RESOURCES OF CARE

SERVICE MEMBER & FAMILY SUPPORT • AUGUST 2021

OUR MISSION

To enhance the quality of life, strength, and resilience for our Service Members and their Families through a strong support environment, ongoing communication, community involvement and partnerships while promoting retention and mission readiness.

The information in this packet includes resources provided by the IDARNG, community, and online sources to support service members, veterans and their families.

JOIN OUR IDAHO NATIONAL GUARD SERVICE MEMBER & FAMILY SUPPORT FACEBOOK PAGE:

CONTACT US

Give us a call for more information about our services at:

Idaho Service Member & Family Support

1-800-479-7006

4250 Cessna St BLDG 270
Boise, ID 83705

Visit us online at:

https://imd.idaho.gov/family-programs/

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 Program.

The program helps service members and their families in the National Guard connect with their local support community before, during, and after deployments.

YELLOW RIBBON NCOIC:

SFC MATTHEW HAWKINS
208-272-8329
MATTHEW.C.HAWKINS.MIL@ARMY.MIL

YELLOW RIBBON REINTEGRATION PROGRAM

The Yellow Ribbon Reintegration Program supports service members and their families with the transition of reintegrating back into the family and community after a deployment.

AIR NATIONAL GUARD YELLOW RIBBON STATE MANAGER:

ALLEN GREEN
208-422-6788
ANDREW.GREEN.28@US.AF.MIL

SERVICE MEMBER & FAMILY SUPPORT SPECIALISTS

SM&FSS offer information and referral services to service members and their families. Professional consideration and confidentiality are fundamental elements each of the specialists adhere to; from personal issues requiring advice, to difficult challenges resulting in resource referrals.

Our offices are located throughout the state and are organized to provide regional support for families of geographically dispersed service members. Our goal is to provide information, referral and outreach to service members and their families. We may be called upon 24 hours a day to provide necessary support.

We offer the following essential services (and 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
- EFMP (Exceptional Family Member Program)
- EFAC (Emergency Family Assistance Center)

CHILD & YOUTH PROGRAM COORDINATORS

The Child & Youth Program provides a variety of services to military youth and their families, such as event programming, leadership opportunities, enrichment services and resources developed to strengthen resiliency, community and the family unit.

LEAD CHILD AND YOUTH COORDINATOR
NICHOLAS WAGNER
NICHOLAS.A.WAGNER10.CTR@ARMY.MIL
(208)272-8397/ (208)406-1398

CHILD AND YOUTH COORDINATOR
KELSIE HOPFENSPERGER
(208) 272-4387/ (208)406-1265
KELSIE.R.HOPFENSPERGER.CTR@ARMY.MIL

child & youth program
idaho national guard

S&FRS SUPERVISOR
Katharine McCloud
4250 Cessna St. Bldg 270
Boise, ID 83705
(208)272-4330/ (208)608-3895
katharine.a.mccloud.nfg@army.mil

BOISE S&FRS
Diann Scheetz
4250 Cessna St. Bldg 270
Boise, ID 83705
(208)272-4355/ (208)608-8204
diann.l.scheetz.nfg@army.mil

CALDWELL S&FRS
Glen Fuchs
1200 S Kimball St.
Caldwell, ID 83605
(208)272-7029/ (208)608-8230
glen.w.fuchs2.nfg@army.mil

TWIN FALLS S&FRS
Sonya Nowland
1069 Frontier Rd.
Twin Falls, ID 83301
(208)272-7029/ (208)608-3969
sonya.d.nowland.nfg@army.mil

POCATELLO S&FRS
Hiedi Young
10714 Fairground Rd.
Pocatello, ID 83202
(208)272-7188/ (208)608-3888
hiedi.b.young.nfg@army.mil

IDAHO FALLS S&FRS
Beverly McLendon
575 W 21st St.
Idaho Falls, ID 83402
(208)272-7774/ (208)608-8042
beverly.l.mclendon.nfg@army.mil

POST FALLS S&FRS
Cassandra Rzepa
5453 E Seltice Way
Post Falls, ID 83854
(208)272-7532/ (208)608-3816
cassandra.k.rzepa.nfg@army.mil

LEWISTON S&FRS
Keesha West
2707 16th Ave.
Lewiston, ID 83504
(208)272-7432/ (208)608-8185
keesha.l.west.nfg@army.mil

MILITARY ONESOURCE

Military One Source is a confidential Department of Defense-funded. program providing comprehensive information 24/7 on every aspect of military life at no cost to active duty, guard, and reserve component members and their families. Information includes, but is not limited to; deployment, reunion, relationships, grief, spouse employment and education, parenting and childhood, and more.

IDAHO MOS CONSULTANT:
Matthew Barley
matthew.barley@militaryonesource.com
(208) 590-2486

PERSONAL FINANCIAL COUNSELORS (PFC)

The PFC Program is open to current members of the armed services, family members and service members 6 months past separation or retirement. The Office of Financial Readiness program offers personal finance counselors to help you and your family manage finances, resolve financial problems and reach long-term goals such as getting an education, buying a home and planning for retirement.

- Support and Counseling Services:
- Confidential financial consultations for individuals & families
- Referrals to military and community resources
- Help with credit management and budgeting
- Assistance with navigating benefits

PERSONAL FINANCE COUNSELOR, S. IDAHO
JENNIFER WOOD, AFC
208-473-8494 | pfc.id.ng@zeiders.com

PERSONAL FINANCE COUNSELOR, N. IDAHO
TRYSHA THOMPSON, AFC
208-660-5213 | pfc2.id.ng@zeiders.com

RETIREMENT SERVICES OFFICE

The Idaho National Guard Retirement Services office provides assistance with processing retirement packets for non-traditional retirements. In addition, the office provides assistance with enrollment in TRICARE insurance and dental/vision plans through FEVIP. This office also assists with survivor benefits for widows/widowers upon the passing of the retiree.

Retiree Outreach Officer
Bill Fackler
208-272-3815 | william.e.fackler.nfg@army.mil

IDAHO GUARD AND RESERVE FAMILY SUPPORT FUND

The IGRFSF provides grants and zero-interest loans for emergency and urgent situations for Idaho National Guard & Reserve members and their respective families. Contact your local Soldier and Family Readiness Specialist for more information about how to apply for the Family Support Fund. Or contact the Administrator directly.

www.igrfamilysupportfund.org

BarbaraAnn Williamson
bwilliamson@imd.idaho.gov
(208) 801-4225

TRANSITION ASSISTANCE

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 home from deployment or transition back into civilian life.

Transition Assistance Advisor
Jennifer Jordan
208-272-4408 | jennifer.a.jordan36.ctr@army.mil

MENTAL HEALTH CARE AND COUNSELING

BEYOND THE YELLOW RIBBON COUNSELING SERVICES offers free and confidential mental health care and counseling for service members of all branches, veterans, retirees & families.

Heidi Moyes, LCSW Clinician
heidi.a.moyes.ctr@mail.mil
W. (208) 272-8392
C. (208) 972-0082
heidi.a.moyes.ctr@army.mil

Jennifer Turner, LMSW, Clinician:
W. (208) 272-4300
C. 208-593-0017
jennifer.l.turner125.ctr@army.mil

Brice Hessing, Case Manager:
W. (208) 272-8802
C. (208) 996-9622
brice.e.hessing.ctr@army.mil

Rona Brumpton, LCPC, LMFT Clinician:
W. (208) 272-8393
C. 208-972-2630
rona.m.brumpton.ctr@army.mil

Idaho Suicide Prevention Hotline
(208)398-HELP[4357]
Call, Text, or Crisis Chat
by JANNUS

Adult/ Youth Military & Family Life Counselor (MFLAC)
Provides assistance to military families with life skills information and education. We provide direct, short-term, solution-focused counseling to individuals, couples, families and groups.

MFLAC
208-258-0072
ngboiseidsurge@magmflc.org

NATIONAL SUICIDE PREVENTION LIFELINE™
1-800-273-TALK (8255)
suicidepreventionlifeline.org

BEHAVIORAL HEALTH

Assists soldiers and families in developing knowledge and skills to improve physical, behavioral and emotional health through wellness promotion and preventative measures. Provides brief solution-focused interventions utilizing evidence based educational materials. Offers support and monitoring of desired behavioral health change plans.

ARMY DIRECTOR OF PSYCHOLOGICAL HEALTH
(208) 272-3786

AIR DIRECTOR OF PSYCHOLOGICAL HEALTH
(208) 422-5313

SEXUAL ASSAULT RESPONSE COORDINATORS (SARC)

The Joint Forces Headquarters Sexual Assault Response Coordinators serve as the single point of contact with the State of Idaho Military Division to coordinate a response to sexual assault when a report is made. We assist the senior commander to ensure victims receive responsive care, and refer or assign victims to a victim advocate. The JFHQ SARC tracks each individual 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.

24/7 HELPLINE: 208-447-6166

Sexual Assault and Response Coordinator
Sean Egbert
W. (208) 272-4306
sean.t.egbert.mil@army.mil

Victim Advocate Coordinator
Carl Hendricks
W. (208) 272-8400
carl.p.hendricks.mil@army.mil

RESILIENCE, RISK REDUCTION, SUICIDE PREVENTION (R3SP)

IDANG R3SP Coordinator
Robert Smith
(208) 272-2228
robert.b.smith319.mil@army.mil

Army Substance Abuse Program (ASAP) Risk Reduction Coordinator
Joe Marti
(208) 272-8398
joseph.d.marti.ctr@army.mil

Substance Abuse Prevention Coordinator
Melanie Patterson
(208) 272-3276
melanie.j.patterson.ctr@army.mil

Suicide Prevention Coordinator
Christina Cernansky
(208) 272-8522
christina.r.cernansky.ctr@army.mil

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 know needs help, call these numbers:

Domestic Violence Hotline:
(208) 343-7025
Rape Crisis Hotline:
(208) 345-7273 (RAPE)

VA Suicide Hotline
800-273-TALK (8255)
Press 1 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

DoD Safe Helpline:
877-995-5247

American Red Cross

SERVICES TO ARMED FORCES

The American Red Cross 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.

Red Cross Emergency Communications Representative: 877-272-7337

ID DEPT OF HEALTH AND WELFARE

Report 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 and calls are anonymous.
Child Protective Service- State of Idaho: **1-800-926-2588/ (TDD 208-332-7205)** **Idaho Care Line 211**

The 2-1-1 Idaho Care Line is a free state-wide community information and referral service. This program is part 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.

HEALTH CARE

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 for the Transitional Assistance period. **1-844-866-9378 | www.tricare-west.com**

TRICARE®

SURVIVOR OUTREACH SERVICES

The Army has a commitment to the families of our fallen warriors. Our mission is to provide support, information and services to the families of fallen warriors where those families reside for as long as they desire.

SOS Coordinator (Boise)
208-272-3512 | 208-509-0729
ginny.e.eggleston.ctr@army.mil

SOS Coordinator (Idaho Falls)
208-272-7771 | 208-243-6342
Carmen.l.Peters.ctr@army.mil

JUDGE ADVOCATE GENERAL (JAG)

Assists with military-related issues (i.e. difficulty with creditors, POA issues, child custody, etc.)
JAG Office: Major Stokes | **208-272-5474**
stephen.a.stokes.mil@mail.mil

ID CARDS/ DEERS

- Provide information on DEERS Rapids Centers
- Assist with obtaining ID Cards

ID Cards Office: **208-272-3802**

CHAPLAINS & CHAPLAIN SUPPORT

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

State Chaplain
CH (COL) Robert Morris
208-272-6468 | 208-608-4825
robert.w.morris1.mil@army.mil

Full Time Religious Affairs NCO
SGT Colton Sabala | 208-272-4311
colton.j.sabala.mil@army.mil

Strong Bonds Coordinator
TSgt Jessica Farrias | 208-272-4313
jessica.farrias.1@us.af.mil

EDUCATION AND EMPLOYMENT

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 four different GI Bill programs with various payment rates (dependent on their enlistment and deployments).

Federal Tuition Assistance will cover 100% of tuition and fees up to $250 per credit hour with an annual maximum of $4,500/ year. FTA requests are approved on a first-come, first-serve basis and are only available as long as there are funds.

CLEP testing is a quick way to earn college credit and get a head-start on a college degree. Tests are free of charge to service members and are offered at Mt. Home AFB, Boise State University and the University of Phoenix.

IDARNG Education Services Officer (ESO)
208-272-3330 | 208-272-3615
john.e.harris4.civ@mail.mil | lisa.j.rankins.civ@mail.mil

NATIONAL GUARD EMPLOYMENT SUPPORT PROGRAM

Employer Support Specialists
208-272-3346 | forrest.e.clemons2.ctr@mail.mil

Employer Support for Guard & Reserve (ESGR)
Promotes cooperation and understanding between reserve component members and their civilian employers to assist in conflict resolution arising from employee's military commitment.
www.esgr.mil
208-272-3544 | rebecca.r.kunst.ctr@mail.mil

Wyakin Wounded Warrior Academy
Helping severely wounded or ill Post 9/11 Veterans transition from the military to a civilian career through education, mentorship, professional development, and networking.
www.wyakin.org | 208-995-9952

EDUCATION CONTACTS

GoArmyEd - Tuition Assistance
www.goarmyed.com

eBenefits
www.ebenefits.va.gov

DoD Transferability Website (Post 9/11 GI Bill)
www.dmdc.osd.mil/identitymanagement

VA Application
http://vabenefits.vba.va.gov/vonapp/

CLEP Information
www.dantes.doded.mil

POST-9/11 GI BILL

GI Bill VA Website to include DoD transferability
Post 9/11 GI Bill/ VA Application
1-888-442-4551
www.gibill.va.gov or
http://vabenefits.vba.va.gov/vonapp/main.asp

GKO: Post 9/11 GI Bill Information:
https://gkoportal.ngb.army.mil/

VETERANS UPWARD BOUND

Direct liaison to VA health and disability benefits and Vets Center information. Serves as a first lin of support for returning Veterans to help troubleshoot concerns surrounding benefits, education assistance, employment and more.

www2.ed.gov/programs/triovub/

Idaho Division of Veterans Services
www.veterans.idaho.gov

Employer Partnership of the Armed Forces
A direct link to help employers find service members and their families for employment opportunities.
1-877-450-HIRE (4473) | https://h2h.jobs/
www.employerpartnership.org |
www.hireheroesusa.org

Idaho Dept of Labor
(208) 332-3275 ext. 3272 | labor.idaho.gov

COMMUNITY BASED OUTPATIENT CLINICS

CALDWELL CLINIC
4521 Thomas Jefferson Dr
Caldwell, ID 83605
208-454-4820

LEWISTON IDAHO CBOC
1630 23rd Ave Lewiston, ID 83501
208-746-7784

TWIN FALLS CLINIC
260 2nd Ave East
Twin Falls, ID 83301
208-732-0959

COUER DALENE CBOC
915 W. Emma Ave
Couer d'Alene, ID 83814
208-665-1700

POCATELLO CBOC
444 Hospital Way Suite 801
Pocatello, ID 83201
208-232-6214

IDAHO FALLS CLINIC
3544 E 17th St Suite 104
Ammon, ID 83406
208-522-2922

GRANGEVILLE CLINIC
711 West North St
Grangeville, ID 83850
208-983-4671

BURNS CLINIC
271 N. Egan Ave Burns, OR 97720
541-573-3331

MOUNTAIN HOME CLINIC
815 N 6th St E
Mt. Home, ID 83647
208-580-2001

SALMON OUTREACH CLINIC
705 Lena St Salmon, ID 83467
208-756-8515

MEDICAL AND HEALTH

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 an illness potentially related to service in a contingency operation. To receive care, veterans must first enroll by submitting a VA form 10-10EZ. Visit our website or call for more information.
www.va.gov | 800-827-1000

VETERAN CENTER

Vet centers are a national program that provide resources and readjustment counseling to active duty service members & veterans who served in a hostile or combat area. Services are provided at no cost to veterans or their families and are private and confidential. These centers are staffed with veterans who can help you connect with community resources for jobs and networking.
www.vetcenter.va.gov for more information and a list of services

- Boise | 208-342-3612
- Boise Mobile | 208-342-3612
- Spokane | 509-444-8387
- Pocatello | 208-232-0316
- Walla Walla | 509-525-9034

SPOKANE VA MEDICAL CENTER
4815 N. Assembly St. Spokane, WA 99205-6185
509-434-7000
www.spokane.va.gov

BOISE VA MEDICAL CENTER
500 Fort St. Boise, ID 83702
208-422-1000
www.boise.va.gov/

JOHNATHAN M WAINWRIGHT VA MEDICAL CENTER
77 Wainwright Dr.
Walla Walla, WA 99362
888-678-8863 | 509-525-5200
www.wallawalla.va.gov

OTHER RESOURCES

US DEPT OF VETERAN AFFAIRS
800-827-1000
www.va.gov

HEALTH CARE
877-222-8387
www.va.gov/health/index.asp

LIFE INSURANCE
800-669-8477
www.insurance.va.gov

NATIONAL CEMETERY ADMINISTRATION
www.cem.va.gov

REPLACEMENT OF DISCHARGE DOCUMENTS | NATIONAL RECORDS CENTER
www.vetrecs.archives.gov

H.E.R.O.E.S. CARE

A national network of mental health care providers who give an hour of their time each week to help members of the military and their families cope with the unseen wounds associated with military service. With over 5,000 member, these caring professionals can provide tens of millions of dollars in free mental health services each month.

Give and Hour is a 501 (c)(3) organization with the mission "to develop a national network of volunteers capable of responding to both acute and chronic conditions that arise within our society." GAH's focus is to meet the mental health needs of troops who served in Iraq and Afghanistan, as well as their families. Their services are free of charge and insurance information is not needed to receive help.
http://heroescare.org/partners/

Give an Hour
Giving help and hope since 2005

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 Health Sciences, your nation's federal medical school.
www.centerforthestudyoftraumaticstress.org

PSYCHOLOGICAL HEALTH CENTER OF EXCELLENCE

The Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury runs a resource center that provides information and resources about psychological health, post-traumatic stress disorder, and traumatic brain injury. The center can be contacted 24/7 by phone, email, or live chat.

866-966-1020
resources@dcoeoutreach.org
DCoE Outreach Center Live Chat

WOUNDED WARRIOR RESOURCE CENTER

An online partnership for wounded, ill and injured service members, veterans and their families. Services include benefits and compensation, education, training, employment, caregiver support, health, housing and transportation.
https://www.woundedwarriorproject.org/programs/wwp-resource-center

Saving Lives - Saving Families
Camaraderie Foundation

Qualified service and family members will receive 100% free counseling services as a supplement to what is offered by the military. Private counseling with licensed professionals.
https://comraderiefoundation.org/
407-841-0071

IT'S OK TO ASK FOR HELP ON AND OFF THE BATTLEFIELD.

Veterans Crisis Line
1-800-273-8255
PRESS 1