



RESOURCES OF CARE

Accessing the Right Resources

2013

Service Member & Family Programs

Family is critical to readiness and retention.

The Idaho National Guard provides assistance to all Service Members (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 includes 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 at:

Idaho State Family Programs Office

4250 Cessna St Boise, ID 83705

(208) 272-8329

Visit us on the web at:

<http://nationalguard.idaho.gov/FamilyPrograms>



Veterans Health Administration

Provides 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 or call

800-827-1000

Community Based Outpatient Clinics

Outpatient Clinics

Caldwell Clinic

4521 Thomas Jefferson Drive
Caldwell, ID 83605
208-454-4820

Lewiston Idaho CBOC

1630 23RD AVE
Lewiston, ID 83501
208-746-7784

Twin Falls, ID Outpatient Clinic

260 2nd Avenue East
Twin Falls, ID 83301
208-732-0959

Coeur d'Alene CBOC

2177 N Ironwood Center Dr.
Coeur d'Alene, ID 83814
208-665-1700

Pocatello ID CBOC

444 Hospital Way Suite 801
Pocatello, Idaho 83201
208-232-6214

Idaho Falls ID Outpatient Clinic

3544 East 17th Street Suite 104
Ammon, ID 83406
208-522-2922

Grangeville ID Outpatient Clinic

711 West North Street
Grangeville, ID 83850
208-983-4671

Burns Oregon Outpatient Clinic

271 N Egan Ave
Burns, OR 97720
541-573-3339

Mountain Home Idaho Outpatient Clinic

815 North 6th East
Mountain Home, ID 83647
208-580-2001

Salmon Outreach Clinic

705 Lena Street
Salmon, ID 83467
208-756-8515



Vet Centers

Veterans Health Administration

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. www.vetcenter.va.gov

Boise Vet Center

208-342-3612

Boise Mobile Vet Center

208-342-3612

Walla Walla Vet Center

509-525-9034

Spokane Vet Center

208-444-8387

Spokane Mobile Vet Center

208-444-8387

Pocatello Vet Center

208-232-0316

Boise VA Medical Center

500 Fort Street
Boise, ID 83702
208-422-1000
www.boise.va.gov/

George E. Wahlen VA Medical Center

500 Foothill Drive
Salt Lake City, UT 84148
(801) 582-1565
www.saltlakecity.va.gov/

Spokane VA Medical Center

4815 North Assembly Street
Spokane, WA 99205-6185
(509) 434-7000
www.spokane.va.gov

Jonathan M. Wainwright VA Medical Center

77 Wainwright Drive,
Walla Walla, WA 99362
888-687-8863 or 509-525-5200
www.wallawalla.va.gov/

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 many encounter when they return from deployment or transition back into civilian life.

Transition Assistance Advisor
(208) 272-4408
(208) 794-5870

TriCare Health

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. **1-877-988-9378** www.uchmilitary.com

TRICARE State Benefits Advisor
(208) 272-3788
1-888-TRIWEST

Triwest Representative
(406) 727-3579 *50003

Survivor Outreach Specialists



Our Fallen Warriors have paid the ultimate sacrifice. The Army has a commitment to their Families. Our purpose is to provide support, information and services closest to where the Survivor resides when and for as long as the Survivor desires.

Survivor Outreach Specialist
(Boise)
208-272-3512 or 208-403-2861

Survivor Outreach Specialist
(Idaho Falls)
208-272-7237 or 208-206-3105

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.

[Wounded Warrior Project](#)



**WOUNDED WARRIOR
PROJECT**

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. [Courage to Care.](#)



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**

DEERS/ID Cards

208-272-3795

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.

IDARNG soldiers may qualify for up to 4 different GI BILL programs with various 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. FTA requests are approved on a first-come, first served basis and are only available as long as funds are available. Most IDARNG Soldier's in good standing may 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. CLEP exams are offered at Mountain Home AFB, Boise State University, and the University of Phoenix.

For more information about the educational opportunities offered by the Idaho Guard, contact :

IDARNG Education Services Officer
(ESO) **208-272-3549** or **208-272-3579**
ideducation@us.army.mil



Education Contacts

ARNG Education
<http://education.ng.mil>

GoArmyEd
to Apply for Tuition Assistance
www.goarmyed.com

GI Bill VA website
to include DoD transferability Post
9/11 GI Bill
1.888.442.4551
www.gibill.va.gov
or
[http://vabenefits.vba.va.gov/
vonapp/main.asp](http://vabenefits.vba.va.gov/vonapp/main.asp)

eBenefits
www.ebenefits.va.gov/

DoD transferability website
(Post 9/11 GI Bill)
<https://www.dmdc.osd.mil/TEB>

GKO: Post 9/11 GI Bill Information
<http://gkportal.ngb.army.mil/>

VA Application
[http://vabenefits.vba.va.gov/
vonapp/](http://vabenefits.vba.va.gov/vonapp/)

Apply for Tuition Assistance
www.education.ng.mil

CLEP information
www.dantes.doded.mil

Education Resources

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. www2.ed.gov/programs/triovub/

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. [Courage to Care.](http://www.ctc.dod.mil)

Employer Support Specialists
208-272-3346/9457

or

208-272-4339



Employment Resources

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, con-tact an ESGR ombudsman for assistance.

www.esgr.mil

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.

www.veterans.idaho.gov/

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.

1-877-450-HIRE (4473)

www.employerpartnership.org

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

<https://h2h.jobs/>

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

labor.idaho.gov

Wyakin Wounded Warrior Academy

We continue to assist severely wounded, injured, and/or ill Post 9/11 Veterans transition from the military to a civilian career through education, mentorship, professional development, and networking.

www.wyakin.org

P.O. Box 9924 Boise, Idaho 83707

(208) 995-9952

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.

SARC Assistant
208-272-4306

Sexual Assault and Response Coordinator
208-447-6166/208-272-8400

Substance Abuse

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.

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

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

ID Dept of Health and Welfare

to report the Abuse and/or neglect 24/7

1-855-552-KIDS(5437) or within the Treasure Valley **1-208-334-KIDS (5437)**

Child Abuse Hotline **1-800-4-A-CHILD** The National Child Abuse Hotline is open 24/7

All calls are anonymous.

Child Protective Service- State of Idaho

Call the Idaho Care Line, **2-1-1** or **1-800-926-2588/(TDD 208-332-7205)**

Idaho Care Line **211**

The **2-1-1** Idaho Care Line, 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 Care line connect people in need with government, faith-based, and community resources.

Useful Hotlines

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)

VA Suicide Hotline 800-273-TALK
(8255)

Press one for the Veteran's line
www.suicidepreventionlifeline.org

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

National Center for PTSD
www.ncptsd.va.gov

Drug Help Line 800 662-HELP (4357)
Gambling Help Line (800) 270-7117



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. They also provide the Strong Bonds Events.

JFHQ Chaplain (208) 272-4313

116th BDE Chaplain (208) 272-3618

145th BSB Chaplain (208) 272-6468

2/116th ARS Chaplain (208) 549-2210

183rd ARB Chaplain (208) 272-4786

Cell(208) 407-8842

116th BTSB Chaplain (208) 272-7011

148th FA Chaplain (208) 522-5391

Chaplain Worster (208) 608-0608

Chaplain Martinez (208) 410-1357

Cell(208) 914-3675

Air Guard Chaplain (208)422-6406

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.

Adult Military Family Life Consultant
(208) 577-1025

Child and Youth Military Family Life Consultant
(208) 697-7972



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

American Red Cross

Services 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.

Local Red Cross Representative
(208) 945-HELP (4357)
800-853-2570—Boise, ID
www.redcrossidaho.org

Personal Financial Counselor

The MFLC Personal Financial Counseling (PFC) Pro-gram 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.

Idaho Personal Financial Counselor
208-215-8804
208-272-8332





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.

State Aviation Group FRSA
208-272-8403

116th CBCT FRSA
208-272-4979

Senior FRSA
208-272-4999 & 208-830-1191

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.

Yellow Ribbon Program

Mission Statement:

The Yellow Ribbon Program is poised to provide sufficient information, services, referral, and proactive outreach opportunities for Service Members and their families throughout the deployment cycle.

No one should embark on a deployment or see a loved one deploy without first knowing the benefits, resources, and contacts to navigate the deployment cycle. This is the philosophy of the Yellow Ribbon Reintegration Program, a legislatively mandated program that helps Service Members and their Families in the National Guard connect with their local support community before, during, and after deployments.

Yellow Ribbon OIC
208-272-2228

Yellow Ribbon NCOIC
208-272-8328

Yellow Ribbon Support Specialist
208-272-2229



Family Assistance Center Specialists (FACS)

FACS offers information and referral services to Service Members and their Families. Professional consideration and confidentiality are fundamental elements found at each FAC, from personal issues requiring advice, to difficult challenges resulting in resource referrals.

FACS are located throughout the state and are organized to provide regional support for Families of geographically dispersed Service Members. The goal of the FACS is to provide information, referral and outreach to Service Members and their Families. The FACS may be called upon 24 hours per day to provide necessary support.

The FAC provides the following essential services and much more to members residing within the support area:

- Crisis Intervention and Referral
- Legal Resource and Referral
- Financial Resource and Referral
- TRICARE Resource and Referral
- ID Cards and Defense Enrollment Eligibility Reporting System (DEERS)
- Community Information and Outreach



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 your local FAC Specialist for an Application or any questions/concerns.



FAC Coordinator Gowen Field

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

208-272-4356/208-514-9930

Renee.m.bade.ctr@mail.mil

Boise FACS

4250 Cessna St.

Bldg. 270, Boise, ID 83705

208-272-4355/208-608-8204

thomas.d.obstarczyk.ctr@mail.mil

or

208-272-4330/208-608-3821

kassandra.l.scevers.ctr@mail.mil

Caldwell FACS

1200 S. Kimball

Caldwell, ID 83605

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

sonja.warren.ctr@mail.mil

Twin Falls FACS

1069 Frontier Rd.

Twin Falls, ID 83301

208-272-7027/208-608-3969

sonya.d.nowland.ctr@mail.mil

Pocatello FACS

10714 Fairgrounds Rd.

Pocatello, ID 83202-5219

208-272-7188/208-608-3888

hiedi.b.young.ctr@mail.mil

Idaho Falls FACS

575 W 21st

Idaho Falls, ID 83402

208-272-7774/208-608-8042

beverly.l.mclendon.ctr@mail.mil

Lewiston FACS

2707 16th Ave.

Lewiston, ID 83501

866-791-5041/208-608-8185

dawn.l.germer.ctr@mail.mil

Post Falls FACS

5453 E. Seltice Way

Post Falls, ID 83854

208-272-7532

cassandra.k.rzepa.ctr@mail.mil

Airman and Family Readiness Program Manager

Bldg 400 Gowen, Boise, ID 83705

208-422-5374

John.spurny@us.af.mil

State Youth Coordinators

"Child & Youth Services are a combination of various programs, services and resources developed to assist military youth and their families during the cycles of deployment."

State Youth Coordinator
208-272-8397/ 208-406-1398

State Youth Coordinator Assistant
208-272-4387/208-406-1265



Child and Youth



Operation Military Kids

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.

www.operationmilitarykids.org

208-334-2332

support@operationmilitarykids.org



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

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

www.myarmyonesource.com



Other Resources

United States Department of Veterans Affairs

800-827-1000

www.va.gov

National Cemetery
Administration

www.cem.va.gov

Health Care

877 222-8387

www.va.gov/health/index.asp

Replacement of Discharge Documents

National Records Center

www.vetrecs.archives.gov

Life Insurance

800-669-8477

www.insurance.va.gov

