

Maine Military Community Services



**“Your guide to essential resources
for ALL military families”**

1-888-365-9287



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Important Contact Information

24 Hr. Hotline	1-888-365-9287
AAFEES....Augusta	207-626-4123
AAFEES....Bangor	207-990-7233
American Red Cross	1-800-427-0009
Chaplain	207-430-5898/5899
Chaplain 24 Hour Careline	207-620-6009
Commissary....Bangor	207-990-7752
Commissary....Brunswick	207-921-2990
Child and Youth Services Coordinator	207-430-5773
Deployment Cycle Support Services, Director	207-430-5770
Family Assistance Center Manager	207-430-5780
Family Assistance Center 24 Hour Hotline	1-888-365-9287
Family Program, Director	207-430-5777
Family Readiness Assistant	207-430-5779
ID Cards/DEERS (Camp Keyes)	207-626-4387
Judge Advocate General (JAG)	207-626-4271
Judge Advocate General (Drill Weekend)	207-430-2113
Military One Source Consultant	207-232-8710
Military One Source 24 Hour Hotline	1-800-342-9647
Transition Assistance Advisor	207-430-5778
USPFO	207-430-5619
Yellow Ribbon NCOIC	207-430-5771
Youth Programs Coordinator	207-430-5773
24 Hr. Hotline	1-888-365-9287

Deployment Cycle Support Services

Deployment Cycle Support (DCS) is a comprehensive process that ensures Soldiers and their families are better prepared and sustained throughout the deployment cycle. It provides a means to identify Soldiers and families who may need assistance with the challenges inherent to extended deployments. Personal reconstitution for Soldiers is both commanders' and sergeants' business, and the Army provides them with the right tools and training to execute the mission. The goal of the DCS process is to facilitate Soldier and family well-being throughout the deployment cycle. All Soldiers deployed away from home station for 90 days or more will complete the DCS process. Services for families are integrated in every stage of the process, and they are highly encouraged to take advantage of the resources provided.



Seven Stages of the Deployment Cycle Support :

***Train-up / Preparation**

***Mobilization**

***Deployment**

***Post-Deployment**

***Reconstitution**

***Employment**

***Redeployment**

Maine National Guard Family Program

Maine Military Community Services
Family Program Division



On behalf of the entire team, I would like to first say that if you are a military family, regardless of branch of service or status, you are in good hands.

Our entire staff has one sole purpose which is providing reliable, relevant and timely information, resources, and training that will support our current military families, without regard to branch of service or status.

We start this by staffing our division with 18 highly dedicated professionals and we deeply enhance it by working with dedicated volunteers, communities, government agencies, and local programs. In a true Mainer fashion, we are very resourceful, and leave no stone unturned when it comes to helping those we care about.

Throughout this handbook, you will find a description of many programs offered, and points of contact. We sincerely hope that when you think you are in possible need of a service, you will call upon our program for guidance and assistance.

Notes:

Yellow Ribbon Reintegration Program

The 2008 National Defense Authorization Act-Public Law 110-181 Section 582 enacted the *Yellow Ribbon Reintegration Program* for all Guard and Reserve units. The YRRP specifies educational and support programs that must be provided before, during and after deployment for service members and their families.



The purpose of this guide is to give our soldiers and their families, a quick, easy to use resource for finding information about these programs and services that are available to them, especially when the soldier is deployed. There are many services and resources which can help families deal with the changes deployment brings.

We want to provide you with everything we can to help you remain independent, resilient and successful during this time.

For a listing of upcoming Yellow Ribbon events, call: 207-430-5775, 207-430-5772 or visit on the web at www.jointservicesupport.org.

Important Contact Info, Names and Numbers:

Soldier's Unit: _____

State FRA: _____

Unit FRSA: _____

FRG Leader: _____

Notes:

Military Family Assistance Center

The primary mission of The Military Family Assistance Center is to inform and emotionally support all Maine military families during long or short term deployments and peace time. MFACs are intended to simplify the process of accessing needed services especially for geographically dispersed families unable to access services at a local base or installation.



1-888-365-9287

Goals:

The Military Family Assistance Center (MFAC) provides a focal point of information through six essential services.

- Crisis Intervention & Referral
- Legal Resources & Referral
- Financial Resources & Referral
- Tricare Resources & Referral
- ID Cards & DEERS
- Community Information & Outreach



The Military Family Assistance Center works hand in hand with community organizations and volunteers and is a “One stop shop ” to address the needs and concerns of all service members and their families.

Family Readiness Group (FRG)

Volunteer Opportunity

What is a Family “Readiness” Group (FRG)?

A Family Readiness Group (FRG) is a professional volunteer organization. Every National Guard unit, battalion or headquarters has a FRG, which is a commanders program. The folks that make up the FRG group want to help families meet the challenges of military life by working with the unit and the State Family Programs Office.



Who can belong to an FRG? Anyone interested in the military and its members can be part of this professional volunteer group. Spouses and children, parents, friends and relatives, retired service members, community members or service members too.

What can an FRG do for me? An FRG can help strengthen your relationship with the military family through: COMMUNICATION which provides a forum to ask questions and share ideas and concerns, SHARING which provides the opportunity to share volunteer work together and plan activities that make military life easier and more rewarding and SUPPORT, being the link to help families support each other. People who understand the military life are a source of strength and comfort to one another.

What are some of the things an FRG does as a volunteer group?

Develop “*Telephone Tree, E-mail tree, Newsletter or Website*”

Organize “*Open Houses, Classes or Workshops*”

Organize “*Family Days*”

Embrace “*Sponsorship*” programs

Others would be “*Adopting a Deployed Unit*”

Why is an FRG so important? An FRG can help families and service members face the possibility of mobilization and deployment.

During normal National Guard duty an FRG provides the opportunities for families to meet and form a strong network. This network of families and military personnel makes facing mobilization and deployment more manageable.

Family Readiness Group (FRG) Cont.

During Mobilization or Deployment your FRG network will work together to help each other get what they need by reaching out to state resources like the Military Family Assistance Center. Ready families make it easier for the service members to concentrate on their duties, and less time worrying about family, because they know their Family are in good hands.

How do I find out if my service member's unit has an FRG? How do I get involved? Contact: State Family Readiness Assistant at the State Family Programs Office at 207-430-5779

Family Readiness Support Assistants (FRSA)

The Family Readiness Support Assistants (FRSAs) are a vital link between the unit Commander, the Families assigned to the unit, and the community resources available to the Soldiers and their Families. The FRSA works under the general supervision of the Rear Detachment Commander or Commander who coordinates work assignments with the Family Readiness Group Leaders. To contact your FRSA:

52nd Troop Command: 207-430-5932

120th Troop Command: 207-430-5625

Maine National Guard Youth Program

FUN!!! That's the mission of the Child and Youth Program! We are here to provide fun, safe, educational activities to school aged children of the National Guard at LOW or NO COST to the families. The following is a list of *some* of the activities and services we are able to provide:

- * Week Long Summer Camp at Bog Brook
- * National Guard Teen Panel Weekends
- * White Water Rafting
- * Scholarship/Grant Opportunities
- * Counseling Services
- * Leadership and Volunteer Opportunities
- * Holiday parties
- * Childcare...and SO MUCH MORE!!!



To take advantage of all we have to offer, please contact a Child and Youth Specialist at (207) 430-5773 or (207) 430-5953. Find us on FaceBook or on the web: <http://www.me.ngb.army.mil/FAMILY>

Chaplain

The Chaplains of the Maine National Guard are available to provide spiritual support and pastoral counseling for service members and their families. We are fortunate to have a full time Chaplain available to provide these services. Contact a Chaplain today if you need assistance.



Chaplain (CPT) Earl Weigelt
earl.e.weigelt@us.army.mil
office: 207-430-5898
cell: 207-620-6009

Chaplain (COL) Valmore Vigue
valmore.vigue@us.army.mil
office: 207-430-5899
cell: 207-624-2310

24 Hour Careline
207-620-6009

Sexual Assault Response Coordinator (SARC)

Aiding Victims of Sexual Assault

- Providing primary prevention programs with the goal of eliminating sexual assault.
- Encouraging victims to report all incidents of sexual assault
- Ensuring victims are properly treated
- Ensuring medical and psychological needs are properly met
- Consideration of all issues related to the incident
- Providing community referrals to victims of domestic or intimate partner violence.



To contact your Sexual Assault Response Coordinator, call or e-mail:

CPT Tara Young (SARC)

tara.k.young@us.army.mil

W: 207-430-5824

BB: 207-620-6335



Military Family Life Consultant

Military Family Life Consultants (MFLCs) are here to listen!

MFLCs are available to help service members, spouses, family members, children and staff address the following and more:

- Deployment/reintegration issues
- Marriage and relationship issues
- Parenting/sibling & family issues
- Communication challenges
- Stress and anxiety
- Depression
- Grief and loss
- Daily life issues

To reach an MFLC
you can call
1-888-365-9287

Transition Assistance Advisor (TAA)

Transition Assistance Advisors (formerly State Benefits Advisors) assist all service members with access to care and enrollment at VA health-care facilities near their home of record. They offer help with employment issues, various state and federal veteran's benefits and military health-care benefits. They also assist service members and their families in applying for other VA entitlements and benefits such as compensation and pension for disabilities, insurance, loan guarantee, vocational rehabilitation/ employment (VRE) and educational benefits. Additionally, they work with other Joint Forces Headquarters staff members and Directors of State Family Programs to build a state coalition of support with VA and community organizations for Guard members and their families to access in their community.



Call 207-430-5778 or email: wendy.moody@us.army.mil

Joint Substance Abuse Prevention Program (JSAPP)



Contact Info:
subabusepro@me.ngb.army.mil
207-430-5253

Our Mission:

Our mission is to provide prevention training, outreach to military families, and treatment resources to military members in an effort to increase military discipline, individual performance and combat readiness.

The **Joint Substance Abuse Prevention Program (JSAPP)** has two major function:

- 1. Collection:** This includes the testing portion of the program. We train unit personnel to properly collect specimens for urinalysis testing, provide supplies, process positive results and track the testing statistics.
- 2. Education:** This includes three different areas:
 - A. Prevention:** Providing prevention education to service members and their families.
 - B. Treatment:** Assisting service members and their families with finding proper treatment facilities or resources and alternative payment options if necessary.
 - C. Outreach:** Working with service members and their Families to reduce the abuse of substances or activities that Are harmful to the welfare of the service member and their Family member's well-being.

Limited Use Policy:

If you or someone you know is abusing alcohol or drugs, it is best to admit the concern to your chain of command so they can help before you get caught. If you admit your abuse and request help, you may be protected from any adverse action taken against you. Self-referrals are protected under AR 600-85 and AFI 36-3209. You should contact your chain of command or the Maine National Guard Prevention Coordinator for assistance.

When A Military Family has an Emergency

WE ARE HERE!

Through the generous support of Maine citizens, the establishment of two funds exist for the sole purpose of helping current military families in emergency situations.

The Maine National Guard Foundation Fund, a non profit, grassroots program was established during Desert Storm and today continues to help Maine families currently servicing our Great State and Nation. This fund is supported through Combined Federal Campaign (CFC) , individuals, service organizations and businesses .

The Maine Military Relief Fund is funded by the Yellow Ribbon License Plate sales and a state tax check off. These funds are for people in the deployment cycle specifically.

These funds are available for any military family in Maine regardless of branch. Go to www.me.ngb.army.mil/family for guidance and applications (Money matters) The applications **MUST** go through the chain of command before being considered and is for **EMERGENCY** situations.

Questions about donations or procedures can be provided by calling 207-430-5777.

Maine Military and Community Network

“Connecting Maine Military Families with their LOCAL Communities”

The MaineMCN is a collaborative effort by Maine organizations, volunteers, and others like YOU, to raise awareness about the challenges service members, veterans, and their families face. Across the state, Mainers are working together to help connect service and family members to resources in their communities. Together we can help ensure that no matter who a military service or family member turns to, he or she will find the assistance they need.



For more information or to locate a meeting near you, visit MMCN on the web at: www.Mainemcncn.org or by calling: **1-888-365-9287**

Military OneSource Overview

Military OneSource is a free 24/7 information and referral service available by toll-free telephone and the Web to active duty, Guard, and Reserve (regardless of activation status) members and their families. The program is especially helpful to those who live at a distance from installation services or who can't easily seek assistance during traditional working hours. Our goal is to improve the quality of life of military families and the overall effectiveness of the military community.

Calls to Military OneSource are answered live by trained master's-level consultants. Support includes personalized consultations on issues such as deployment, relocation, parenting, education, special needs, and finances, as well as customized research describing community resources and appropriate military referrals. We also offer personalized online and telephonic health coaching for stress management, weight loss, and cardiovascular health; and a program for teens that provides health coaching to support weight management.

Military OneSource also provides referrals for face-to-face counseling (up to twelve sessions per issue) in the local community to service members and their families. These free non-medical, short-term, solution-focused sessions focus on issues such as normal reactions to abnormal situations (e.g. combat), couples concerns, work/life balance, grief and loss, adjustment to deployment, stress management, and parenting. Face-to-face referrals are available in CONUS as well as Hawaii, Alaska, the U.S. Virgin Islands, and Puerto Rico. Face-to-face personal financial counseling sessions are also available.



Call from the U.S.: 1-800-342-9647

TTY/TDD accessible: 1-866-607-6794

Call from overseas: xx-800-3429-6477

(Country Code: <http://CountryCode.org/>)

Overseas collect: 484-530-5908

(Contact an overseas operator first)

Military OneSource Cont.

Service members in remote locations and overseas are eligible for non-medical, short-term, solution-focused telephonic (STSF-T) consultation. STSF-T consultations include up to twelve telephone sessions for issues such as stress, decision-making, and parenting. (STSF-T sessions are not appropriate for children under age 18, couples counseling or more serious issues such as addictions, mental health conditions, and abuse or neglect.) To access STSF-T, users may call the Military OneSource toll-free number. An online option is also available.

Our interactive Web site at www.MilitaryOneSource.com includes search and decision tools, locators for education and child care, educational materials, recordings, links to military and community resources, financial calculators, live online workshops, podcasts, discussion boards, e-newsletters, “E-mail a consultant,” and, during tax season, online preparation and filing federal and state tax returns.

Our expertly prepared educational materials (booklets, CDs, DVDs, and electronic downloads) can be ordered by phone or online. Topics include parenting and child care; deployment, return and reunion; education; finances; elder care; health and wellness; crisis support, and relocation. Materials and shipping are free to service members and families. Simultaneous language interpretation and document translation are also available.

All Military OneSource services and materials are available at no cost to service members and their families.

GI Bill/Scholarships

Contact the Education Office at 207-626-4370 for up to date information on your GI Bill. Check the following websites for scholarships geared for military members and dependents:

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

<http://www.military.com/education/>



TRICARE / TRICARE Dental / Martin's Point

TRICARE

SGT Katie Cash, Health Services Technician

E-mail: katie.cash@us.army.mil

Phone: 207- 430-5928

Fax: 207- 430-5783



TRICARE, Maine

Debra O'Brien, Benefits Advisor

Healthnet & USFHP

E-mail: debra.s.o'brien@healthnet.com

Phone: 207-798-8800

TRICARE Dental Program

Tracy Tralongo, Dental Benefit Advisor

United Concordia

E-mail: Tracy.Tralongo@ucci.com

Phone: 1-860-436-4960

Fax: 1-860-436-4962

Martin's Point

Tom Breault, Health Benefits Specialist

E-mail: tomb@martinspoint.org

Phone: 207-400-0201

1-800-431-0777 x4458



American Red Cross in Maine

“With the American Red Cross, you’re never out of touch...around the clock...around the world”.

Red Cross volunteers and the Armed Forces Emergency Services (AFES) network worldwide is available 24 hours a day, 7 days a week to keep military families connected. When it is essential that your serviceman receive word of a family emergency, such as a death, illness, or birth, or your command needs verification of a situation at home in order to grant leave, the AFES network is here for you.

The American Red Cross in Maine has several Chapters by region: Southern, Midcoast and Pine Tree. They are here to support the families of deployed soldiers in a variety of ways:

- *Emergency notification to deployed service members
- *Get verification of emergency leave information
- *Secure emergency financial assistance
- *Obtain counseling, information, referrals and other social needs
- *Receive veterans services
- *Disaster assistance
- *Educational programs
- *Volunteer opportunities

Regional headquarters:

Southern Maine: 1-877-372-7363

Midcoast Maine: 207-729-6779

Pine Tree: 207-941-2903

<http://www.redcross.org>



Employer Support of the Guard and Reserve (ESGR)

Contact Information:

207-626-4282

1-800-336-4590

www.esgr.org

Employer Support of the Guard and Reserve (ESGR) is a Department of Defense (DoD) organization. It is a staff group within the Office of the Assistant Secretary of Defense for Reserve Affairs (OASD/RA), which is in itself a part of the Office of the Secretary of Defense (OSD).

The nation's Reserve components (referring to the total of all National Guard members and Reserve forces from all branches of the military) comprise approximately 48 percent of our total available military manpower. The current National Defense Strategy indicates that the National Guard and Reserve will be full partners in the fully integrated Total Force. Our Reserve forces will spend more time away from the workplace defending the nation, supporting a demanding operations tempo and training to maintain their mission readiness

In this environment, civilian employers play a critical role in the defense of the nation by complying with existing employment laws protecting the rights of workers who serve in the Reserve component.

ESGR was 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. It is the lead DoD organization for this mission under DoD Directive 1250.1.

Today, ESGR operates through a network of thousands of volunteers throughout the nation and Guam, Puerto Rico and the Virgin Islands.



Judge Advocate General (JAG)

Services Provided by the Legal Office include:

Legal Assistance: Our attorneys can not represent you in a court of law, but they are able to answer many legal questions that you and your spouse may have.

- Questions on things such as: foreclosures, creditors calling, Service Member's Civil Service Relief Act, rights as a tenant, real estate, domestic relations, etc.
- Will or Living Will
- Powers of Attorney (POA): General or Special
- Durable Power of Attorney
- Notary
- Military Justice Matters
- Advanced Health Care Directive



This describes your desires for health care preferences.

General Information...

- Your SGLI is separate from your Will
- All information discussed with a legal representative is CONFIDENTIAL
- Attorneys are Notaries
- Our legal services are provided FREE OF CHARGE to Guard Members

How do I make an appointment?

If you would like to make an appointment with the legal office, call 207-626-4271.

Notes:

ID Cards/DEERS

You may get ID Cards at any of the following locations in Maine. Make sure to call ahead to the ID Card Station first as some locations require an appointment. ID Card Stations also serve as DEERS (Defense Eligibility Enrollment System) Stations. All dependent entitlements to TRICARE, Commissary, MWR, the PX and more are based on DEERS eligibility. It is the soldiers' responsibility to ensure DEERS is updated: marriage, divorce, birth/adoption of a child or any other change in dependency. ID required includes: birth certificate, marriage/divorce certificates, social security cards and 2 forms of photo ID: driver's license, school id, current DoD ID Card or passport.

Augusta: ARNG AG HQ Camp Keyes Bldg 7.....	207-626-4387
Bangor: AFRC, 300 Hildreth St, North.....	207-735-1000
Bangor: USN NRC, 300 Hildreth St, North Ste 300....	207-974-1301
Bangor: ANG, 102 Ashley St. Ste 489, Bldg 489.....	207-990-7387
Bath: SUPSHIP 574 Washington St.....	207-442-2773
Caribou: ARNG, 120 Sincook St.....	207-498-6583
Portland: US Coast Guard Sector.....	207-780-3048
Portland: 772 Stevens Ave, Room 102.....	207-430-5497

Personal Financial Counselor

Educational services include, but are not limited to:

Developing Spending Plans; Saving For Today, Tomorrow and for Opportunities; Investing; Financial Readiness For Deployment; Retirement Planning; Improving Your Credit Score; Debt Management; and Getting the Right Loan or Mortgage.

For questions or to schedule an appointment,

e-mail: **maine.pfc@gmail.com**

Or call: 207-629-7702

Morale Welfare and Recreation

MWR - Morale Welfare Recreation
Information, Tickets, and Tours
Judy Durnin, Mgr
207-438-2713 judy.durnin@navy.mil



Info On the Web:
www.armymwr.com

MWR Philosophy

Soldiers are entitled to the same quality of life as is afforded the society they are pledged to defend. Keeping an Army ready to fight and win takes more than hard work and training. Soldiers need a balance of work and play. The FMWRC mission is to create and maintain "First Choice" MWR products and services for America's Army, essential to a ready, self-reliant force.

More on the web: *www.navsea.navy.mil/shipyards/portsmouth
 *www.militarycampgrounds.us
 *<http://emainehosting.com/gpoac/>
*www.militarycampgrounds.us/component/content/article/64-maine/311-gull-cottage-at-prospect-harbor

Notes:

Commissary

Since November 2003, members of the Guard and Reserve - including the Ready Reserve, Selected Reserve, Individual Ready Reserve, Inactive National Guard, Guard and Reserve retirees and their authorized family members - have enjoyed unlimited access to commissaries in the United States, Guam and Puerto Rico. This change is the result of the 2004 National Defense Authorization Act.

Maine currently has two commissaries for your use:

Bangor ANG Commissary.....207-990-7752

www.commissaries.com/stores/html/store.cfm?dodaac=HQCNEQ

Brunswick NAS Commissary.....207-921-2990

www.commissaries.com/stores/html/store.cfm?dodaac=HQCNER

**Portsmouth Naval Shipyard
also has a commissary for your
use:**

207-439-5532/5635/6054



PX/Exchange Services

Camp Keyes JFHQ in Augusta and the 101st Air Refueling Wing in Bangor both have PX/Exchange facilities. Limited items can be purchased locally and proceeds support MWR and Family Programs.

Did you know?

- *You can place catalog orders at your local PX/Exchange
- *Catalog orders are shipped FREE to your local PX/Exchange
- *Catalog orders are tax-FREE
- *You can also shop online at: www.AAFES.com

For additional information and hours of operation call:

Camp Keyes PX at 626-4213

Bangor PX at 942-1809

Web Resources

AKO...For Training, My Pay and More!

www.us.army.mil

Bureau of Maine Veterans Services

www.maine.gov/dvem/bvs

Employer Support of the Guard and Reserve

www.esgr.mil

ID Cards/DEERS

www.dmdc.osd.mil/rsl/owa/home

Maine Military & Community Network

www.MaineMCN.org

Maine Military Community Services

www.me.ngb.army.mil/FAMILY/

Maine National Guard Online Community (JSS)

www.jointservicessupport.org

Military One Source

www.militaryonesource.com

National Military Family Association

www.nmfa.org/site/PageServer

TRICARE-Healthnet

www.tricare.osd.mil

TRICARE-USFHP-Martin's Point

www.martinspoint.org

VA Medical Center, TOGUS

www.togus.va.gov

Women's Veterans Health & Benefits Information

www1.va.gov/womenvet/



\$10.00 from the sale of each plate goes to
the Maine Military Relief Fund

DVEM FAMILY PROGRAM OFFICE
ATTN: YELLOW RIBBON SUPPORT SERVICES
STATE HOUSE STATION #33
AUGUSTA, ME 04333
NCOIC 207-430-5771
YRSS II 207-430-5775
YRSS I 207-430-5772
<http://www.me.ngb.army.mil/Family>