

Veterans' services – Oregon Military Department – overview  
Response to Senator Winters' questions in Public Safety Subcommittee February 11, 2015

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The Military Department ensures that 100% of returning soldiers and airmen are referred for reintegration services.

We ensure each member of the guard, and their families, knows where to go to get support and help pre-deployment, during deployment, and post deployment.

In FFY 14 the program reported having 8,578 interactions with Service Members, individually and in group settings, throughout Oregon.

The program conducted Career Fairs, Job Search Training workshops, and met with 396 employers to discuss employment opportunities. The employment outreach resulted in 1,314 confirmed hires, which is an increase of 622 from FFY13.

The program also conducted 369 individual veteran health and welfare checks and referred 1,877 veterans to service organizations for assistance.

In addition to the services provided through the SMFS program there are services available through the Oregon Department of Veteran's Affairs, WorkSource Oregon and community organizations throughout the state.

The SMFS program works closely with the Oregon Department of Veteran's Affairs to make sure our military personnel have access to all the services and programs they are entitled to.

Attached are:

- A PowerPoint presentation providing a high level overview of the SMFS program
- A five page document which contains summaries of the multiple sub-programs and initiatives within the SMFS program
- A document which provides a detailed description of the "Phases of Care"
- A document which provides details on when information is provided
- A map of our Regional Family Readiness Support Assistants

Introduction

About Us

Military Support

Outreach

Partnerships

Contact Us



Presented to: MG Daniel R. Hokanson  
Adjutant General, Oregon National Guard

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Introduction

About Us

Military Support

Outreach

Partnerships

Contact Us

# Vision

All Service Members, Veterans, and their Families are connected with genuine assistance from genuine people that improves lives and increases resilience.

# Mission

Prepare, assist, and support Service Members and their Families for the challenges that surround local, state, and federal military service.



# Who We Serve

Introduction

About Us

Military Support

Outreach

Partnerships

Contact Us

ORNG Service Members

8,470

ORNG Family Members

19,336

Other Service Members

1,058

Other SM Families

2,433

Oregon Veterans

316,626

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347,923



# Phases of Care - Career

Introduction

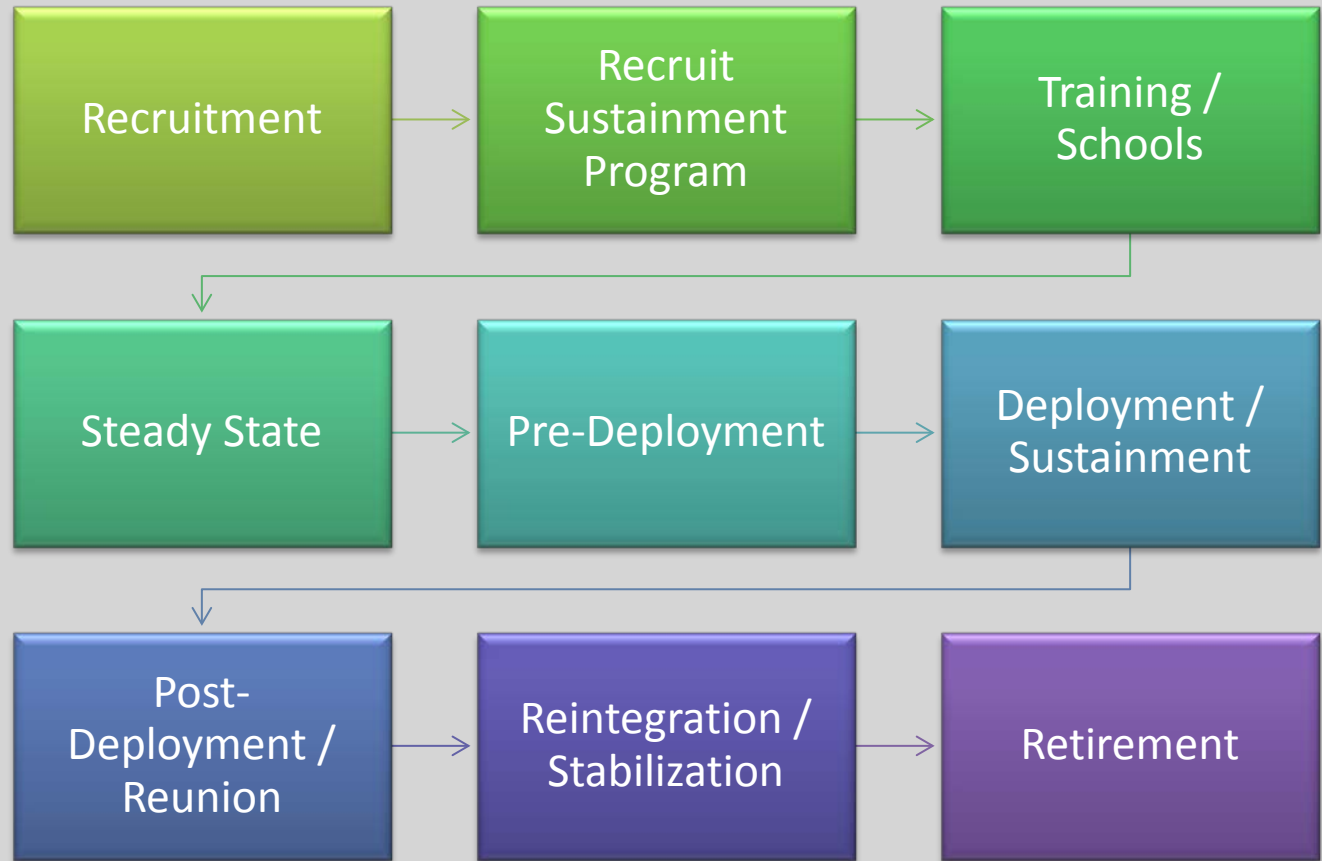
About Us

Military Support

Outreach

Partnerships

Contact Us



# Cycle of Care - Deployment

Introduction

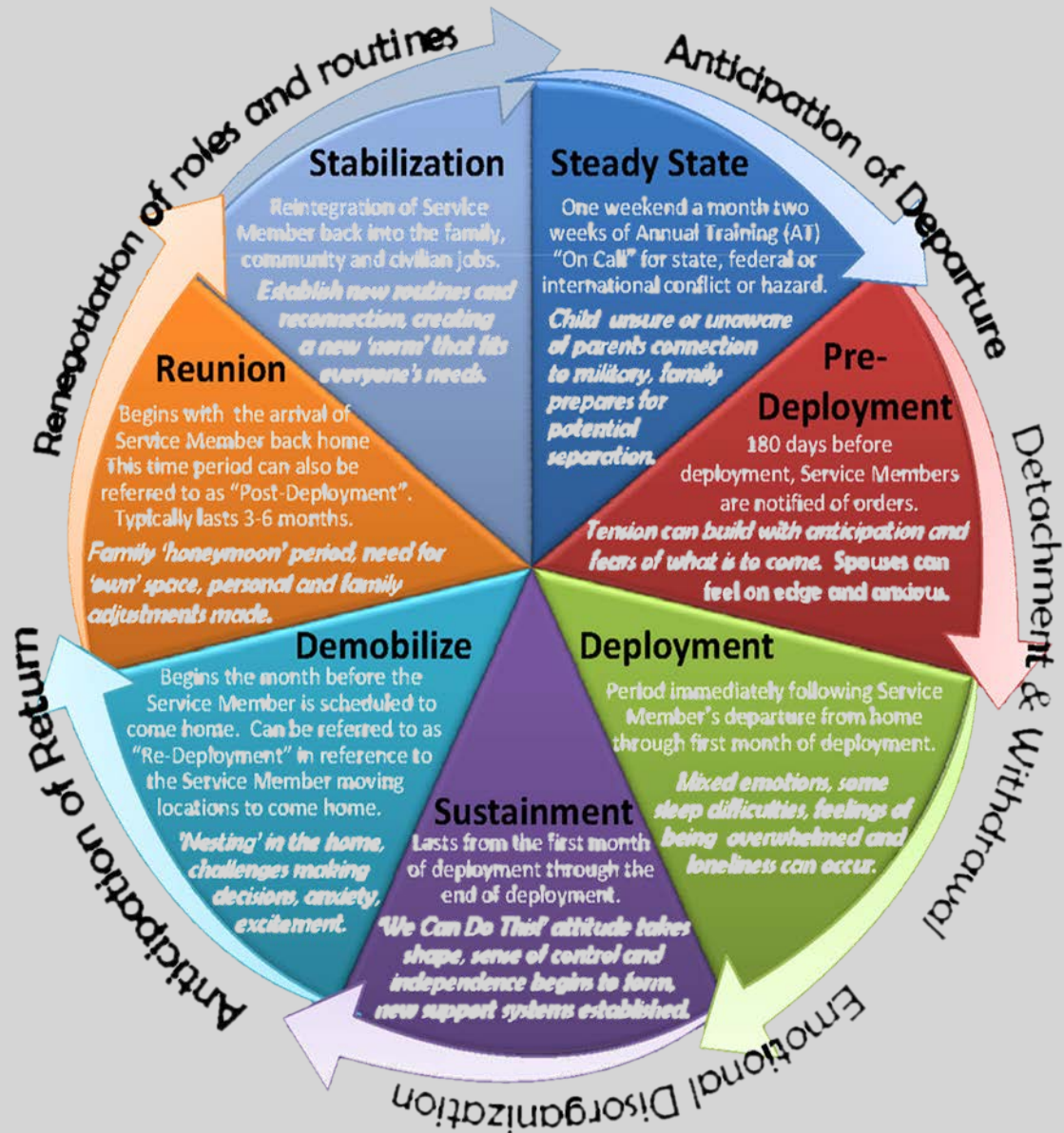
About Us

Military Support

Outreach

Partnerships

Contact Us



# Keys to Success

Introduction

About Us

Military Support

Outreach

Partnerships

Contact Us



Regional Specialists  
Case Management  
24 Hour Support  
Community Partners



# Areas of Focus

Introduction

About Us

Military Support

Outreach

Partnerships

Contact Us

## Healthcare

- Psychological Health
- Suicidal Ideations
- TRICARE Assistance
- VA Benefit Answers

## Employment

- Career Counseling
- Resume Building
- Job Search Assistance

## Education

- Whole Family Wellness Education
- Military and Community Resources

## Financial Readiness

- Emergency Assistance
- Military Pay Answers
- Financial Counseling

## Family Health

- Crisis Intervention
- Wellness Checks
- Youth Resiliency Programs





# External Coordination

Introduction

About Us

Military Support

Outreach

Partnerships

Contact Us

Service Member  
and Family  
Support  
Directorate



Faith Based Organizations

Non-Profit Organizations

Government Agencies

Department of Labor

Federal Veterans Affairs

Oregon Department of  
Veterans Affairs

Study for Employment  
Retention of Veterans

Employers



Introduction

About Us

Military Support

Outreach

Partnerships

Contact Us



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Oregon National Guard  
Service Member and Family Support Program

The Service Member and Family Support program consists of the many programs listed below and has a full-time staff of over 40 federal and federal contract personnel, and over 50 part-time volunteers located around Oregon.

**TEAMS**

- **Joint Transition Assistance Program (JTAP)**
  - Provides Oregon service members community support referrals and assisting them find employment.
  - Federal employees located in headquarter units of our deployed units are providing transition assistance services. These employees are located in Portland, Medford, Springfield and Bend.
- **Family Assistance Specialists**
  - Located throughout Oregon to service the needs of Service Members and their Families by providing Six Essential Services:
    - Legal, financial, TriCare, DEERS, and crisis intervention resource and referral, and community information and outreach. Additional duty: Outreach calling to families separated from their Service Member for more than 30 days due to military separation.
- **Family Readiness Support Assistants**
  - FRSAs work directly with the command staff to assist with execution of the Unit's Family Readiness responsibilities. They service as the conduit for command information and coordination throughout their units. In addition the FRSAs provide training, hands-on assistance, and information to unit commanders and Family Readiness Group volunteers.
- **Child and Youth Services**
  - CYP supports military connected youth throughout the cycle of deployment, provide age specific programming and resilience training, and connects them to specific youth program and resources.

- **Airman and Family Readiness Program Managers**
  - A&FRPMs provide mission-ready personnel through diverse family programs and services throughout their military life cycle. This accomplished through a system of integrated information and referral services targeted at the unique demands of the military life style on members and their families.
- **Transition Assistance Advisor (Army and Air)**
  - Transition Assistance Advisor (TAA) Program provides Veterans with a professional in each State/Territory to serve as the statewide point of contact to assist in accessing Veterans Affairs benefits and healthcare services. Each TAA also provides assistance in obtaining entitlements through the TRICARE Military Health System and access to community resources.
- **Soldier for Life - Transition Assistance Program (Army)**
  - Soldier for Life – Transition Assistance Program exists to help soldiers and their families make a smooth transition from military to civilian life by providing:
    - Pre-separation and individual counseling, Department of Labor employment workshops, Veterans Affairs briefings, financial planning seminars, Military Occupational Specialty crosswalk, and capstone.
- **AmeriCorps - Volunteers in Service to America (VISTA)**
  - Volunteers within Oregon dedicated to developing the state’s Joining Community Forces program and network of resources for service members and military families.
- **Military & Family Life Consultants (Joint)**
  - The MFLC Program provides full spectrum psycho-educational presentations, and short-term, non-medical counseling support for a range of issues including: relationships, crisis intervention, stress management, grief, occupational and other individual and family issues.
- **Survivor Outreach Services (Army)**
  - Survivor Outreach Services’ mission is to build a unified support program which embraces and reassures Survivors that they are continually linked to the Army Family for as long as they desire.

- **Family Readiness Groups (Army)**
  - An officially command-sponsored organization of Family members, volunteers, and Soldier belonging to a unit, that together provide and avenue of mutual support and assistance, and a network of communications among the Family members, the chain of command, and community resources. FRGs help create a climate of mutual support within the unit and community.
- **Key Volunteer Teams (Air)**
  - Key Volunteer Team (KVT) is a command sponsored volunteer organization of Service members, civilian employees, Family members (immediate and extended) that acts as an avenue of mutual support and assistance, and as a network of communications among the family members, the chain of command, chain of concern, and community resources.

## **INITIATIVES**

- **Joining Community Forces**
  - The Joining Community Forces mission is to maximize the impact of community resources (civilian and military) to veterans, Military members and Families in order to build resilience and foster a community network that is both sustainable and relevant. Oregon has over 200 community partners and organizations that provide services to Service Members, Veterans, and their Families.
- **Substance Abuse and Mental Health Systems Administration (SAMHSA) Advisory Council co-chaired with Oregon Department of Veterans' Affairs**
  - The SAMHSA Advisory Council focuses on building service members' resilience and facilitating recovery for people with or at risk for mental or substance use disorders by drawing advice from public members and professionals in the field of substance abuse and mental health
- **Study for the Employment Retention of Veterans (SERVe) with Portland State University**
  - The goal of SERVe is to improve the health and well-being of Oregon veterans and their families, and to increase retention of veterans in the

Oregon workforce by training supervisors to better support their employed service members.

- **Northwest Military Employer Summits With Pacific Northwest Defense Coalition**
  - Northwest Military Employer Summits highlight the mission and vision of Pacific Northwest military organizations, and recognizes employers who offer outstanding support to service members and military families.
- **Veteran Summits with Oregon Department of Veterans' Affairs**
  - Veterans Summits bring together government and community organizations to discuss the needs of veterans throughout Oregon, and develop a network of comprehensive resources.
- **Veteran Suicide Prevention Summits With Federal Veterans Administration**
  - Veteran Suicide Prevention Summits focus on identifying service member suicide trends, then identifying and developing comprehensive resources tailored specifically to suicide prevention.
- **Community Health Promotion Council (CHPC)**
  - The Community Health Promotion Council's mission is the identify redundancies and voids within programs and services by evaluating community needs, assessing existing programs and coordinating targeted interventions to enhance the quality of life for all Soldiers, Family Members, Retirees, and Civilians

## **PROGRAMS**

- **Strong Bonds (Army and Air)**
  - Strong Bonds is a unit-based, chaplain-led program which assists commanders in building individual resiliency by strengthening the Army Family. The core mission of the Strong Bonds program is to increase individual Soldier and Family member readiness through relationship education and skills training.
- **Oregon Emergency Relief Fund (Army and Air)**
  - Oregon's Emergency Relief Fund mission is to provide emergency financial assistance to active members of the Oregon National Guard and their dependent families who are distressed or experiencing hardship. Alleviating these stresses helps Guard families to remain

focused on successfully accomplishing any situation asked of them by their community and country

- **David R Kingsley Foundation (173d FW) and 142d Community Foundation**
  - David R. Kingsley Foundation and 142d Community foundation provide emergency financial assistance to Klamath Basin and Portland community members, respectively, who are distressed or experiencing hardship. Alleviating these stresses helps families to remain focused on successfully accomplishing any situation asked of them by their community and country.
- **Yellow Ribbon Reintegration Program (Army and Air)**
  - The Yellow Ribbon Reintegration Program’s mission is to assist, collaborate, and partner with Services, and agencies at the lowest level possible in order to provide Service members, Veterans, and Family members with informational events and activities, referrals, and proactive outreach services throughout the phases of deployment or mobilization.
- **Resiliency (Army and Air)**
  - **Comprehensive Soldier and Family Fitness (CSF2)**
    - Comprehensive Soldier and Family Fitness is designed to build resilience and enhance performance of the Army Family — Soldiers, their Families, and Army Civilians. CSF2 does this by providing hands-on training and self-development tools so that members of the Army Family are better able to cope with adversity, perform better in stressful situations, and thrive in life.
  - **Comprehensive Soldier and Family Fitness Teen Resilience Program Pilot**
    - The Teen Resilience Program Pilot is a new training curriculum, designed for teenagers, that translates the resilience and performance enhancement skills currently taught to Soldiers, their spouses and Army Civilians.

## **SERVICES**

- **Military Identification Cards (DEERS)**
  - DEERS is a computerized database of military sponsors, families and others worldwide who are entitled under the law to TRICARE benefits.

## Oregon Military Department – Phases of Care for deployed and returning military personnel and their families

February 12, 2015

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**Recruitment** – We provide information to the Recruiting and Retention Command in regards to benefits and services available for their marketing brochure.

**Recruit Sustainment Program** – The Family Assistance Specialist (NGB G-1 funded contractors) provide an overview briefing of the services offered especially times of military separation. The new recruits complete a Family Member Information Card (AGO 660) to provide information on the loved ones who should be contacted while the Service Member is away for military duty.

**Training/Schools** – The Family Assistance Specialist (FAS) conduct an outreach call to the family during the Basic Training period and schools/training over 30 days. Referrals to other Service Member and Family Support Programs in partnership with community resources are provided to the loved ones.

**Steady State** – The programming, such as Child and Youth Services, are available to families who are in a traditional National Guard status. This applies to those who are Citizen Service Members and those who serve full time. There are a variety of programs and services, such as family camp weekends and the Oregon Military Teen Panel, which are available at no charge. The Service Member and Family Support Directorate provides whole family trainings, educational events, and emergency preparedness training, resiliency, other curriculum to increase the strength of the family thereby when they do face a time of military separation the family is better prepared. The majority of this programming is coordinated on a unit level by the Family Readiness Support Assistants (NGB G-1 Contractors) located regionally (map attached).

**Pre-Deployment** – The Yellow Ribbon programming exceeds the minimum mandate from the Department of Defense Instruction 1342.28, March 30, 2011. The Yellow Ribbon Reintegration Program may begin as early as 365 days prior to the deployment date. Pre-deployment events shall focus on providing education and information that ensure the readiness of the unit, their families, employers, and the affected communities for the rigors of deployment and the challenges of family separation. The Yellow Ribbon events occur at approximately 60 then 30 days Pre-deployment.

**Deployment/Sustainment** – The Yellow Ribbon Reintegration Program conducts a “While they are Gone” event at approximately 60 days in country. Deployment events shall focus on supporting and enhancing resilience of the Family while the Service Member is deployed. Deployment events should reinforce spiritual and mental health, outreach, day care, family services, youth programs, community, and informational updates and OSC. Many of the event programs and briefers will reinforce pertinent information while the Service Member is deployed. *(ARNG Yellow Ribbon Handbook, Aug 2011)*

The Family Assistance Specialist conduct outreach calls once every 30 days to the families identified by the Service Member prior to departure. During the call the Family Assistance Specialists check on the family’s well being and then cover key topics such as the Tricare medical and dental coverage, activities



occurring in the family's area, and connect families to needed resources. Outreach calls are conducted during the entire separation and for six months after the Service Member returns home. The Family Readiness Support Assistants coordinate with the unit Family Readiness Groups to coordinate family activities and support. The entire Service Member and Family Support Directorate respond to needs and requests from families encountering a deployment.

**Post-Deployment/Reunion** – The Yellow Ribbon Reintegration Program conducts the “Before the Welcome Home” events 30-45 days prior the return of the unit. The event focuses what to expect when a Service Member returns, benefits during post deployment, and the concerns common during the reintegration phase.

The Transition Assistance Advisor (NGB J-1 Contractor) coordinates with the Soldier for Life – Transition Assistance Program to conduct the Veterans Opportunity to Work and Department of Labor training at the demobilization station.

**Reintegration/Stabilization** – Yellow Ribbon Reintegration Program phases are available at approximately 30-, 60-, and 90-day intervals, which may be extended up to 180 days following demobilization, release from active duty, or full time National Guard or Reserve duty. (*DoDI 1342.28, March 30, 2011*) Demobilization, post-deployment, or reconstitution events shall focus on Service Members and Families for their return and reunion. Service Members and Families are provided information and access that assists in understanding the challenges that may occur after prolonged separation and/or combat stress. Events are tailored to facilitate a successful transition, reunion, and long-term reintegration. (*ARNG Yellow Ribbon Handbook, Aug 2011*) All 30 / 60 / 90 day events and activities should provide the recommended services/briefings listed on the Event Standards Matrix. (Attached)

The Employer Support of the Guard and Reserve – Employer Support Specialist (NGB J-1) and the Hero to Hired (Office of the Secretary of Defense – Reserve Affairs) partner with outside agencies such as WorkSource Oregon to provide career fairs in the areas for returning Service Members. Family Assistance Specialist continue to conduct outreach calls for 180 days post deployment. The Chaplain Corps hosts Strong Bonds programming to assist in reconnecting spouses.

**Retirement** – The Service Member and Family Support Directorate provides referrals to the Retiree Services Council of the Oregon National Guard, the Oregon Department of Veterans' Affairs, and the Veterans Administration. We provide coordinated referrals to retirees and their families.

Appendix B-1

**JOINT DoD YRRP EVENT STANDARDS  
MATRIX**

**Mandatory under DoDI 1342.28, "DoD Yellow Ribbon Reintegration Program"**

EVENT	PRE	DURING	30	60	90
<b>1. Medical, Dental, and Mental Health Benefits</b>					
1 TRICARE					
2 TRICARE Dental Program	X				
3 Operational Stress Control	X	X	X	X	X
4 Pre-Deployment Health Assessment	X				
5 Suicide Prevention and Community Healing and	X	X	X		X
6 VA Medical Centers			X		
7 Transitional Assistance Management Program (TAMP)			X	X	X
8 Post-Deployment Health Assessment (PHDA) DD			X	X	
9 Transition Assistance Advisor (TAA) Program			X		
10 Reintegration					X
11 Post Deployment Health Re-Assessment (PHDHRA) DD 2900					X
<b>2. FINANCIAL AND EMPLOYMENT INFORMATION</b>					
1 Employer Support Guard and Reserve (ESGR)	X	X	X	X	X
2 ESGR Ombudsman Services Program			X		
3 Department of Labor (DOL)	X	X	X	X	X
4 Counseling and Planning	X				
5 Financial and Mortgage Counseling	X	X	X	X	X
6 Savings Plan	X				
7 Service member Civil Relief Act (SCRA)	X				
8 Small Business Administration (SBA)	X			X	X
9 SBA/VA Business Development			X		
10 Employer Outreach		X			
11 Turbo Transition Assistance Program (Turbo			X	X	X
12 Job Fairs			X	X	X
13 VA Employment					X
<b>3. LEGAL INFORMATION</b>					
1 Power of Attorney (POA)	X				
2 Wills and Estate Planning	X				
3 Legal Guardianship	X				
4 Housing and Rental Issues	X				

5	Professional Licensing	X				
6	Child Custody Issues	X				
7	Family Care Plans	X				
8	Legal Assistance and Issues			X	X	
<b>4. COMMUNITY OUTREACH</b>						
1	Veterans Administrations (VA)	X	X	X	X	X
2	American Red Cross	X	X	X		
3	Community Programs	X				
4	Youth Programs	X				
5	Government Agencies and NGOs	X				
6	Military One Source (MOS)	X		X	X	X
7	Veteran Service Organizations (VSO)	X	X	X	X	X
8	Daycare		X			
9	Community Youth Programs		X			
10	Education Services		X			
11	Community and Information Updates		X			
12	Recognition				X	
<b>5. SPECIAL OR SPIRITUAL PROGRAMS</b>						
1	Chaplains Programs	X	X	X		
2	Local Faith Based Organizations	X	X	X		
3	VA Vet Centers	X	X			
4	Marriage Enrichment	X				
5	Effective Communication Skills	X				
6	Sexual Assault Prevention and Response	X		X		
7	Suicide Prevention and Alcohol and Drug	X	X			
8	Single Service Members Programs	X				
9	Family Team Building Programs	X				
<b>6. ADMINISTRATIVE INFORMATION</b>						
1	Military Service Information			X		X
2	Defense Enrollment Eligibility Reporting System	X		X		X
3	Civilian Employer Information (CEI)	X		X		X
4	Service Specific Websites	X				
<b>7. SAFETY INFORMATION</b>						
1	Safety Information			X	X	

X = Refer to DoDI 1342.28 for specific requirements




# FAMILY ASSISTANCE COORDINATOR

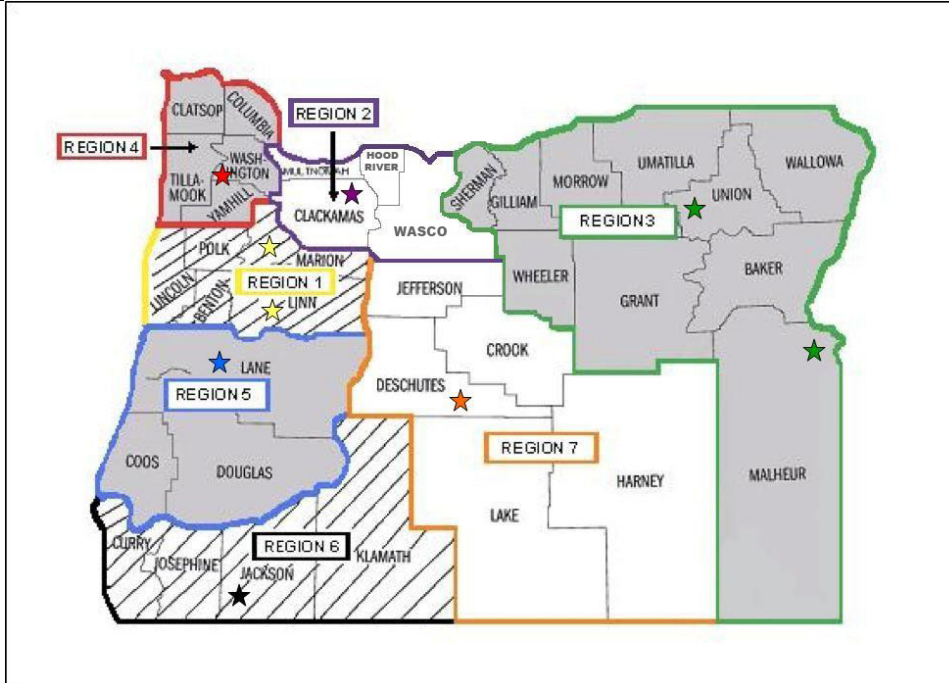
**Carrie Froelich**

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carrie.l.froelich.ctr@mail.mil

## Family Assistance Specialists (FAS) by Region

 <p><b>MILITARY DEPARTMENT</b>  <b>800-452-7500 - Toll Free</b>          Ask for the extension of the FAS you are trying to reach.  <b>AFTER DUTY HOURS: 888-688-2264</b>  <b>WWW.ORNNG-SMFS.ORG</b></p>	<p><b><u>REGION 1 &amp; BI-LINGUAL FAS - ALBANY</u></b>          Claudia Kerlegan - Ext. 1492          541-926-5464 or 541-321-3056 (C)          claudia.m.kerlegan.ctr@mail.mil</p>
<p><b><u>REGION 1 - FAS - SALEM</u></b>          Alysha Condit - Ext. 2383          503-584-2383 or 503-798-0283 (C)          alysha.n.condit.ctr@mail.mil</p>	<p><b><u>REGION 2 - FAS - PORTLAND METRO</u></b>          Jill Behunin - Ext. 1298 or Ext. 4865 (M&amp;F)          503-661-7078 or 503-798-6501 (C)          jilletta.d.behunin.ctr@mail.mil</p>
<p><b><u>REGION 3 - FAS - ONTARIO</u></b>          Tara Howie - Ext. 2082          541-889-5514 or 541-321-3055 (C)          tara.j.howie.ctr@mail.mil</p>	<p><b><u>REGION 3 - FAS - LA GRANDE</u></b>          Jody Marsh - Ext. 1517          541-963-4221 or 541-321-3053 (C)          jody.m.marsh.ctr@mail.mil</p>
<p><b><u>REGION 4 - FAS - FOREST GROVE</u></b>          Laura Higgins - Ext. 1600          503-357-4216 or 503-798-0114 (C)          laura.l.higgins5.ctr@mail.mil</p>	<p><b><u>REGION 5 - FAS - SPRINGFIELD</u></b>          Lacy Cromwell - Ext. 4601          541-736-4601 or 541-321-3052 (C)          lacy.j.cromwell.ctr@mail.mil</p>
<p><b><u>REGION 6 - FAS - MEDFORD</u></b>          Tracey Haeckler - Ext. 5863          541-618-5863 or 541-321-3051 (C)          tracey.l.haeckler.ctr@mail.mil</p>	<p><b><u>REGION 7 - FAS - BEND</u></b>          Jessica Clark-Woinarowicz - Ext. 6856          541-383-6856 or 541-321-3050 (C)          jessica.b.clarkwoinarowicz.ctr@mail.mil</p>



**ALL FAS's are CONTRACTORS for HRCI, supporting the OREGON NATIONAL GUARD FAMILY PROGRAM**

26 January 2015

## **National Guard Family Assistance**

One call does it all!

Family Assistance Specialists (FAS) are located throughout Oregon to serve the needs of Service Members and their Families by providing Six Essential Services.

Whether pre, during or post deployment, the FAS offer information and referral services to all Service Members and their Families regardless of branch of service or duty status.

What are the Six Essential Services?

### **Legal Resource and Referral**

- Assistance with Power of Attorney/Wills
- Information and assistance with Service Members Civil Relief Act
- Assistance with referral for ESGR

### **Financial Resource and Referral**

- Understanding Military Pay
- Assistance with Financial Assistance and loan applications through the American Red Cross and other agencies
- Referral to the availability of outside grants
- Provide referrals for budgeting classes

### **Tricare Resource and Referral**

- Provide general information on insurance benefits
- Assist with Tricare Medical and Dental applications
- Assist with finding local participating providers
- Assist with challenging claim denials

### **ID Cards and DEERS**

- Provide information on DEERS Rapids Centers
- Assist with obtaining an ID Card

### **Crisis Intervention and Referral**

Provide assistance with the following:

- Domestic Abuse
- Child Abuse/Neglect
- Danger to Self and/or Others
- Abuse/Neglect of a Vulnerable Adult

### **Community Information and Outreach**

Provide a list of local Community resources

Including but not limited to the following:

- Assist with Child Care resources and referral
- Assist with referral to local financial resources
- Assist with finding a local FRG to assist with Family Readiness

### **Additional Duty**

Outreach Calling:

- If a Service Member is separated from their family for more than 30 days, the family will receive an outreach call
- Monthly outreach calls are mandated by the National Guard Bureau (NGB) and are only considered successful with two way communication

For more information please visit: [www.orng-smfs.org](http://www.orng-smfs.org)

