephone number, 1-800-504-4098, for service members and their family members to call for assistance. Calls are referred to The American Legion department, or state, in which the call originated. Departments relay the collected information to a local American Legion post. The local post then contacts the service member or family to see how assistance can be provided locally. Since the creation of the Family Support Network during the first Persian Gulf War, thousands of posts have responded to meet these families' needs.

Posts are reminded that families in financial need with minor children are encouraged to call on the Temporary Financial Assistance program at National Headquarters to assist. Otherwise, it is up to local posts to provide or develop the resources necessary to meet the need.

As our forces pursue the enemies of freedom in Iraq and around the globe, The American Legion supports our men and women in uniform and their families with the Family Support Network.

The American Legion post, in its infancy, was very much a "community" post. Made-up of friends and neighbors, members knew everyone else in the post, their families and friends. The post knew immediately when a veteran or family member was in trouble, and help was always ready and available to everyone associated with the organization. The post existed as a network of friends and comrades who cared for one another and responded when a need was known.

The Family Support Network is much the same. The difference lies in the expanding population and the loss of the close neighborhood relationships that defined the posts of yesterday. The Family Support Network developed during the early days of Operation Desert Shield, and later Operation Desert Storm and the Persian Gulf War. For the first time in American history, the "total force concept" was activated without advanced notice or preparation. While National Guard and Reserve units activated were equipped for the military mission ahead, the military was not adequately prepared to deal with or

support the thousands of families left behind during the mobilization. Paychecks were often lost, not forwarded to the family or not even generated. This was especially true for the families of reservists and National Guardsmen.

The Family Support Network works when Legionnaires at the post level respond to the increasing needs of comrades and their families. As the nation's largest veteran's organization, our commitment to the men and women of our armed forces and their families never wavers. Together, we must act to ensure that no family endures hardships caused by military service. By doing so, we ensure that The American Legion is ~~–~~Still Serving America.”

POC:

Toll-free 800-504-4098

www.legion.org/support

How the Family Support Network Works:

The call is received at the toll-free number: 1-800-504-4098

The name, address and telephone number of the caller, as well as the reason for the call, are collected.

The call is referred to the department.

The department refers the call to a local post.

The local post contacts the family and provides the assistance if resources are available or refers the family to other local agencies.

In case of financial need, the post provides the necessary funds or assists the family in applying for Temporary Financial Assistance if minor children are in the home.

NOTE: Information taken from American Legion website

EMPLOYER SUPPORT OF THE GUARD AND RESERVE

SUMMARY OF AGENCY:

Employer Support of the Guard and Reserve (ESGR) is a Department of Defense agency sponsored by an all-volunteer committee of business, community and military leaders dedicated to assisting our nation in fielding strong, prepared, and valued National Guard and Reserve Forces. ESGR committees work with employers, reservists, and military leadership to build and maintain a strong base of support for the role of the National Guard and Reserve

POC:

Gary Aten
Michigan Committee for ESGR
3423 N. Martin Luther King Jr. Blvd
Lansing, MI 48906
(517) 481-7909
Fax (517) 481-7910
Gary.aten@us.army.mil

NATIONAL COMMITTEE FOR ESGR:

1555 Wilson Blvd., Suite 200
Arlington VA 22209-2405
(800) 336-4590

NOTE: Information taken from DMVA website

**NATIONAL ASSOCIATION OF CHILD CARE RESOURCE
& REFERRAL AGENCIES**

SUMMARY OF AGENCY:

National Association of Child Care Resource & Referral Agencies, NACCRRA, is our nation's leading voice for child care. We work with more than 800 state and local Child Care Resource and Referral agencies to ensure that families in every local community have access to high-quality, affordable child care. To achieve our mission, we lead projects that increase the quality and availability of child care, offer comprehensive training to child care professionals, undertake research, and advocate child care policies that positively impact the lives of children and families.

NACCRRA is working with DOD to help those who serve in the military find and afford child care that suits their unique needs. Through several innovative civilian/military efforts among DOD, NACCRRA and Child Care Resource and Referral agencies, we are building the quality and capacity of child care throughout the country.

LOCATION:

3101 Wilson Blvd. Suite 350
Arlington, VA 22201
Tel: 800-793-0324 ext. 341

Office for Young Children
517-887-4319
800-234-6996

WEBSITE:

www.naccrra.com

FISHER HOUSE

SUMMARY OF AGENCY:

The Fisher House program is a unique private-public partnership that supports America's military in their time of need. The program recognizes the special sacrifices of our men and women in uniform and the hardships of military service by meeting a humanitarian need beyond that normally provided by the Department of Defense and Veterans Affairs.

Because members of the military and their families are stationed worldwide and often travel great distances for specialized medical care, Fisher House Foundation donates "comfort homes" built on the grounds of major military and VA medical centers. These homes enable family members to be close to a loved one during the most stressful times – during hospitalizations for an unexpected illness, disease, or injury.

There is at least one Fisher House at every major military medical center to assist families in need and to ensure that they are provided with the comforts of home in a supportive environment. Since the program originated in 1990, the Fisher House program has served more than 130,000 families, and have made available over 3 million days of lodging to family members, and has saved more than \$150 million in lodging and transportation costs. By law, there is no charge for any family to stay at a Fisher House operated by the Department of Veterans Affairs; and Fisher House Foundation uses donations to reimburse the individual Fisher House operated by the Army, Navy, and Air Force. No family pays to stay at any Fisher House.

LOCATION:

There are currently 38 Fisher Houses and 22 in the process of being built. The location of the Fisher Houses can be found on the website. Each location will give you the address, phone number and the manager of the facility.

WEBSITE:

www.fisherhouse.org

ADDITIONAL PROGRAMS:

- Hero Miles
- Scholarships for Military Children
- Newman's Own Award

NOTE: The information used in this portion was taken from the official Fisher House website.

VETBIZ CENTRAL

SUMMARY OF AGENCY:

Vetbiz Central is a non-profit agency that was formerly known as The Michigan Veterans Business Resource Center. The Center serves Veterans, Guard and Reserve Members, active duty military and Veteran's widows and widowers throughout Michigan and the Midwest.

MISSION STATEMENT: –Empowering Veterans to realize their entrepreneurial dreams, one business at a time.”

LOCATION:

711 N. Saginaw St., Suite 206
Flint, MI 48503

POC:

Edward Ronders
Director
810-767-8387 (VETS)
866-716-8387 (VETS)
Email: info@vetbizcentral.org

WEBSITE:

www.vetbizcentral.org

TYPES OF SERVICES:

- Training
- Education
- Mentoring
- Counseling
- Procurement
- Advocacy
- Networking

NOTE: Information taken from website

MILITARY FAMILY RELIEF FUND PROGRAM

SUMMARY OF PROGRAM:

The Michigan National Guard Family Fund, Inc. is to assist Michigan National Guard Families experiencing a sudden and unexpected emergency that is due to a service-connected issue or a result of an impact from a deployment. The issue must cause significant financial hardship that greatly impacts the Service member's ability to provide the necessities of daily living, to include but not limited to: providing food, shelter, transportation, and medical care.

Financial Assistance can be provided for the following scenarios, but are not limited to just these only:

- Rent or mortgage costs
- Vehicle payments or insurance
- Basic utilities: Electric, Gas, or Water/Sewer
- Unexpected or emergent home or vehicle repair costs
- Other legitimate emergencies

REQUIREMENT FOR FAMILY FUND APPLICANT:

- The need for financial assistance occurred during the time that the qualified individual served on active duty or directly resulted from serving on active duty
- The qualified individual will be assisted based on a deployment or service-related need
- Proof of active duty which consists of a copy of orders issued by an authorized headquarters and documentation that the duty was actually performed
- In order to be eligible, the applicant must meet one of the three requirements:
 1. Suffered a loss in pay
 2. Incurred a significant increase in the necessities of daily living
 3. Suffered a significant emergency that warrants financial assistance
- There is a documented need for financial assistance for necessities of daily living that include food, clothing, housing, utilities, medical service, prescriptions, insurance payments or other needs
- They must sign and date the application
- The qualified individual or family member can receive grants from the family fund in any one calendar year. The Adjutant General may waive the requirements for emergent cases only with a written request indicating the circumstances justifying such a waiver
- Payments will be sent directly to creditors and not to the Soldier, Airman, etc.

FREQUENTLY ASKED QUESTIONS:

- **What type of situation defines eligibility?** Basically, the need must be service connected or a result of an impact from a deployment. If you have added costs due to deployment that you are unable to budget for, an emergency repair need, or

anything that is related to or directly affects your service in the Michigan National Guard, let us know and we will tell you if we can help!

- **How does the Family Fund work?** The Family Fund will pay your creditors directly by check. This is to minimize hassle to you and to help us simplify the process. We will send you a letter of payment showing what was sent as payment, so that you have a record of our assistance and something to refer to in case the creditor in question has any concerns.
- **What do I need to do to apply?** Just complete the application form and submit with a letter explaining your situation and what you would like assistance with, a copy of all bills for your household, at least your last two pay stubs or LES', and if you are not currently deployed, and a letter from your unit confirming your status. Applications can be faxed to (517) 481-8150 or mailed to: NGMI-PER-FP, 3411 N. Martin Luther King Blvd., Lansing, MI 48906, Attn: MING Family Fund.
- **How long does an application take to process?** Once we receive all the documentation needed, we can process an application in as little as three days, depending on the situation. Incomplete packets will cause a delay.
- **How much is available?** The amount we can provide depends on the situation, and is decided by our Board of Directors. We make every effort to be as fair as possible, and will work with you if you are approved to ensure that our help makes a positive impact.
- **How many documents are requested for “emergency”?** At least two (2) quotes or assessments from utilized source for repairs, etc.

POC:

SGT Jamie Harkins
517-481-8231

SUBMIT APPLICATION TO:

Michigan National Guard Family Programs
3411 N. Martin Luther King Jr. Blvd.
Lansing, MI 48906
Attn: Family Fund

Call toll free: 1-866-271-4404 to have an application sent to you.

WOUNDED SOLDIER AND FAMILY HOTLINE

SUMMARY OF PROGRAM:

The Wounded Soldier and Family Hotline allow wounded, injured, or ill Soldiers and their family members a way to share concerns on the quality of patient care. It also provides senior Army leaders with visibility on medically-related issues so they can properly allocate resources to better serve Soldiers and their Families.

POC

Toll-free	800-984-8523
Overseas DSN	312-328-0002
Stateside DSN	328-0002

EMAIL

wsfsupport@conus.army.mil

AIR COMPASSION FOR VETERANS

SUMMARY OF PROGRAM:

Air Compassion for Veterans is a program that can provide free long-distance air transportation for a variety of needs including any travel related to medical situation or other family hardship situations created by preparation for or actual deployment to Iraq or Afganistan.

The intake process for Air Compassion for Veterans assistance is quick and easy. Flights can be the next day. Flights on private aircraft, flights on the airlines or even bed to bed air ambulance service is available at no cost for OIF/OEF personnel when DOD and DVA travel means will not work.

If you know any troops, veterans or family members with such a need, please immediately refer them to 1-888-662-6794 any time, any day.

For information or eligibility data, call Jim Smith at 1-888-662-6794.

MORALE, WELFARE AND RECREATION (MWR)

What is MWR & Why?

Our mission is to serve the needs, interests and responsibilities of each individual in the community for as long as they are associated with the Department of Defense, no matter where they are.

–MWR exists because the Department of Defense is committed to the well-being of the community of people who serve and stand ready to defend the nation. It is also a congressionally mandated program/organization.

MWR is a comprehensive network of support and leisure services designed to enhance the lives of Soldiers, Airmen, Seamen (Active, Reserve, and Guard), their families, civilian employees, military retirees and other eligible participants. Over 37,000 MWR employees worldwide strive to deliver the highest quality programs and services at each installation -- from family support programs, child & youth programs, recreation, sports & fitness, entertainment, travel and many other leisure activities (such as retail outlets, clubs, bowling Centers, lodging, resorts, etc.).

MWR contributes to the Department of Defense's strength and readiness by offering services that reduce stress, build skills and self-confidence and foster strong esprit de corps. MWR services also help attract and retain talented people. MWR is proof of the commitment to caring for the people who serve and stand ready to defend the nation."

Jammie Hawkins, MWR Chief - 269-961-4200

Trena Philo, Relocation Assistance/TRICARE - 269-961-7385

Tiffany Schmidt, Child/Youth Program - 269-961-4121

Jeff Gailhouse, Fitness Center/Equipment Checkout - 269-961-7105/5350

Mary Asmonga-Knapp, Family Advocacy - 269-961-4051

Steven Gales, Recreation and Travel - 269-961-7032

Deb Zidarevich - 269-961-4876/5084/4216

NOTE: The summary for MWR information was extracted from the Hart-Dole-Inouye Federal Center Morale, Welfare & Recreation portion of the All Service Resource Book.

UNITED THROUGH READING

OVERVIEW OF PROGRAM:

For separated military families who value the benefits of one-on-one time together, United through Reading provides an optimum opportunity for powerful emotional connections that relieve the stress of separation by having deployed parents read aloud to children via DVD. Deployed military participants send the recording and a copy of the book home (if the military member owns the book) to the child who watches the DVD repeatedly providing a priceless and sustained connection with the deployed loved one. Feedback in the form of pictures, letters, email, or videotape of the child watching the parent read is then sent back to the deployed parent to complete a full circle of communication.

WHEN: During deployments or post assignments when military personnel are separated from their families.

WHO: United through Reading Military Program is available to any deployed military service member with a child in his/her life (e.g., younger sibling, younger niece or nephew, grandchild). To date the program has served over 200,000 military personnel and their family members.

WHERE: Our goal is to expand the program to provide all deployed military service members the opportunity to realize the multiple lifetime benefits of reading aloud with children. To view our current list of available program site locations (updated monthly), please visit our website: www.unitedthroughreading.org.

WHY: Reading aloud with children has been shown to be the single best predictor of a child's future academic success. It also strengthens the bond between adult and child and provides a bridge for communication and sharing. Command climate is enhanced by offering this program for all personnel to participate in throughout deployments.

UNITED THROUGH READING PROVIDES: Training materials & program resources for Active Duty and Homefront Coordinators, daily program support throughout deployment.

RESOURCES CATEGORIZED AS FOLLOWS:

- Links to Official DOD and VA Sites, United States military organizations, Unofficial Sites and other helpful organizations and programs
- Articles
- Books

LINKS to OFFICIAL DOD and VA SITES:

America Supports You:

This DOD nationwide program showcases and communicates American support to the men and women of the Armed Forces.

<http://www.americasupportsyou.mil/americasupportsyou/index.aspx>

Asian Influenza (Pandemic Flu) Watch board:

The official DOD website for Pandemic Influenza information and guidance.

<http://fhp.osd.mil/aiWatchboard>

Center for Health Promotion and Preventive Medicine (CHPPM):

CHPPM is a key player of medical support to combat forces and of the military managed-care system. It provides worldwide scientific expertise and services in clinical and field preventive medicine, environmental and occupational health, health promotion and wellness, epidemiology and disease surveillance, toxicology, and related laboratory sciences. It supports readiness by keeping soldiers fit to fight, while also promoting wellness among their families and the Federal civilian workforce.

<http://chppm-www.apgea.army.mil/>

Commander's Page website:

DOD's website for flag and general officers. This website provides latest information on personnel and readiness issues, family support, benefits, new laws that affect military personnel, testimony and transcripts, and it is also an excellent resource for other webmasters and e-Newsletter editors. www.commanderspage.dod.mil

Commissaries and Exchanges:

Learn more about what's on sale today and special offers such as phone cards and gift certificates for deployed servicemembers.

www.commissaries.com

www.aafes.com

www.navy-nex.com

www.usmc-mccs.org/shopping

<http://thor.milexch.com/scs/default.aspx>

Courage to Care:

Courage to Care is an electronic health campaign consisting of fact sheets that deal with health topics relevant to military life. Courage to Care content is developed by leading military health experts from the Uniformed Services University of the Health Sciences.

www.usuhs.mil/psy/courage.html

Department of Veteran Affairs: <http://www.va.gov/>

Department of Veterans Affairs Survivor information:

<http://www.vba.va.gov/survivors/>

Deployment Health Support Directorate:

Deployment Health Support Directorate was established by the DOD to ensure that medical lessons learned from previous conflicts and deployments are integrated into current policy, doctrine and practice. Current information on deployment-related health issues are published on an interactive web site, Deployment LINK. The Directorate also operates a toll-free, direct hotline number where staff members answer deployment-related questions, locate lost medical records and provide contact information in the Department of Veterans Affairs. The number is 800-497-6261.

<http://deploymentlink.osd.mil>

Deployment Health Clinical Center (DHCC): <http://www.pdhealth.mil/>

Deployment Health Clinical Center Library has a number of excellent resources:

http://www.pdhealth.mil/library/fact_sheets.asp.

Deployment Health & Family Readiness Library:

This website is the result of a partnership between DOD Health Affairs and DOD Military Community & Family Policy. It provides official fact sheets and other user friendly resources about environmental, occupational and physical health issues related to deployment as well as family readiness information.

<http://deploymenthealthlibrary.fhp.osd.mil/home.jsp>

Force Health Protection and Readiness Library:

The Deputy Assistant Secretary of Defense (DASD) for Force Health Protection & Readiness (FHP&R) serves as the principal staff assistant and advisor to the Assistant Secretary of Defense (Health Affairs) for all DOD deployment medicine policies, programs, and activities. In carrying out these responsibilities the office is responsible for deployment related health policy, doctrine, theater information systems, system rightsizing and international agreements. <http://fhp.osd.mil/>

Mental Health Self Assessment Program:

<https://www.militarymentalhealth.org/welcome.asp>

Military.com/spouse:

This section of the Military.com website is sponsored by the DOD Office of Military Community & Family Policy. It features a career center for military spouses.

www.military.com/spouse

Military.com/support:

This section of the Military.com website is sponsored by the DOD Office of Military Community & Family Policy. It provides resources and support for severely injured service members and their families.

Military OneSource:

Military OneSource is DOD's 24/7 Call Center: 1-800-342-9647 (overseas phone numbers are on the website). Military OneSource's website provides access to self-help and family support information -- especially for parenting and child care, relocation and deployment support; 24/7 counseling services and community referrals; free educational materials; Webinars (online seminars); eNewsletters and more.

www.militaryonesource.com

Military HOMEFRONT:

MilitaryHOMEFRONT is the official Department of Defense web site for reliable Quality of Life information designed to help troops and their families, leaders and service providers. Special features include two new sections: Military Installations which provide point of contact information for support services and facilities for more than 250 military installations worldwide, and Plan My Move, a relocation tool that helps make moving easier. These two new tools replace the old SITES website.

http://www.militaryhomefront.dod.mil/portal/page/itc/MHF/MHF_HOMEPAGE

MilitaryStudent.org:

This website has been developed by the DOD Office of Military Community & Family Policy. It provides resources designed especially for school aged military children, parents and teachers. Focus is on relocation and deployment support needs.

www.militarystudent.org

Military Spouse:

This website is a comprehensive listing of resources that are of special interest to military spouses -- employment, child care, relocation, family support and more. It is sponsored by the Departments of Defense and Labor. www.MILSpouse.org

National Center PTSD:

The PTSD Information Center contains in-depth information on PTSD and traumatic stress for a general audience. <http://www.ncptsd.va.gov/ncmain/index.jsp>

My Army Life Too: www.myarmylifetoo.com

Air Force Crossroads: www.afcrossroads.com

Marine Corps Community Services: www.usmc-mccs.org

LIFE Lines Services Network: www.lifelines.navy.mil

TRICARE: <http://www.tricare.mil/>

Transition Assistance Program -- new website name: Turbo TAP:

This website is sponsored by the DOD Office of Military Community & Family Policy. It represents the commitment of the Department of Defense, Department of Labor, Department of Veterans Affairs, Department of Education and other partner organizations to lifetime support for transitioning military servicemembers. This site is the starting place for those who are within 12 months of separating from military service or 24 months prior to retirement.

www.transitionassistanceprogram.com or www.TurboTAP.org

USA4Militaryfamilies:

The USA4 Military Families initiative seeks to engage and educate state policymakers, not-for-profit associations, concerned business interests, and other state leaders about the needs of Military members and their families, particularly as those needs intersect with state public policy. Through state/military partnerships, DOD seeks to develop relationships with states, work with them to remove unnecessary barriers, and significantly improve the quality of life for military families.

Top 10 Issues being addressed are: Care of the Guard and Reserve, Assistance to Severely Injured Servicemembers, In-State Tuition, Military Children during School Transition and Deployments, Spouse Employment, Unemployment Compensation, Predatory Lending, Voting, Foreign Language Requirements, and Accessible Support for Military Families. <http://www.usa4militaryfamilies.dod.mil/>

LINKS to UNITED STATES MILITARY ORGANIZATIONS:

Battle mind Training: <http://www.battlemind.org/>

The NGB-Family Program Office has established an array of POC information for each of the 54 states and territories. To view these resources: <http://www.guardfamily.org/>

The Army Reserve Family Programs Locator (for command and Army Reserve Region POCs) can be found at: <http://www.arfp.org/skins/ARFP/home.aspx?mode=user>

LINKS to UNOFFICIAL SITES and OTHER HELPFUL ORGANIZATIONS and PROGRAMS:

Accessibility & Disability Information & Resources in Psychology Training & Practice: <http://kpope.com/>

Children's Grief Education Association: <http://www.childgrief.org/>

Give an Hour:

Give an Hour Project asks mental health providers to donate one hour per week for a year to assist service members or family members who need these services.

www.giveanhour.org

Military Child Education Coalition (MCEC):

The Military Child Education Coalition is a 501(c) (3) non-profit, world-wide organization that identifies the challenges that face the highly mobile military child, increases awareness of these challenges in military and educational communities and initiates and implements programs to meet the challenges. MCEC's goal is to level the educational playing field for military children wherever they are located around the world and to serve as a model for all highly mobile children.

<http://www.militarychild.org/>

Military Money:

InCharge® Education Foundation developed *Military Money*® to provide an authoritative financial resource for military families and help ensure the fighting readiness of America's armed forces by enhancing their financial readiness to make informed decisions in their everyday lives. The magazine and its companion website, explore such personal finance issues as money management, home and family life for military families, education and career advice, deployment and relocation, and transitioning to the civilian world. www.militarymoney.com

Military Sentinel:

Military Sentinel is a project of the Federal Trade Commission and the Department of Defense to identify and target consumer protection issues that affect members of the Armed Forces. <http://www.consumer.gov/military/>

Military Spouses' Career Network: www.mscn.org

Military Spouse Help: www.militaryspousehelp.com

National Military Family Association: www.nmfa.org

Operation Military Kids (OMK): www.operationmilitarykids.org

Resources for People working with Military Personnel and Their Families:

<http://kspope.com/torvic/war.php>

**Returning From The War Zone A Guide for Families of Military Members
(National Center for PTSD) National Center PTSD:**

<http://www.ncptsd.va.gov/ncmain/index.jsp>

Strategic Outreach to Families of All Reserves (SOFAR):

A Pro Bono project to provide mental health services to families of Army Reservists.

<http://www.sofarusa.org/>

Sesame Street Workshop: <http://www.sesamestreetworkshop.org>

Strong Bonds:

Strong Bonds is a unit-based, chaplain-led program that helps Soldiers and their Families build strong relationships. The program's mission is to build Soldier readiness by providing skills the Soldier can use to strengthen his or her marriage and other relationships. It includes four sub-programs: Single soldier program - Helps warriors choose wisely and build life-long, and Couples program - Family program, and couples preparing for or returning from deployment. www.strongbonds.org

The Tragedy Assistance Program for Survivors:

The Tragedy Assistance Program for Survivors, Inc. (TAPS) was founded in the wake of a military tragedy -the deaths of eight soldiers aboard an Army National Guard aircraft in November 1992. <http://www.taps.org>

Veterans and Families:

Veterans and Families Coming Home is a national non-profit community service and support organization, founded and directed by veterans, parents, and grandparents, family members, employers, mental health professionals, academics and community leaders. www.veteransandfamilies.org

ZERO to Three:

ZERO TO THREE's mission is to support the healthy development and well-being of infants, toddlers and their families. A national nonprofit multidisciplinary organization that advances our mission by informing, educating and supporting adults who influence the lives of infants and toddlers.

<http://www.zerotothree.org/site/PageServer?pagename=homepage>

Articles:

NOTE: Remember to see these two websites for extensive lists of articles about deployment and family support:

www.militaryonesource.com

<http://deploymenthealthlibrary.fhp.osd.mil/home.jsp>

Helping Children Cope When a Loved One is on Military Deployment, Allen, M. & Staley, L. (2007). Beyond the Journal. Young Children on the Web. (Military Family Research Institute Purdue University)

<http://www.mfri.purdue.edu/content.asp?tid=6&id=42>

"The Returning Veteran of the Iraq War: Background Issues & Assessment Guidelines"

http://www.ncptsd.va.gov/ncmain/ncdocs/manuals/iraq_clinician_guide_ch_3.pdf

Iraq War Clinician Guide, 2nd Edition (online)

http://www.ncptsd.va.gov/ncmain/ncdocs/manuals/nc_manual_iwcguide.html

Hidden Toll of the War in Iraq Mental Health And The Military September, 2004
www.americanprogress.org/publicsearch/?text=hidden+toll+of+the+war+in+iraq+mental+health+and+the+military%2C+september%2C+2004

"The Emotional Cycle of Deployment: A Military Family Perspective"
<http://www.hooah4health.com/deployment/familymatters/emotionalcycle.htm>

Multiple Transitions of Deployment and Reunion for Military Families Shelley M. MacDermid Purdue University June 22, 2006 <http://www.cfs.purdue.edu/mfri/>

The President's New Freedom Commission Report:
www.MentalHealthCommission.gov

Books

Chicken Soup for the Military Wife's Soul, by Jack Canfield, Mark Hansen, Charles Preston, and Cindy Pederson (Health Communications, 2005).

Courage After Fire, by Keith Armstrong, Suzanne Best and Paula Domenici.
Offers coping strategies for returning troops and their families, including reconnecting with loved ones.

Down Range to Iraq and Back, by Bridget C. Cantrell and Chuck Dean.
Discusses why many veterans suffer from flashbacks, depression and other effects of post-traumatic stress disorder.

Finding My Way: A Teen's Guide to Living with a Parent Who Has Experienced Trauma, by Michelle D. Sherman and DeAnne M. Sherman.
Taps into teen concerns about parents who have served in combat.

Going Overboard: The Misadventures of a Military Wife, by Sarah Smiley (Penguin Group, 2005).

Help! I'm a Military Spouse: I Want a Life Too! by Kathie Hightower and Holly Scherer (Hightower and Scherer, 2005).

Home Fires Burning: Married to the Military for Better or Worse, by Karen Houppert (Random House, 2006).

Married to the Military: A Survival Guide for Military Wives, Girlfriends, and Women in Uniform, by Meredith Leyva (Simon & Schuster, 2003).

Surviving Deployment: A Guide for Military Families, by Karen M. Pavlicin.
Basic book for dealing with deployment and accompanying stress:

The Homefront Club: The Hardheaded Woman's Guide to Raising a Military Family, by Jacey Eckhart (Naval Institute Press, 2005).

Today's Military Wife: Meeting the Challenges of Service Life, by Lydia Sloan Cline (Stackpole, 2003).

While They're at War: The True Stories of American Families on the Homefront, by Kristin Henderson (Houghton Mifflin, 2005).

VA's Suicide Hot Line Begins Operations: Nicholson: "Help a Phone Call Away"

WASHINGTON – To ensure veterans with emotional crises have round-the-clock access to trained professionals, the Department of Veterans Affairs (VA) has begun operation of a national suicide prevention hot line for veterans.

–Veterans need to know these VA professionals are literally a phone call away," said Secretary of Veterans Affairs Jim Nicholson said. –All service members who experience the stresses of combat can have wounds on their minds as well as their bodies. Veterans should see mental health services as another benefit they have earned, which the men and women of VA are honored to provide."

The toll-free hot line number is 1-800-273-TALK (8255). VA's hot line will be staffed by mental health professionals in Canandaigua, N.Y. They will take toll-free calls from across the country and work closely with local VA mental health providers to help callers.

To operate the national hot line, VA is partnering with the Substance Abuse and Mental Health Services Administration of the Department of Health and Human Services (HHS).

–The hot line will put veterans in touch – any time of the day or night, any day of the week, from anywhere in the country – with trained, caring professionals who can help," added Nicholson. –This is another example of the VA's commitment to provide world-class health care for our nation's veterans, especially combat veterans newly returned from Iraq and Afghanistan."

The suicide hot line is among several enhancements to mental health care that Nicholson has announced this year. In mid July, the Department's top mental health professionals convened in the Washington, D.C., area to review the services provided to veterans of the Global War on Terror.

- More -

Hotline 2/2/2/2

VA is the largest provider of mental health care in the nation. This year, the Department will spend more than \$3 billion for mental health. More than 9,000 mental health professionals, backed up by primary care physicians and other health professionals in every VA medical center and outpatient clinic, provide mental health care to about 1 million veterans each year. For the latest news releases and other information, visit VA on the Internet at: <http://www.va.gov/opa>

To receive e-mail copies of news releases, subscribe to VA's list server at:
http://www.va.gov/opa/pressrel/opalist_listserv.cfm.

Gateway Internet Sites for Human Services Professionals Working with Military and Veterans Issues provided by James A. Martin – version 07.20.08 **Prepared by: James (Jim) A. Martin, Ph.D., BCD Colonel, U.S. Army (Retired) & Associate Professor Bryn Mawr College, Bryn Mawr, PA 19010**

07.20.08

Gateway Internet Sites for Human Services Professionals Working with Military and Veterans Issues:

Note: The Author (JAM) reminds anyone making use of these sites (or any related web information from any of these sites) that it is always necessary to evaluate the website you are using to access information. Two useful guides for evaluating information from the Internet are:

From Duke University:

<http://library.duke.edu/services/instruction/libraryguide/evalwebpages.html>

From UC Berkeley -- much more detailed and extensive:

<http://www.lib.berkeley.edu/TeachingLib/Guides/Internet/Evaluate.html>

***** An invitation: Individuals are encouraged to contribute new information for this list. Please contact me at jmartin@brynmawr.edu with your suggestions.**

Gateway Sites

Military OneSource:

Military OneSource (sponsored by the Department of Defense) is the principal source of assistance for ANY military member or family member (Active Duty, National Guard, or Reserves). This site provides a full array of specific websites for the different Service Components and Branches, as well as a full menu of topic-specific sites. For immediate assistance from OneSource call 1-800-342-9647 or go to www.militaryonesource.com

Military HomeFront:

Military HOMEFRONT is the official Department of Defense web site for reliable Quality of Life information designed to help military members and their families, leaders and service providers. This is a great —on a stop” site. For access go to

<http://www.militaryhomefront.dod.mil/>

Note: Especially helpful is the *My State* resource on this site. *My State* provides an electronic directory with access to organizations that provide services to members of the military community, including directories, locations of programs and services, maps and directions. *My State* was developed to provide a "high tech, high touch" web-enabled community to connect military families with each other and with supportive resources 24/7.

The National Military Family Association (NMFA)

The NMFA provides a comprehensive listing of links to sites containing valuable information to service members and their families. Additional information about the subjects listed on the site is available under "Family Topics" on the site's left navigation bar. For access to www.nmfa.org and open the *Links* area under *Resources* Gateway Internet Sites for Human Services Professionals Working with Military and Veterans Issues provided by James A. Martin – version 07.20.08

Military.com

Military.com is the largest military and veteran membership organization — 10 million members strong. Military.com provides free information for military members, military families and veterans to benefits of service — government benefits, scholarships, discounts, lifelong friends, mentors, great stories of military life or missions, and much more. This is a true "one-stop" site for a wide array of information and a gateway to information sites. To access this site go to <http://www.military.com/>

Gateways to Military Service Components and Branch Specific Sites, and Some Key Federal Agencies:

Army:

Army Families Online: www.armyfamiliesonline.org

Army Behavioral Health Website: www.behavioralhealth.army.mil/

Navy:

Navy "Lifelines" (support for Sailors & Families): www.lifelines.navy.mil

Air Force:

Crossroads (for Air Force Families): www.afcrossroads.com/

Marine Corps:

Military Life (support for Marines, Families, and Veterans): <http://www.usmc-mccs.org/>

Marine for Life: www.m4l.usmc.mil/

Coast Guard:

Office of CG Work Life (includes family services): www.uscg.mil/hq/g-w/g-wk/wkw/index.htm

Department of Veterans Affairs:

Health Care for Veterans: www1.va.gov/health/

PTSD, US Department of Veterans Affairs: www.ncptsd.va.gov/ncmain/index.jsp

Note: The National Center for PTSD (NCPTSD) is part of the Department of Veterans Affairs and is dedicated to advance the clinical care and social welfare of U.S. Veterans through research, education and training on PTSD and stress-related disorders. It is a

primary source of information for clinicians, human service providers, as well as service members, veterans, and their loved ones. To access this site go to www.ncptsd.va.gov/ncmain/index.jsp

The National Center for PTSD (NCPTSD) website contains an extensive list of organizations and programs that support military members, veterans, and their loved ones. To access this list go to www.ncptsd.va.gov/ncmain/resources/military.jsp

For news of new developments at the National Center for PTSD visit their website for recent updates. Go to: www.ncptsd.va.gov

The National Center for PTSD has several newsletters that can be accessed from this site: <http://www.ncptsd.va.gov/ncmain/publications/subscribe.html>

A useful overview article on PTSD is available at: http://www.medicinenet.com/posttraumatic_stress_disorder/article.htm

PTSD Research Quarterly Newsletter (RQ) - The most recent Research Quarterlies can be found at: http://www.ncptsd.va.gov/ncmain/publications/publications/ncpbl_rq.jsp

Public Health Service: Office of Public Health and Science: www.hhs.gov/ophs/

Medical Reserve Corps of the PHS: www.medicalreservecorps.gov/HomePage

Red Cross Services to Military Members and Families: www.redcross.org/services/afes/0,1082,0_321_00.html

U.S. Department of Health and Human Services – Families & Children Site (contains a full menu of helpful resource information and is a gateway to numerous programs and services). www.hhs.gov/children/index.html

Note: This site contains information on specific population groups – including military and veteran populations. To access this information go to www.hhs.gov/specificpopulations/index.html

The Vermont Yellow-Book: is an initiative supported by the National Center for PTSD and Dartmouth College. This pdf contains a comprehensive listing of agencies for military members, veterans, and their families. While focused on the State of Vermont, there are comprehensive listings of federal and non-profit sector agencies as well. The Yellow-Book represents a needed resource for any state. Go to: <http://www.va.state.vt.us/MFCN/MFCN/MFCNYellowBookApril2007.pdf>

Health, Mental Health, and Deployment Related Gateway Sites:

Military Health System Information:

America's Military Health System (MHS) is a unique partnership of medical educators, medical researchers, and healthcare providers and their support personnel worldwide. This DOD site is sponsored by the Office of the Assistant Secretary of Defense for Health Affairs; the medical departments of the Army, Navy, Marine Corps, Air Force, Coast Guard, and the Joint Chiefs of Staff highlights healthcare resources for military members and their families. The site is a source of innovative information on education, medical training, research, technology, and policy information. For access go to www.health.mil

The Deployment Health and Family Readiness Library:

The Deployment Health and Family Readiness Libraries provide Service members, families, leaders, Health Care providers, and veterans an easy way to find deployment health and family readiness information. Within this library you'll find access to fact sheets, guides, and other products on a wide variety of topics published by the services and organizations that serve you. You'll also find additional web links to other organizations and resources devoted to the health and well-being of the Service member and their family. For access go to:

<http://deploymenthealthlibrary.fhp.osd.mil/home.jsp>

Note: Especially useful are the training and resource materials on this site for working with military members and/or Family Members who may have health and mental health questions. For access to the training page go to

<http://fhp.osd.mil/pdhrainfo/training.jsp>

For access to the resource page go to <http://fhp.osd.mil/pdhrainfo/resources.jsp>

The DOD Deployment Clinical Health Center Family & Friends webpage:

Family & Friends has an extensive list of support resources that are available to service members and their families. Many of these services are available online, as well as by phone, with call centers ready to assist you 24 hours a day, 7 days a week. For access go to <http://www.pdhealth.mil/family.asp>

The Center for the Study of Traumatic Stress

The Center for the Study of Traumatic Stress conducts research, education, consultation and training on preparing for and responding to the psychological effects and health consequences of traumatic events. The Center's work spans studies of genetic vulnerability to stress, individual and community responses to terrorism, and policy recommendations to help our nation and its military and civilian populations. Its team is multi-disciplinary and Center activities include the development of military health fact sheets to improve the well-being of deployed soldiers and their families, writing books and articles that advance the science, treatment and management of trauma and consulting. To access go to www.centerforthestudyoftraumaticstress.org/home.shtml

Medline Plus: a service of the National Library of Medicine, MedlinePlus is your trusted source of health and mental health information. To access this site go to

www.nlm.nih.gov/medlineplus/medlineplus.html

Note: MedlinePlus has a specific collection of information on military and veterans issues. To access this site go to

www.nlm.nih.gov/medlineplus/veteransandmilitaryhealth.html

NC Health Info:

NC Health Info is a resource of the University of North Carolina at Chapel Hill Medical Library System (with support from the Center for Citizen Soldier Support). This site contains information on services for military children, as well as an array of health and mental health topics for military members, veterans, and their loved ones.

http://www.nchealthinfo.org/health_topics/people/military/MilitaryFamilies.cfm

Health finder:

Healthfinder.gov is an award-winning Federal Web site for consumers, developed by the U.S. Department of Health and Human Services together with other Federal agencies. Healthfinder.gov is recognized as a key resource for finding the best government and nonprofit health and human services information on the Internet. Healthfinder.gov links to carefully selected information and Web sites from over 1,500 health-related organizations. To access this site go to <http://healthfinder.gov/>

Note: Make sure you check out the list of organizations and information clearinghouses listed on this site.

BattleMind:

BattleMind is a useful approach and philosophy – a strength-based approach to deployment mental health rather than pathology focused approach. There are BattleMind materials for spouses as well. The Army developed is a website containing audiovisual training aids and other materials to allow units to conduct their own mental health training. The site provides training for leaders, health care providers, individual Soldiers and family members. The website features a module that addresses the stigma associated with post traumatic stress disorder (PTSD); the testimonial of a suicide survivor; and scenario-based animations for younger members of the family.

Go to: <https://www.battlemind.army.mil/>

The Defense Centers of Excellence for Psychological Health & Traumatic Brain

Injury: leads a collaborative effort toward optimizing psychological health and traumatic brain injury (TBI) treatment for the Department of Defense (DOD). The DCOE establishes quality standards for: clinical care; education and training; prevention; patient, family and community outreach; and program excellence. DCoE Mission is to maximize opportunities for warriors and families to thrive through a collaborative global network promoting resilience, recovery, and reintegration for PH and TBI. Go to:

<http://www.health.mil/dcoe.aspx>

Mental Health for Families (from the NMFA):

A useful guide with an array of informational links for all family members. Go to:

http://www.nmfa.org/site/PageServer?pagename=mental_health_for_military_families

This NMFA site also has a link to mental health resources. Go to:
<http://info.nmfa.org/dir/>

**Non-Military Gateway Sites to Support Practice:
Other Organizations that provide information, guidance and/or counseling for
military families:**

Mental Health America (formerly known as the National Mental Health Association):
The country's leading nonprofit dedicated to helping ALL people live mentally healthier
lives. With our more than 320 affiliates nationwide, they represent a growing movement
of Americans who promote mental wellness for the health and well-being of the nation –
everyday and in times of crisis. For specific information for military families go to:
<http://www.mentalhealthamerica.net/reunions/info.cfm>

NAMI (National Alliance on Mental Illness): The nation's largest grassroots
organization for people with mental illness and their families. Founded in 1979, NAMI
has affiliates in every state and in more than 1,100 local communities across the country.
NAMI provides an extensive array of information and resources for veterans and active
duty military members, as well as their families, friends, and advocates.
Go to:
<http://www.nami.org/template.cfm?template=/contentManagement/contentDisplay.cfm&contentID=53586>

Social Work and Social Services Web Sites:

This is a comprehensive list of online resources of interest to social workers and those in
the social services fields. The site is a service of the George Warren Brown School of
Social Work at Washington University in St. Louis. The site is a jumping-off point to
other interesting, pertinent sites, many with search engines. To access this site go to:
<http://gwbweb.wustl.edu/resources/Pages/socialservicesresourcesintro.aspx#socialwork>

**General sites to support practice:
Information for Practice (IP):**

IP is sponsored by the New York University School of Social Work to help social service
professionals maintain an awareness of news regarding the profession and emerging
scholarship. To access this site go to <http://www.nyu.edu/socialwork/ip>

The Social Work Access Network (SWAN) is supported by the University of South
Carolina School of Social Work and provides social workers valuable tools for practice in
the information age. The site has an extensive listing of national social work
organizations. To access this information go to
<http://cosw.sc.edu/swan/organizations.html>

The National Association of Social Workers (NASW) is the largest membership
organization of professional social workers in the world, with 150,000 members. NASW
works to enhance the professional growth and development of its members, to create and

maintain professional standards, and to advance sound social policies. To access this organization's website go to www.socialworkers.org/

Note: This site contains a portal to more than 45 national social work organizations. To access this portal go to <https://www.socialworkers.org/swportal/swo1/>

The Association for Community Organization & Social Administration (ACOSA):

ACOSA is a membership organization for community organizers, activists, nonprofit administrators, community builders, policy practitioners, students and educators. ACOSA will keep you informed of the latest innovations in community and administrative practice as well as provide you with a variety of opportunities for networking and professional advancement. To access ACOSA's website go to www.acosa.org/

Note: The ACOSA site has an extensive listing of national and regional organizations focused on community development issues. To access this web-enabled list go to www.acosa.org/links.html

Professional Associations Focused on Families:

The National Council on Family Relations (NCFR) provides an educational forum for family researchers, educators, and practitioners to share in the development and dissemination of knowledge about families and family relationships, establishes professional standards, and works to promote family well-being. To access their website go to: <http://ncfr.org/>

Note: This site contains a number of useful fact sheets and policy briefs that can be downloaded for dissemination. To access these go to <http://ncfr.org/pubpol/factsheets.asp>

The National Family Caregivers Association (NFCA): The National Family Caregivers Association educates, supports, empowers and speaks up for the more than 50 million Americans who care for loved ones with a chronic illness or disability or the frailties of old age. NFCA reaches across the boundaries of diagnoses, relationships and life stages to help transform family caregivers' lives by removing barriers to health and well being. To access this website go to www.nfcacares.org/

Information to Support Best Practice:

The National Registry of Evidence-based Programs and Practices (NREPP):

NREPP is a searchable online registry of mental health and substance abuse interventions that have been reviewed and rated by independent reviewers. The purpose of this registry is to assist the public in identifying approaches to preventing and treating mental and/or substance use disorders that have been scientifically tested and that can be readily disseminated to the field. NREPP is one way that SAMHSA is working to improve access to information on tested interventions and thereby reduce the lag time between the creation of scientific knowledge and its practical application in the field. NREPP publishes a report called an intervention summary on this Web site for every intervention it reviews. Each intervention summary includes: Descriptive information about the intervention and its targeted outcomes, Quality of Research and Readiness for Dissemination ratings, A list of studies and materials submitted for review, Contact Information for the Intervention Developer. All NREPP intervention summaries can be

accessed through the *Find Intervention* page. To access this site go to <http://nrepp.samhsa.gov/>

Note: To learn more about evidenced-based practice go to the Smith College School for Social Work Research Pages developed by Professor James W. Drisko. To access this site go to http://sophia.smith.edu/~jdrisko/evidence_based_practice.htm

The National Institute for Health and Clinical Excellence (NICE): is an independent organization responsible for providing national guidance in on promoting good health and preventing and treating ill health in the United Kingdom. Go to:

<http://www.nice.org.uk/>

Note: Here is the NICE Quick Guide on PTSD

<http://www.nice.org.uk/nicemedia/pdf/CG026quickrefguide.pdf>

Useful Mental Health Resources:

Screening for Mental Health Inc. (SMH): is the non-profit organization that first introduced the concept of large-scale mental health screenings with its flagship program National Depression Screening Day in 1991. SMH programs now include both in-person and online programs for depression, bipolar disorder, generalized anxiety disorder, posttraumatic stress disorder, eating disorders, alcohol problems, and suicide prevention. These programs have been used by hospitals, mental health centers, social service agencies, government agencies, older adult facilities, primary care clinicians, colleges, secondary schools, corporations and HMO's, reaching individuals ranging from teens to older adults. SMH's programs have reduced the stigma that inhibits many individuals with mental illness from seeking treatment. The programs are also helpful to those who are worried about a friend or family member. Teaching people how to identify mental illness and specific ways to access treatment for themselves or a loved one is the cornerstone of SMH's programs. Screening for Mental Health – useful self-assessment on-line tools are available at:

<http://www.mentalhealthscreening.org/military/HowCommunityProvidersCanHelp.aspx>

TBI Resources:

The single best starting point for TBI information is the DoD Post Deployment Health web site. Go to: <http://www.pdhealth.mil/TBI.asp>

Note: As noted on this site: Traumatic brain injury (TBI) is defined as a blow or jolt to the head or a penetrating head injury that disrupts the function of the brain. Concussions, also called “closed head injuries”, are a type of TBI. Not all blows or jolts to the head result in a TBI. The severity of such an injury may range from “mild”, i.e., a brief change in mental status or consciousness to “severe”, i.e., an extended period of unconsciousness or amnesia after the injury. TBI can cause a wide range of functional changes affecting thinking, sensation, movement, language, and/or emotions. Some symptoms may appear immediately after the injury and other symptoms may not appear for days or weeks. Because of the nature of the injury and the symptoms, sometimes people may not recognize or admit that they have a problem. In post-concussion/mild TBI patients, recovery time is within weeks/months, but a small percentage has persistent symptoms.

Patients with moderate to severe TBI may never fully recover their pre-injury function. The rate of combat-related brain injuries in service members returning from the current conflicts in Iraq and Afghanistan appears to be higher than in previous conflicts. Nearly 30% of all patients with combat-related injuries seen at Walter Reed Army Medical Center from 2003 to 2005 sustained a TBI. Blast injuries are a significant cause of TBIs. TBI is often associated with severe multiple trauma, post traumatic stress disorder (PTSD) or undiagnosed concussions. Screening patients who are at risk for a TBI is important in order to ensure that TBIs are identified and appropriately treated. DOD TBI Information and Resource go to: <http://www.pdhealth.mil/TBI.asp>

The Federal TBI Program:

The archived web cast "*Unidentified TBI: The Importance of Finding Those Who "Get Lost" and Those "Not Found"*" is now available. **The Federal TBI Program** aired the web cast, "Unidentified TBI: The Importance of Finding Those Who "Get Lost" and Those "Not Found"," on May 22, 2008. Dr. Wayne Gordon from Mount Sinai School of Medicine, whose research into the societal cost of TBI was the basis for an article in The Wall Street Journal, is the speaker. The web cast focuses on the link between a previous brain injury and problems later in life. Viewing this web cast provides an excellent opportunity to collect information to describe the importance of identifying TBI and to illustrate the long-term cost to society. State agencies, Protection and Advocacy Systems, and Statewide TBI Advisory Boards/Councils can use this information to capture the attention of State agencies to assist with raising brain injury awareness and securing funding. The web cast and PowerPoint slides can be accessed at:

<http://www.mchcom.com/archivedWebcastDetailNewInterface.asp?aeid=453>

This is sponsored by MCHCOM.COM, the **Maternal and Child Health Bureau's (MCHB)** website for supporting communication and collaboration between state and federal maternal and child health professionals who serve the nation's mothers, families and children. MCHCOM is a resource for skills-building and training to support MCH professionals to achieve Bureau goals. Other information from MCHB is available at: <http://www.mchcom.com>

Office of the Assistant Secretary of Defense for Health Affairs *Dot Mil Docs* is another good resource for audio and video mental health information. Go to:

<http://www.blogtalkradio.com/stations/PentagonRadioNetwork/Dot-Mil-Docs>

Information and Support for Wounded and Injured Veterans and their Families *When Wounded Vets Come Home*, By Barry Yeoman, July & August 2008. As more troops than ever are surviving the fearsome injuries of war, parents are increasingly being thrust into the role of long-term caregivers. This AARP articles discusses this issue and highlights numerous resources for veterans and their care giving families. Go to:

http://www.aarpmagazine.org/family/when_wounded_vets_come_home.html

The Coming Home Project is a non-profit organization devoted to providing compassionate care, support and stress management tools for Iraq and Afghanistan veterans and their families. It is made up of a group of veterans, psychotherapists and interfaith leaders committed to helping transform the wounds of war. They help veterans

and family members rebuild the connectivity of mind, heart, body and spirit that combat trauma can unravel; renew their relationships with loved ones; and create new support networks. Their goal is to build a safe space – a community -- for veterans and their families to come together and share their stories, struggles and accomplishments. Single veterans are also most welcome. The Coming Home Project offers a range of free services: workshops and retreats; psychological counseling; training for care providers; and community forums. Their programs address the mental, emotional, spiritual and relationship challenges faced by veterans and families before, during and after deployment. The videos listed on this site provide some powerful stories. Go to: <http://www.cominghomeproject.net/ComingHome/>

Organizations (and Web Sites) specifically the parents and extended

family members: MarineParents.com is a Nonprofit founded in January, 2003 in response to parents' needs to find information and to Connect & Share™ with one another during deployments. It offers free services, connections and outreach projects have expanded to support Marines, to support and educate Marine moms, dads, spouses, families and friends. Go to www.marineparents.com
For a large list of Marine parent support groups go to:
<http://www.marineparents.com/USMC/support-groups-search.asp>

Parent Zone: is an interesting and informative “blog” site. It is well worth visiting for any parent of a service member. Go to: <http://parentszone.org/>

Military Family Network's Home for Military Parents and Extended Families:

The Military Family Network is a commercial program that supports the unique mission of connecting military families with each other and the best a community has to offer, and because of this, they have designed a network to meet this goal by focusing services exclusively on military families and how they think and see themselves in their community. This vision affords them the ability to tap into what military families often value most: relationships, loyalty and word-of-mouth referrals. Go to: <http://www.emilitary.org/parents1.html>

Navy for Moms: This site is for mothers of kids in the U.S. Navy and for Moms who have questions about Navy life for their kids. Go to: <http://www.navyformoms.com/>

Books, Guides, and Other Internet-based Information for Parents of Service

Members: The Association of the US Army (AUSA) has a very useful Parent’s Guide written by Vicki Cody, a military wife and mother (*Your Soldier, Your Army: A Parent’s Guide*). Go to: <http://www.ausa.org/pdfdocs/YourSoldier.pdf>

The **National Guard Bureau** has a useful guide book for parents of National Guard members entitled: *Our Sons, Our Daughters – A National Guard Parent’s Guidebook to Deployment* by Paula Sumrall. Go to: http://www.ngb.army.mil/resources/downloads/Parents_guide.pdf

For a comprehensive listing of **Veterans Service Organizations** see the Department of Veteran's Affairs listing. Go to: <http://www1.va.gov/vso/index.cfm?template=view>

National Military Family Association: Sept 2007 – Vol. 18, No 9 has an article with resource information for the parents of military members. Go to: http://www.nmfa.org/site/DocServer/September_2007_Newsletter.pdf?docID=10661

Also the NMFA website has numerous links to parent related resources. Go to: <http://www.nmfa.org/site/PageServer?pagename=links#FamilyLinks>

Other related sites recommended by the NMFA are: For the **Deployment Health Family Readiness Library** go to: <http://deploymenthealthlibrary.fhp.osd.mil/>
For **Military Homefront** go to: <http://www.militaryhomefront.dod.mil/>

For **USA4militaryfamilies** go to: <http://www.usa4militaryfamilies.dod.mil/>

The **Substance Abuse and Mental Health Services Administration (SAMHSA)** vision and mission is focused on building resilience and facilitating recovery for people with or at risk for mental or substance use disorders. SAMHSA is gearing all of its resources -- programs, policies and grants -- toward that outcome. SAMHSA has a comprehensive resource list for returning vets and families. Go to: <http://www.samhsa.gov/vets/>

Other Recommended Books and Guides:

Down Range to Iraq and Back by Bridget C. Cantrell, Ph.D. and Chuck Dean. Go to: <http://astore.amazon.com/marineparents-20/detail/1933150068>
Courage After Fire by Keith Armstrong, L.C.S.W./Susanne Best, Ph.D. / Paula Domenici, Ph.D. Go to: <http://www.courageafterfire.com/>

The American Red Cross offers *Coming Home: A Guide for Parents, Extended Family Members or Friends of Service Members Returning from Mobilization / Deployment*. This guide is available at from local Red Cross chapter.

When Your Son or Daughter is Deployed (available on-line). Go to: [http://deploymenthealthlibrary.fhp.osd.mil/products/When%20Your%20Son%20or%20Daughter%20is%20Deployed%20\(237\).pdf](http://deploymenthealthlibrary.fhp.osd.mil/products/When%20Your%20Son%20or%20Daughter%20is%20Deployed%20(237).pdf)

Home for Our Troops:

Our Mission: Homes for Our Troops is a non-partisan, non-profit 501 (c)(3) organization that provides specially adapted homes for our severely injured service members. Through our growing network of monetary contributions, donations from building contractors, suppliers, corporate supporters and local volunteers, we are able to provide our assistance at no cost to the veterans that we serve.

Kids for Our Troops

Our kid's site has lots of information for kids, parents and teachers to help kids of all ages get involved in supporting our American heroes who have volunteered to defend our country and who have returned home with severe injuries and disabilities. Visit our website for kids! <http://www.kidsforourtroops.org/>

Contact Information:

Homes for Our Troops, Inc.
37 Main Street
Taunton, MA 027802
Phone: 1-866-7-troops
Link: www.homesforourtroops.org

Virginia Resources:

Operation Homefront Hampton Roads Chapter:

Provides emergency assistance and morale to service members, veterans and their families residing in Virginia.

Army Emergency Relief (AER) in Virginia:

Provides locations and contact information for AER Sections in Virginia. AER provides emergency financial assistance to soldiers, veterans and their dependents when there is a valid need.

Army Integrated Family Support Network - My Army Life Too:

A comprehensive list of family programs, services and resources for service members, veterans and family members located in Virginia.

Virginia Easy Access:

Connects adults with disabilities to housing information, transportation services, information on legal rights and a broad range of **community supports**.

Greater Washington DC Resources:

Operation Second Chance:

Supports service members while at **Walter Reed Army Medical Center** and when they transition back to duty or back to civilian life through programs and services including modification of housing for veterans with disabilities and assistance to the families of wounded service members.

National Resources:

Air Force Aid Society (AFAS):

Helps relieve financial distress of Air Force members and families and assists them in financing their higher education goals. **Find the nearest AFAS location** in the U.S. or overseas. Most AFAS interest-free loans and grants are for short term or one-time emergencies such as food, rent, and utilities. We also help with car repair and emergency travel requirements. Each case, regardless of the request, is treated individually, and the Society will review all requests for assistance and try to help if the assistance falls within the general thrust of the AFAS charter.

Air Force Aid Society's Falcon Loan:

Provides information and instructions on applying for the Falcon Loan of \$500 or less for emergency needs such as basic living expenses, car repairs, emergency travel or other approved needs.

Air Force Personnel Center (AFPC):

Resources include Airman and Family Readiness Center (A&FRC), Air Force Retiree Services Section (AFPC/DPSIAR), which manages the Air Force Retiree Activities Program and the Survivor Benefit Plan, and Air Force Assistance Fund (AFAF), which helps Air Force families with emergency aid, educational needs and retirement homes for widows or widowers of Air Force members in need of financial assistance.

American Red Cross Emergency Financial Services for Active Duty Military Personnel:

Provides Emergency financial help for service members and families, including food, temporary lodging, urgent medical needs, or the minimum amount required to avoid eviction, utility shut off, etc.

Armed Forces Foundation:

Programs include injured support services, housing assistance, family bereavement assistance, direct financial help, and career counseling and recreation opportunities. Download the **Family Assistance Application** (document is in .pdf format).

Armed Forces Relief Trust:

Collects and disburses donations in support of service members and their families in need, including assistance with airfare, special medical attention, college tuition for the children of soldiers and more.

Army Emergency Relief (AER):

Helps soldiers and dependents through emergency financial assistance. There are 91 AER Sections of U.S. Army installations worldwide. **Find the nearest location.**

American Legion Temporary Financial Assistance (TFA):

Program funded by the **American Legion** assists minor children of eligible veterans through cash grants to cover needs such as housing, food and medical bills.

Children of Fallen Soldiers Relief Fund:

College grants and other financial assistance with housing, repairs, utilities, medical expenses, groceries and more for children and spouses of disabled military service members and those who lost their lives in the Iraq and Afghanistan conflicts.

Coalition to Salute America's Heroes:

Provides **emergency financial support** for utility bills, car payments, mortgage and rent payments and more to service members and families. Call 914-432-5400 or **apply online**. Other programs include family support networks, therapeutic day camp for children, career networks and homes for the wounded.

Coast Guard Mutual Assistance:

Financial assistance for emergency, short-term situations that endangers personal well being. For the entire Coast Guard family, including active duty and retired military personnel, reservists and their families. Various other **categories of assistance** offered.

Family & Friends for Freedom Fund:

Provides financial assistance to injured Marines and their families, those with Post-Traumatic Stress Disorder (PTSD), and to all military branches as the need arises. Download the **Application for Financial Assistance**.

Freedom Alliance:

Provides grants to wounded troops and families to assist with housing, travel or other needs. Special fund provides educational scholarships to children of active duty service members who were killed, permanently disabled or currently certified as POW or MIA. Create an account and **apply for a scholarship**.

Helping Our Heroes Foundation:

Provides patient advocates, funds for education, financial and career counseling and emergency funding. Also offers **travel grants** to Walter Reed Army Medical Center for Operations Iraqi Freedom and Enduring Freedom (OIF/OEF) patients and family.

Injured Marine SEMPRE FI Fund:

Provides financial assistance to injured Marines, Sailors or other service members assigned to Marine forces and their families to help with housing payments, the purchase of adaptive vans or vehicles, education programs and more.

National Association of American Veterans:

Serves veterans and their dependents, severely wounded warriors and single parent service members and veterans by providing services including emergency financial assistance, counseling, scholarships, housing assistance and medical transportation.

Navy-Marine Corps Relief Society Financial Assistance:

Provides members of the Navy and Marine Corps and eligible family members and survivors with interest-free loans or grants to help with emergency needs such as emergency transportation, vehicle repairs, funeral expenses, medical bills, food, rent, utilities, child care expenses and more.

Operation Family Fund:

Financial grants for those injured and families of those who have been injured or killed as a part of the Global War on Terrorism, whether domestic or abroad, military or civilian. Assistance is available for food, mortgage or rent, utilities, emergency transportation, vehicle repair, funeral expenses, legal expenses, medical/dental expenses and more.

Operation First Response:

Financial assistance to wounded service members for rent or mortgage payments, utilities, vehicle payments and repairs, food, clothing, transportation and personal items.

Operation Forever Free:

Provides assistance for service members and their families including funds for transportation, as well as modifying, re-modeling and building homes.

Operation Homefront:

Provides **emergency assistance programs** and information to service members and their families to help support their urgent household needs.

Pentagon Federal Credit Union Foundation:

Provides financial services for wounded warriors including funds for day care expenses at Walter Reed Army Medical Center, hospice suite for Walter Reed patients with terminal cancer, payments for emergency financial needs and laptop computers for wounded warriors at the **Fisher Houses** at major military medical centers.

Society of the First Infantry Division - Scholarships & Grants:

Provides scholarships for children of soldiers killed while serving in combat with the Division and in peacetime training accidents, and for children and grandchildren of former members of the Division. Also provides **emergency assistance grants** for airfare, housing and other needs.

USA Cares:

Financial assistance for wounded warriors and families, prevention of foreclosure or eviction and help with basic needs.

Veterans of Foreign Wars (VFW) - Unmet Needs: Emergency financial support to families of military personnel. Apply online or download the **application form** in .pdf format.

Wounded Explosive Ordnance Disposal (EOD) Warrior Foundation: Provides financial relief to Wounded EOD Warriors and their families.

Wounded Heroes Foundation: Assists severely injured service members with physical, emotional and financial support, such as paying a missing mortgage payment, purchasing a handicap accessible van, building or remodeling homes, securing a new mortgage at a lower interest rate and more.

America's Heroes at Work:

What is America's Heroes at Work?

America's Heroes at Work www.americasheroesatwork.gov is a U.S. Department of Labor (DOL) program that focuses on the employment challenges of returning service members living with Traumatic Brain Injury (TBI) and/or Post-Traumatic Stress Disorder (PTSD). The program equips employers and the workforce development system with the tools they need to help those affected by TBI and/or PTSD succeed in the workplace—particularly service members returning from Iraq and Afghanistan.

Why are TBI and PTSD such relevant issues?

Due to advances in military medicine and protective equipment, increased numbers of service members are surviving the injuries they sustain on the battlefield. However, the changing combat landscape has caused a sharp increase in TBI and PTSD, which are increasingly recognized as key injuries of Operation Enduring Freedom and Operation Iraqi Freedom. Hundreds of thousands of brave men and women will be coping with the challenges of TBI and PTSD as they reenter civilian life, today and for many years to come.

What kinds of challenges will service members with TBI and/or PTSD face as they transition back to civilian life?

Although their injuries may not be visible, service members with TBI or PTSD may face difficulties—especially with respect to employment. These individuals may suffer from headaches, vertigo, balance problems, anxiety and sleep disturbance, among other symptoms. They also may have cognitive symptoms including short-term memory deficits, poor concentration and decision-making difficulties. All of these can interfere with everyday activities, inside and outside of the workplace.

How does America's Heroes at Work intend to answer the call to address these issues?

For wounded and injured veterans, employment can play a significant role in the road to recovery. So to help our returning service members succeed in the workplace, America's Heroes at Work is engaging in a targeted education campaign designed to increase awareness of TBI and PTSD issues among the workforce system, and to educate employers on accommodations they can make for these employees to help ensure workplace success.

What educational materials will America’s Heroes at Work make available?

The program will offer a variety of educational resources devoted to improving employment-related outcomes for returning service members with TBI and/or PTSD. Materials will include fact sheets, Web-based training tools, and educational presentations and more—all designed for employers, workforce development professionals, service branches, key military support systems, veterans’ service organizations and One-Stop Career Centers.

How does this program differ from other TBI/PTSD initiatives?

Many federal government agencies and non-profit organizations are addressing important aspects of TBI and PTSD. America’s Heroes at Work is a federal initiative created solely to provide employment support for returning service members with these specific conditions. The program is managed jointly by DOL’s Office of Disability Employment Policy and the Veterans’ Employment and Training Service in collaboration with other federal agencies engaged in TBI and PTSD programs, including the Departments of Defense, Veterans Affairs, Health and Human Services, Education, the National Institutes of Health and others.