



## Deployment Health & Family Readiness Library



# Service & Family Member Assistance

*For Service members and their Families*

**A full range of Deployment Cycle Support services are currently available for all military service deployed members and their stay-behind families.**

This includes self-help educational materials, information and referral services, military life skills education, and counseling services. Support is provided at no cost for Active Duty, National Guard and Reserve Component members and their families worldwide.

### GENERAL RESOURCES FOR FAMILY READINESS

#### Military OneSource

You Name it. They can help! 24/7/365  
1-800-342-9647  
[www.MilitaryOneSource.com](http://www.MilitaryOneSource.com)

No-cost, private, real-time support services are provided by DoD's Military OneSource Call Center. Masters level counselors provide relationship, communications, life skills and mental health support. Credentialed financial counselors and planners provide financial assistance. Child and youth behavioral specialists assist with child related issues. Information and referrals to trusted sources of local on and off base community providers on "any topic" are provided by Call Center specialists.

#### MilitaryHOMEFRONT

[www.MilitaryHOMEFRONT.dod.mil](http://www.MilitaryHOMEFRONT.dod.mil)

MilitaryHOMEFRONT is DoD's web portal for official Quality of Life (QOL) policies, programs, resources and event information. Information is provided for service and family members, command leaders and service providers. Two additional embedded portal features include:

#### MilitaryINSTALLATIONS

[www.MilitaryINSTALLATIONS.dod.mil](http://www.MilitaryINSTALLATIONS.dod.mil)  
Locator for on-base support services

#### Joint Family Resource Center (JFRC)

<http://jfsap.mhf.dod.mil/request>  
1-888-256-9920  
"On-demand" request system for Command Leaders to request supplemental staff and educational materials for their deployment support programs and Financial Readiness Challenge Events

### DEPLOYMENT HEALTH SUPPORT

For environmental, occupational, physical and mental health deployment information and resources, visit the following DoD websites. They provide deployment health fact sheets, news, facility locators, and information on military benefits, healthcare issues, programs and events.

#### Force Health Protection Deployment Health Hotline 1-800-497-6261

Assistance for Service members, families and veterans regarding deployment health matters.

#### Deployment Health & Family Readiness Library <http://DeploymentHealthLibrary.fhp.osd.mil>

Fact sheets, articles, guides, handbooks, checklists and multi-media resources for deployers and their stay-behind families

#### DeploymentLINK

<http://deploymentlink.osd.mil>

Deployment information on past, current and future deployments for Active Duty military personnel

#### Deployment Health Clinical Center

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

Post-deployment healthcare information

### MEDICAL BENEFITS

#### TRICARE

DoD's medical care benefit. To learn more about eligibility, plans, medical, dental, vision and prescription drug coverage options, visit:  
[www.TRICARE.mil](http://www.TRICARE.mil)

#### TRICAREOnline

Access to Military Medical Treatment Facility (MTF) appointments, trusted medical information and military staff applications  
[www.TRICAREOnline.com](http://www.TRICAREOnline.com)

#### Veterans Health Administration

<http://www1.va.gov/health/index.asp>  
**Suicide Lifeline:** 1-800-273-TALK (8255)  
Healthcare and special health issue program information, VA Medical Center facility locator,



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prescription drug information, benefits assistance, and suicide prevention Lifeline for veterans

### **Fisher Houses**

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

Free or low-cost housing for those visiting a severely ill or injured Service members or family members during a period of extended medical treatment at a major military medical treatment facility

### **Operation Hero Miles**

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

Provides family members of wounded servicemen and women free plane tickets to visit their loved ones who are recovering at military hospitals across the nation.

## **COMMUNICATIONS**

### **Deployment News**

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

[www.defendamerica.mil/profiles.html](http://www.defendamerica.mil/profiles.html)

DoD provides many excellent resources that support deploying personnel and their families, including a comprehensive list of DoD websites and the latest deployment news.

### **Emergency Communications**

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

The American Red Cross will send health and welfare messages at no cost to commands, service and family members. These are sometimes necessary to verify an emergency situation that may require a Service member to return home unexpectedly from an overseas duty location.

### **Voice Over Internet Phone Calls**

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

Skype provides a free service to military personnel and family members who prefer to use the Internet to make phone calls between home and duty locations. With the addition of a computer webcam on either or both ends, individuals can see the person they are talking to.

### **Websites**

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

This non-profit organization allows military families of deployed servicemembers to apply for a free website through Websites For Heroes. Easy to use templates allow participants to post photos, videos, audio files, messages, contact information, and calendar of event information to keep each other engaged in daily life family life. It's the next best thing to being with family and friends.

### **Mail**

The United States Postal Service provides guidance for mailing packages, letters and other items overseas.

Certain restrictions apply. Holiday mail needs to be sent weeks in advance to ensure delivery. Priority Mail ensures fastest delivery.

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

### **Armed Services YMCA and USO**

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

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

Need assistance mailing materials to deployed troops, child care at military medical facilities or boosting your morale? These two organizations can help.

### **email, IM & Text Messaging, Social Networks**

With electronic mail and social network postings (e.g. Facebook, MySpace), individuals need to keep in mind Operational Security concerns to keep our service-members safe. Please do not publically discuss duty locations or mission activities. Keep communications on a positive note for morale purposes and remember the world can see, capture, archive and piece together your posts with those from others. Don't make yourself or your loved ones a target for predators.

### **Blogs and Twitter Postings**

#### **DoD Health Affairs Blog Talk Radio**

Blog with DoD's Top Doc every Thursday 3pm EST. Deployment Health & Family Readiness issues are frequent topics.

[www.BlogTalkRadio.com/Dot-Mil-Doc](http://www.BlogTalkRadio.com/Dot-Mil-Doc)

#### **Spouse and Parents of Service member Blogs**

Use Google to find good blogs for spouses and parents of military Service member. Trust those with good supportive resources. Short, concise, helpful twitter postings are welcomed and encouraged.

#### **Military Personnel Locators**

[www.firstgov.gov/Topics/Locators.shtml](http://www.firstgov.gov/Topics/Locators.shtml)

## **FAMILY SUPPORT PROGRAMS**

Army Community Services (ACS)

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

Airman and Family Readiness Flights

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

Coast Guard Work Life Program

[www.uscg.mil/worklife](http://www.uscg.mil/worklife) 1-202-475-3654

Marine Corps Community Services (MCCS)

[www.usmc-mccs.org/installation](http://www.usmc-mccs.org/installation)



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Navy Fleet and Family Service Centers (FFSC)  
[www.nffsp.org](http://www.nffsp.org)  
[www.LIFELines.navy.mil](http://www.LIFELines.navy.mil)

Guard and Reserve Family Programs  
Joint Family Support Assistance Programs (JFSAPs)  
<http://www.ngb.army.mil/states> 1-888-777-7731  
[www.GuardFamily.org](http://www.GuardFamily.org)  
[www.DefenseLINK.ra](http://www.DefenseLINK.ra)

## WOUNDED, SEVERELY ILL OR INJURED SUPPORT

### Wounded Warrior Resource Center

1-800-342-9647  
Military OneSource provides seamless support, 24/7, for ill or injured servicemembers and their families.

### Pay and Compensation Handbook

[www.TurboTAP.org](http://www.TurboTAP.org)  
TurboTAP links to the new Pay and Compensation Handbook for the Severely Ill or Injured.

### Wounded Warrior Support

[www.Military.com/support](http://www.Military.com/support)  
Benefits information and sources of support and assistance are explained in this website.

### Heroes to Hometowns

[www.legion.org/homepage.php](http://www.legion.org/homepage.php)  
In coordination with DoD, the American Legion helps veterans return to hometowns across America and assists them in getting the special support services and adaptive resources they need for success.

### Yellow Ribbon Program

[www.YellowRibbonFoundation.com](http://www.YellowRibbonFoundation.com)  
The Yellow Ribbon Program provides food, clothing, shelter, medical care and educational assistance for veterans.

**National Military Family Association/Scholarships**  
Benefits information, scholarships, retreats, camps and mental health resources. Also, a voice on Capitol Hill.

[www.NMFA.org](http://www.NMFA.org) 1-800-260-0218

### Yellow Ribbon Fund

[www.YellowRibbonFund.com](http://www.YellowRibbonFund.com)  
1-240-223-1180

Provides volunteers for the Walter Reed and Bethesda Naval Medical Centers to help wounded warriors enjoy the community through outreach and activities.

### Wounded Warrior Project

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

Provides rides, work, peer mentoring and patient and family support.

### Angels of Mercy

[www.SupportOurWounded.org](http://www.SupportOurWounded.org)  
1-703-938-8930  
Provides clothing and supplies for wounded servicemembers.

### REALifelines

[www.HireVetsFirst.gov/REALifelines/index.asp](http://www.HireVetsFirst.gov/REALifelines/index.asp)  
1-202-693-4700  
1-800-USA-JOBS  
The Department of Labor provides specialized employment counselors and assistance for veterans and disabled veterans.

### Caring Bridge

[www.fisherhouse.org/caring/aboutCaring.shtml](http://www.fisherhouse.org/caring/aboutCaring.shtml)  
This free online service allows military families to remain updated on their loved one's condition while in a military medical treatment facility.



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## Where Do I Get More Information?

### **Military OneSource**

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

1-800-342-9647

You Name it. They can help!  
24/7/365

### **Defense Finance & Accounting Service (DFAS)**

[www.DFAS.mil/MyPay](http://www.DFAS.mil/MyPay)

Pay and Compensation information and assistance

### **Military Service Relief**

**Societies** provide budget counseling, emergency financial aid, scholarships, educational programs and services designed to help young families needing to stretch their dollars and those experiencing financial stress.

### **TurboTAP**

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

Help for transitioning servicemembers. Includes personal finance, employment and benefits assistance, checklists, Transition, Pre-Separation and Pay and Compensation Guides. The TurboTAP Account System produces a customized Individual Transition Plan and sends benefit alerts by email when benefits change or new benefits are passed by Congress.

### **Air Force Aid Society**

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

### **Army Emergency Relief**

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

### **Navy-Marine Corps Relief Society**

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

### **America Supports You**

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

(301) 294-8560

Toll-free 1-888 -294-8560

See what local groups around the country are doing to help military personnel and their families -- free transportation, cell phone minutes, discounts, scholarships and more. Take advantage of these free offers or join in and make contributions yourself.

### **Veterans Affairs Healthcare Programs**

<http://www1.va.gov/health/index.asp>

[Suicide Lifeline](#)

1-800-273-TALK (8255)

Healthcare and health issue program information, VA Medical Center facility locator, prescription drug information, benefits assistance, and suicide prevention Lifeline for veterans.



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