



# RESOURCES OF CARE

Accessing the Right Resources

2012

## Service Member & Family Programs

Family is critical to readiness and retention. The Idaho National Guard provides assistance to all SM & Military Families, regardless of branch or component and status, who find themselves beyond the support capability of active duty military facilities or their home units.

### Vision

An enhanced quality of life and resiliency for Military Service Members, their families, and the communities in which they live.

### Mission

As the Guard & Reserve faces unprecedented increases in military activity and extended deployments, it is imperative to ensure that families are prepared for the stresses of deployment and supported throughout the entire deployment cycle.

The Idaho State Joint SM & Family Programs acts as a network that allows SM & Families to mutually support one another. By providing SM & Families with information, education, resources, and support, the program strengthens both the unit and service member. SM & Family Programs helps ensure communication with one another and that no SM or Family “falls between the cracks.”

*The information in this packet include:*

*the IDARNG, community, and web resources that are available to support veterans and their families.*



Families First, Readiness Always

## Contact Us

Give us a call for more information about our services

### **State Family Programs Office**

4250 Cessna St  
Boise, ID 83705

(208) 272-4330

Visit us on the web at: <http://nationalguard.idaho.gov/FamilyPrograms>



Ways to take care of you and your Family through the Military Resources

## **Judge Advocate General (JAG)**

Assists with military-related issues (i.e., difficulty with creditors. POA issues, child custody issues when service member's parental rights are violated).

JAG Office  
**(208) 272-5474**

### **TriCare**

All returning soldiers/families have 180 days of transition health benefits. If you were enrolled in PRIME or Prime Remote during the deployment, you will need to re-enroll into it again for the Transitional Assistance period.

### **Benefits —Transition Assistance Advisor**

Direct liaison to VA health and disability benefits and Vets Center information. Serves as a first line of support for returning Veterans to help troubleshoot concerns surrounding their benefits, education assistance, employment and other issues they may encounter when they return from deployment or transition back into civilian life.

### **Employer Support for the Guard & Reserve (ESGR)**

Established in 1972 to promote cooperation and understanding between Reserve component members and their civilian employers and to assist in the resolution of conflicts arising from an employee's military commitment. For more information, contact an ESGR ombudsman for assistance.

### **Employer Partnership of the Armed Forces**

The Employer Partnership (EP) was created as a way to provide America's employers with a direct link to some of America's finest employees – Service members and their families. Through the partnership, Service members can leverage their military training and experience for career opportunities in today's civilian job market with national, regional and local Employer Partners. For more information contact us at:

### **Idaho Department of Labor**

Services offered through Idaho Department of Labor are designed to prepare job seekers for employment and provide skilled applicants to employers.

TRICARE State Benefits Advisor

**(208) 272-3788**

**1-888-TRIWEST**

[selia.lopez@us.army.mil](mailto:selia.lopez@us.army.mil)

Triwest Representative

**(406) 268-1403 ext. 43801**

**1-888-TRIWEST**

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

Transition Assistance Advisor

**(208) 272-4408**

**(208) 794-5870**

[mary.kelly3@us.army.mil](mailto:mary.kelly3@us.army.mil)

Employer Support Specialist

**(208) 272-3346/9457**

[eddie.clemons@ng.army.mil](mailto:eddie.clemons@ng.army.mil)

[www.esgr.mil](http://www.esgr.mil)

**800-336-4590**

[USERRA@osd.mil](mailto:USERRA@osd.mil)

Hero to Hired

<https://h2h.jobs/>

1-877-450-HIRE (4473)

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

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

Veterans Advocate

**(208) 332-3275 ext. 3272**

[www.labor.idaho.gov](http://www.labor.idaho.gov)

## Veterans Health Administration

Provide a full range of healthcare for veterans, to include prescription, surgery, counseling and rehabilitation. Soldiers may take advantage of this benefit for a 5 year period following deployment for illness potentially related to service in a contingency operation. To receive care, veterans must first enroll by submitting a VA Form 10-10EZ. Call or visit our website for information about Veteran Administration services, benefits, and facility locations visit: [www.va.gov](http://www.va.gov) or call **800-827-1000**

### Veterans

## Vet Centers

Vet centers provide readjustment counseling to all veterans who have served in combat zones and their family members. Services are provided at no cost to veterans or their families. To receive care, family and veterans need a copy of DD214 paperwork.

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

Boise VetCenter

208-342-3612

Boise Mobile VetCenter

208-342-3612

Pocatello VetCenter

208-232-0316

Walla Walla Vet Center

509-525-9034

Spokane VetCenter

208-444-8387

Spokane Mobile VetCenter

208-444-8387

## USDVA Outpatient Clinics

Burn, OR 541-573-3331

Caldwell 208-454-4820

Coeur d'Alene 208-665-1700

Grangeville 208-983-4671

Idaho Falls 208-522-2922

Lewiston 208-746-7784

Pocatello 208-232-6214

United States Department of Veterans Affairs

**800-827-1000**

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

Educational Benefits

**888-442-4551**

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

Health Care

**877 222-8387**

[www.va.gov/health/index.asp](http://www.va.gov/health/index.asp)

Life Insurance

800-669-8477

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

National Cemetery Administration

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

Replacement of Discharge Documents

National Records Center

[www.vetrecs.archives.gov](http://www.vetrecs.archives.gov)

USDVA Medical Centers

### Boise VA Medical Center

500 West Fort Street

Boise, ID 83702

**208-422-1000**

### Spokane VA Medical Center

4815 North Assembly Street

Spokane, WA 99205-6185

**(509) 434-7000**

### Jonathan M. Wainwright

### Memorial VA Medical Center

77 Wainwright Drive, Walla

Walla, WA 99362

**888-687-8863**

**509-525-5200**

## Useful Hotlines

### **VA Suicide Hotline**

**800-273-TALK (8255)**

Press one for the Veteran's line  
[www.suicidpreventionlifeline.org](http://www.suicidpreventionlifeline.org)

### **Child Abuse Hotline**

**1-800-4-A-CHILD**

The Childhelp National Child Abuse Hotline is open 24/7  
All calls are anonymous.

Child Protective Service- State of Idaho

**Call the Idaho CareLine,**

**2-1-1 or 1-800-926-2588,**

**(TDD 208-332-7205)**

Defense and Veterans Brain Injury Center

**800-870-9244** [www.dvbic.org](http://www.dvbic.org)

### **Drug Help Line**

**800 662-HELP (4357)**

### **Gambling Help Line**

**(800) 270-7117**

Idaho CareLine 211

The 2-1-1 Idaho CareLine, a free statewide community Information and Referral service, is a program of the [Idaho Department of Health and Welfare](#). Our comprehensive database includes programs that offer free or low cost Health and Human services or social services, such as Rental Assistance, Energy Assistance, Medical Assistance, Food and Clothing, Child Care Resources, Emergency Shelter, and more. Agents at the 2-1-1 Idaho Careline connect people in need with government, faith-based, and community resources. Please contact us for assistance or refer others who need help to **call 2-1-1**.

National Center for PTSD

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

### **National Domestic Violence Hotline**

**1-800-799-SAFE (7233)**

NDVH provides crisis intervention, information and referral to victims of domestic violence, perpetrators, friends and families.

Women's and Children's Alliance

The WCA operates two 24-hour crisis hotlines.

If you or someone you love needs help, call these numbers:

### **Domestic Violence Crisis Hotline:**

**(208) 343-7025**

### **Rape Crisis Hotline:**

**(208) 345-7273 (RAPE)**

## **Education**

The IDARNG Education Office assists soldiers with pursuing their civilian higher education goals and promotes life-long learning by administering a number of different programs including GI Bill, Tuition Assistance and CLEP testing.

The GI Bill pays qualified soldiers a monthly benefit to help with the costs of attending school. These benefits are paid directly to the soldier, and can be used for any expenses while the soldier is taking courses. IDARNG soldiers can qualify for 4 different programs with different payment rates, depending on their enlistment and deployments. For more information on applying for GI Bill benefits visit the GI Bill website listed below.

Federal Tuition Assistance will cover 100% of tuition and fees up to \$250 per credit hour with an annual maximum of \$4,500 per year. TA requests are approved on a first-come, first served basis and are only available as long as funds are available. Every IDARNG soldier in good standing can use this benefit.

CLEP testing is a quick way to earn college credit and get a head start on a college degree. CLEP tests are offered free of charge to service members and their spouses. IDARNG Education Office offers 14 tests on site, and an additional 20 tests are available at the Education Office on Mountain Home Air Force Base.

For more information about the educational opportunities offered by the Idaho Guard, contact the IDARN Education Services Officer at 208-272-3761 or [ideducation@us.army.mil](mailto:ideducation@us.army.mil)

## **Veterans Upward Bound**

Direct liaison to VA health and disability benefits and Vets Center information. Serves as a first line of support for returning Veterans to help troubleshoot concerns surrounding their benefits, education assistance, employment and other issues they may encounter when they return from deployment or transition back into civilian life.

## **Idaho Division of Veterans Services**

Established in 1972 to promote cooperation and understanding between Reserve component members and their civilian employers and to assist in the resolution of conflicts arising from an employee's military commitment. For more information, contact an ESGR ombudsman for assistance.

## **Employer Partnership of the Armed Forces**

The Employer Partnership (EP) was created as a way to provide America's employers with a direct link to some of America's finest employees – Service members and their families. Through the partnership, Service members can leverage their military training and experience for career opportunities in today's civilian job market with national, regional and local Employer Partners. For more information contact us at: 1-877-450-HIRE (4473) & [www.employerpartnership.org](http://www.employerpartnership.org)

## **Idaho Department of Labor**

Services offered through Idaho Department of Labor are designed to prepare job seekers for employment and provide skilled applicants to employers.

Apply for Tuition Assistance –  
[www.education.ng.mil](http://www.education.ng.mil)

CLEP information –  
[www.dantes.doded.mil](http://www.dantes.doded.mil)

GI Bill VA website –  
[www.gibill.va.gov](http://www.gibill.va.gov)

Veterans Affairs (VA): GI Bill  
1.888.442.4551

<http://vabenefits.vba.va.gov/vonapp/main.asp>

GKO: Post 9/11 GI Bill information

<https://gkoportal.ngb.army.mil/default.aspx>

DoD transferability website (Post 9/11 GI Bill)

<https://www.dmdc.osd.mil/TEB>

VA application for the GI Bill

<http://vabenefits.vba.va.gov/vonapp/main.asp>

## Idaho Guard Reserve Family Support Fund

Provides emergency financial assistance to Soldiers and their immediate family members. Contact your Family Assistance Center or Family Readiness Support Assistant for more information about the Idaho Family Fund and other financial assistance programs.

Please contact:

State Family Program Director  
208 272-4361 208 866-7877  
[james.w.hicks1@us.army.mil](mailto:james.w.hicks1@us.army.mil)



24 Hour Hotline (SAFE HELPLINE)  
1-877-995-5247

For more information please call  
1-800-922-3406

Idaho Personal Financial  
Counselor

208-577-1180

208-272-8332

[stephen.d.stech@healthnet.com](mailto:stephen.d.stech@healthnet.com)



## Personal Financial Counselor

The MFLC Personal Financial Counseling (PFC) Program provides education, support and assistance on personal finance solutions and access to personal financial counseling. PFC services include professional, individualized financial planning and consultation services, including assistance with money management, credit and debt liquidation, analysis of assets and liabilities, and establishing and building savings plans. Service is free to SM and their families.

## Mental Health

Assists Guard members and their families with a variety of issues toward establishing overall psychological health. Services provided include confidential assessments, unit/command consultations, crisis intervention, and referrals to resource providers as needed.

Director of Psychological Health - Idaho National Guard  
(208) 860-0189

[penelope.hansen@ceridian.com](mailto:penelope.hansen@ceridian.com)

## Military Family Life Consultants (MFLC)

Provides assistance to military families with life skills information and education. They provide direct, short-term, solution focused counseling to individuals, couples, families, and groups.

Military Family Life Consultant

(208) 577-1025

[darren.a.bushee@healthnet.com](mailto:darren.a.bushee@healthnet.com)

Child and Youth Consultant

(208) 697-7972

[patricia.l.debor@healthnet.com](mailto:patricia.l.debor@healthnet.com)

## Sexual Assault Response Coordinators (SARC)

The Joint Forces Headquarters Sexual Assault Response Coordinator(s) serve as the single point of contact within the State of Idaho Military Division to coordinate a response to sexual assault when a report is made, assists the senior commander in ensuring victims receive responsive care, and referring or assigning victims to a victim advocate. The JFHQ SARC tracks each incident from beginning to end to ensure that all victims receive the proper care and treatment they deserve. Additionally, the SARC ensures proper reporting and confidentiality.

Sexual Assault and Response Coordinator

208-447-6166/208-272-8400

[colleen.walker@us.army.mil](mailto:colleen.walker@us.army.mil)

SARC Assistant

208-272-4306

[terry.p.williams@us.army.mil](mailto:terry.p.williams@us.army.mil)

## Substance Abuse—Access to Recovery (ATR)

ATR provides access to substance abuse treatment and recovery support services that focus on long-term recovery. It is a federally funded program that pays for services for members of the Idaho National Guard (past and present) and is completely confidential. Call and inform the consultant that you are interested in receiving services through the Access to Recovery program. You will receive a short screening to determine your financial eligibility as well as an assessment of your treatment needs.

# World Wide Web Assistance



## Military One Source

Assists with military-related issues 24 hour one-stop source for service member and family needs including child care, spousal employment, income tax preparation, car repair, plumbing, money management, counseling, or relocation.

Idaho MOS Consultant

(208) 272-4307/208-590-2486

[matthew.barley@militaryonesource.com](mailto:matthew.barley@militaryonesource.com)

## Army One Source

Army OneSource is a Department of Defense contracted program. They offer hi-tech/hi-touch information through resourceful website and Community Support Coordinators located across the globe. Army OneSource supports direct needs of Service Members, Families and Veterans especially in the areas of behavioral health, faith involvement, financial and legal services. Army OneSource offers education opportunities on such topics as PTSD and TBI.

Idaho AOS Consultant

(208) 660-5607 / (208) 272-8331

[sheila.schumacher@serco-na.com](mailto:sheila.schumacher@serco-na.com)

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



## American Red Cross, Service to the Armed Forces

Provides emergency communications, access to emergency financial assistance, information and referrals for military families. Be sure to have the service member's unit information, rank, APO, and social security number as well as verifiable information readily available. The phone number for your local chapter can be retrieved 24/7 [www.americanredcross.org/](http://www.americanredcross.org/) and type in your local zip code.

Local Red Cross Representative

(208) 945-HELP (4357)

800-853-2570—Boise, ID

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



**American  
Red Cross**  
of Greater Idaho

## Wounded Warrior Resource Center

National Resource Directory is an online partnership for wounded, ill, and injured service members, veterans, their families, and those who support them. These services and resources include benefits and compensation; education, training, and employment; family and caregiver support; health; housing and transportation.

800-342-9647

<https://www.nationalresourcedirectory.org>

## Courage to Care—Uniformed Services University

Courage to Care provides electronic fact sheets on timely health topics relevant to military life. Content is developed by leading military health experts from Uniformed Services University of the Health Sciences, your nation's federal medical school. Click on Site Index for link to Courage to Care.

[www.usuhs.mil](http://www.usuhs.mil)

## Family Assistance Centers (FAC)

Provide a full range of healthcare for veterans, to Family Assistance Center Specialists are a main point of contact for family members before, during, and following deployment. Individual FACs are able to assist you with issues such as TRICARE, DEERS, pay and financial, communication, and emergency financial assistance.

### Boise

4250 Cessna St., Bldg. 270, Boise, ID 83705

**208-272-4355/208-608-8204**

[thomas.d.obstarczyk@us.army.mil](mailto:thomas.d.obstarczyk@us.army.mil)

or

**208-272-4330/208-608-3821**

[kasandra.l.scevers.ctr@us.army.mil](mailto:kasandra.l.scevers.ctr@us.army.mil)

### Caldwell

1200 S. Kimball, Caldwell, ID 83605

**(208) 272-7311/208-608-3895**

[sonja.warren.ctr@us.army.mil](mailto:sonja.warren.ctr@us.army.mil)

### Twin Falls

1069 Frontier Rd., Twin Falls, ID 83301

**208-272-7027/208-608-3969**

[sonya.d.nowland.ctr@us.army.mil](mailto:sonya.d.nowland.ctr@us.army.mil)

### Pocatello

10714 Fairgrounds Rd., Pocatello, ID 83202-5219

**208-272-7188/208-608-3888**

[hiedi.b.young.ctr@us.army.mil](mailto:hiedi.b.young.ctr@us.army.mil)

### Idaho Falls

575 W 21<sup>st</sup>, Idaho Falls, ID 83402

**208-272-7774/208-608-8042**

[beverly.l.mclendon.ctr@us.army.mil](mailto:beverly.l.mclendon.ctr@us.army.mil)

### Lewiston

2707 16<sup>th</sup> Ave. , Lewiston, ID 83501

**866-791-5041/208-608-8185**

[dawn.l.germer.ctr@us.army.mil](mailto:dawn.l.germer.ctr@us.army.mil)

### Post Falls

5453 E. Seltice Way, Post Falls, ID 83854

**208-272-7532**

[cassandra.k.rzepa.ctr@us.army.mil](mailto:cassandra.k.rzepa.ctr@us.army.mil)

## Family Readiness Support Assistants (FRSA)

The FRSA provides Family readiness support including direct day-to-day services to Soldiers and Family members and liaison with other support entities including Rear Detachments, Family Readiness Groups, Family Assistant Centers, and Employer Support for the Guard and Reserve (ESGR) representatives. The FRSA provides guidance, assistance, and day-to-day support and continuity for the Commander's Family Readiness Program, operations, and initiatives.

### Senior FRSA

**208-272-4999 & 208-830-1191**

[susan.gramkow1@us.army.mil](mailto:susan.gramkow1@us.army.mil)

### 116th CBCT FRSA

**208-272-4979**

[donna.m.frye@us.army.mil](mailto:donna.m.frye@us.army.mil)

### State Aviation Group FRSA

**208-272-8403**

[kelly.m.edens@ng.army.mil](mailto:kelly.m.edens@ng.army.mil)

## Family Readiness Group—FRG

FRG is an organization of military families and volunteers that provide a network of mutual support, assistance, and communication to Idaho National Guard families. Contact Family Readiness Support Assistant or National Guard unit for information about your Family Readiness Group. Please contact your State FRSA for more information.

## State Youth Coordinators

### State Youth Coordinator

**208-272-8397/ 208-406-1398**

[leann.d.edwards.ctr@us.army.mil](mailto:leann.d.edwards.ctr@us.army.mil)

### State Youth Coordinator Assistant

**208-272-4387/208-406-1265**

[debbie.d.blagburn.ctr@us.army.mil](mailto:debbie.d.blagburn.ctr@us.army.mil)

## Operation Military Kids (OMK)

Connects military children and youth with appropriate youth programs where they live. OMK assists in the delivery of a wide range of resiliency building recreational, social and educational programs for military youth such as youth camps and camaraderie events.

**208-334-2332**

[support@operationmilitarykids.org](mailto:support@operationmilitarykids.org)

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



## **Chaplains & Chaplain Support**

Chaplain support is provided to all members of the Idaho Army National Guard through the office of the State Chaplain. That support is extended to spouses and family members with confidential counseling available at any time. A chaplain is available in your chain of command, or you may contact the State Chaplain's office directly.

JFHQ Chaplain	(208) 272-4313
116 <sup>th</sup> BDE Chaplain	(208) 272-3618
145 <sup>th</sup> BSB Chaplain	(208) 272-6468
2/116 <sup>th</sup> Chaplain Ross	(208) 549-2210
183 <sup>rd</sup> Avn BN Chaplain Crow	(208) 272-4786
Cell	(208) 407-8842
116 <sup>th</sup> HHC Chaplain	(208) 272-7011
148 <sup>th</sup> FA Chaplain Porter	(208) 522-5391
Chaplain Col John Worster	(208) 608-0608
Chaplain 1LT John Martinez	(208) 410-1357
Cell	(208) 914-3675

## **Strong Bonds for Everyone**

**208-272-4313**

Strong Bonds is a two day retreat co-sponsored by the Office of the State Chaplain and the Family Program Director. It is designed to help soldiers and family members cope with the challenges of military life by improving interactive relationship and communication skills. Fun and relaxing retreats are available for both married couples and single soldiers. Strong Bonds is paid for by the Guard, including food, lodging and reimbursement for travel expenses. Contact the State Chaplains Office for locations, dates, and registration information.

