

# Family Support



# Smart Book

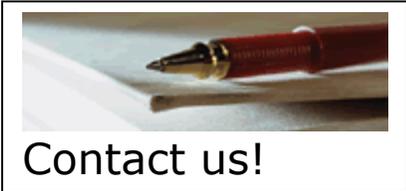
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## DEPLOYMENT READINESS

The Family Readiness Groups (FRG) is a command-sponsored organization of family members, volunteers, and soldiers. Army Pamphlet 608-47, A Guide To Establishing Family Support Groups, specifies the requirement for Commanders to have unit level FRG. The FRG provides an avenue of mutual support, assistance, and a network of communication among family members, the chain of command, and community resources. FRG helps create a climate of mutual support within the unit and community. Basic FRG goals include supporting the military mission through provision of support, outreach, and information to family members. FRG plays an integral part in the Family and Soldier Readiness System (FSRS).

### Benefits of the Family Readiness Group

- The family member. The unit FRG fosters a sense of belonging while providing a vehicle for families to develop friendships as they gain information about the unit and community. In addition, FRG provides information and support during deployments. Through successful FRG efforts, many spouses have developed a positive attitude about themselves, a better understanding of why deployments are necessary, and an appreciation of the Army mission.
- The soldier. FRG provides support that communicates command caring, integrity of care, and open, honest communication. This allows soldiers to trust in that care, which enables them to concentrate on the mission at hand, and have the emotional readiness to carry out their mission. FRG develops soldiers' confidence in that family members will receive reliable and friendly support when the soldier is away. This can be a meaningful stabilizer for soldier performance in the unit—an enhancer of training and psychological readiness to fight.
- The unit commander. FRG and the resources it has available in the command structure, can assist in developing resilient families that are better able to cope and function in times of separation or crisis. FRG increases levels of confidence, commitment, and a sense of well being among soldiers and family members. By reducing training distracters, the FRG can contribute to unit cohesion and soldier readiness. A well functioning FRG can minimize family distracters, conserving the unit commander's time and resources (psychological, social, and budgetary) for military purposes by making referrals to other agencies. Through prevention, education programs, and family activities, the FRG can help families overcome problems that are likely to impact adversely on soldier performance.

# Family Deployment Checklist

Although extended deployments create hardships on the family, failure to plan ahead increases these hardships. Mission, readiness, and deployment needs affect single parents and dual military couples with family members. Plans must be made to ensure family members are adequately cared for when the soldier is deployed, on temporary duty (TDY), or otherwise not available due to military requirements. A carefully prepared and executed pre-deployment checklist can save soldiers and their family from giant headaches in the future. It is very important to have certain documents at hand. Gather information and documents named in this checklist, and keep originals or copies of all listed documents in a special container (safety deposit box) ensure all family members know the location.

- Marriage Certificate
- Birth Certificates of all family members:
  - Wife
  - Husband
  - Children \_\_\_\_\_
- Divorce Papers
- Death Certificates
- Medical (Shot) and Dental Records of all family members (including pets)
- Citizenship/Naturalization papers
- Adoption Papers
- Passports, Visas (remove only when needed for international travel)
- Insurance policies (company, policy number and premium amount)
- Real Estate Documents (leases, mortgages, deeds, or promissory notes)
- Copies of installment contracts and loan papers
- Current list of immediate next of kin, personal lawyer, trusted friend (include telephone number and address)
- Car title (registration should be in car)
- Last LES (Leave Earning Statement)
- Discharge papers (DD Form 214)
- Allotments (Updated with correct amount, name, address, account #)
- Social Security Number of each family member
- Current address and telephone numbers of immediate family members of both spouses



### The Following Should be Completed Prior to Deployment

- Next of kin informed of rights, benefits, and assistance available
- Family budget and business arranged.
- Emergency Data Card updated in Military Personnel Record
- Joint checking/savings account arranged (List all account numbers)
- Parents informed of how to make contact in case of emergency
- Armed Forces ID Cards (Renew if ID Card expires within next 3 months. Rear Detachment Commander can sign for ID Replacement after soldier deploys)
- Emergency services explained and located:
  - Red Cross/ Army Emergency Relief (AER)
  - Medical facilities/TRICARE
  - Army Community Service (ACS)
  - Legal Assistance Office
- Security check on house
- Problems with cars, household, and appliances identified and resolved
- Power of attorney
  - GENERAL: Allows holder to act in all matters on sponsor's behalf
  - SPECIAL: Allows holder to act on sponsor's behalf in special transactions.
  - MEDICAL: Authorizes holder to obtain medical care for family members under 18 years of age.
- Wills for both spouses
- Orders
- Copy of Emergency Data Card
- List of all credit cards and account numbers

## Financial Readiness

Army Community Service offers a wide range of services to assist soldiers and their families with their financial affairs. Emphasis is placed upon the training portion of the program designed to educate soldiers and spouses in money management, proper use of credit, financial planning, deployment, transition and relocation, insurance, and check writing principles. The Consumer Affairs goal is to help families prevent financial difficulties before they arise.

Also included in this service is the debt liquidation program, designed to help soldiers arrange to pay off their debts. Clients are encouraged to work with their creditors to gain stable, manageable financial positions.

Skilled counselors are available to help your soldiers and their spouses:

- Establish budgets
- Work with creditors
- Provide tax, investment and consumer information
- File consumer complaints
- Gather information on local consumer laws.

The Consumer Affairs program is designed to educate soldiers on their rights as consumers. The goal is to instruct soldiers and their families on procedures used in businesses, business transactions they should stay away from, and how to know when they are being taken advantage of.

Army Community Service offers a computer based training center to help illustrate a practical approach to financial management.

[http://www.armycommunityservice.org/vacs\\_finance/finance\\_training.asp](http://www.armycommunityservice.org/vacs_finance/finance_training.asp)



## Credit Bureaus' addresses and phone numbers

Experian  
P.O. Box 2104  
Allen, TX 75013-2104  
1-888-397-3742

Trans Union  
P.O. Box 1000  
Chester, PA 19022  
1-800-888-4213

Equifax  
P.O. Box 740241  
Atlanta, GA 30374-0241  
1-800-997-2493

To dispute inaccurate information on your Equifax, Experian, or Trans Union credit report, write to the bureau that supplied the information. In your letter be sure to include:

Your full name, first, middle and last and including any applicable suffixes (Jr., Sr., II, etc.)

Your complete mailing address

Your date of birth

Your Social Security number (this is necessary to access your credit report)

The name and account number of the creditor and item in question

The specific reason for your disagreement with the disputed item

Your signature

Mail Dispute to the credit bureau in question.

## Credit Fraud

Credit fraud is a growing problem. Law enforcement officials and consumer protection organizations such as the Public Interest Research Group and Privacy Rights Clearinghouse all report that credit fraud is on the rise--especially in one of its most insidious forms: identity theft. That is why it is important to check your credit report regularly.

Take steps to prevent credit fraud:

- Safeguard your credit cards just as you would cash.
- Reduce the number of cards you carry; just one or two are sufficient for everyday use.
- Minimize the amount of personal information a criminal can steal. Do not carry your Social Security card, birth certificate or passport with you on a routine basis.
- Keep a list of all of your credit cards, including account numbers, expiration dates, and issuer phone numbers, so that you can notify creditors quickly in case of theft or loss.
- Sign any new cards as soon as you receive them.
- If one of your credit card bills is late, call the card issuer's customer service number immediately. Make sure that your bills have not been diverted to a different address.
- Review your statements carefully each month to make sure all charges are accurate.
- Report billing errors and lost or stolen cards to your credit card issuer immediately.
- Never give anyone a card number or other personal information over the telephone unless you initiated the call.
- Shred pre-approved credit card offers, credit card receipts, copies of airline tickets, travel itineraries, and anything else that displays your credit card information before putting them in the trash.
- Check your credit report for accuracy at least once a year.

# American Red Cross

## American Red Cross

Mobilization and deployment can be hard on families. In times of need, your American Red Cross will be there to help you. Some of the emergency services that the American Red Cross can perform include:

a. Health and Welfare Inquiries

- (1) Emergency messages include death or serious illness of a family member
- (2) Birth of a child
- (3) Other family emergencies

b. Emergency Communications

- (1) Verify the emergency situation
- (2) Relay an emergency leave request to proper military authorities. Commanding Officer decides whether or not to grant leave or extension.

c. Emergency Financial Services

- (1) Provide access to interest free loans or a grant for travel expenses.
- (2) Loans/grants based on needs.
- (3) Makes referrals to specialized sources to provide help to the Service Member or their family.

d. Information, Referral & Advocacy

- (1) Confidential problem solving from Red Cross caseworkers.
- (2) Referrals to military and other health support services.
- (3) Assistance obtaining government benefits.

## **Army Emergency Relief** **National Phone number: (1-877-272-7337)**

Army Emergency Relief is a nonprofit organization incorporated in 1942 by the Secretary of War and the Army Chief of Staff. AER's mission is to provide emergency financial assistance.

### **Who does AER Help?**

- Active duty soldiers, single or married, and their dependents
- ARNG and USAR soldiers on active duty 10 USC §12301 (generally called Title 10 status) for more than 30 consecutive days and their dependents
- Soldiers retired from active duty or medically retired, and their dependents
- ARNG and USAR soldiers who retire, and their dependents
- Surviving spouses and orphans of soldiers who died while on active duty or after they retired

### **What can AER Do?**

- Help with emergency financial needs for:
  - Food, rent, or utilities
  - Emergency transportation and vehicle repair
  - Funeral Expenses
  - Medical/dental expenses
  - Personal needs when pay is delayed or stolen
- Give undergraduate-level education scholarships, based primarily on financial need, to children of soldiers

### **What Can't AER DO?**

- Help pay for nonessentials
- Finance ordinary leave or vacation
- Pay fines or legal expenses
- Help liquidate or consolidate debt
- Assist with house purchase or home improvements
- Help purchase, rent, or lease a vehicle
- Cover bad checks or pay credit card bills

### **How do I find AER when I need help?**

- First, see your unit Commander
- Then, go to your AER Section

- If there is no AER Section, go to any of the following:
  - American Red Cross Chapter
  - Air Force Aid Society Section
  - Navy-Marine Corps relief Society Auxiliary
  - Coast Guard Mutual Assistance Office

### **What Should I Bring With Me?**

- Military ID
- Leave and Earning Statement
- Leave/PCS orders
- Substantiating documents (car repair estimate, rental agreement, utility bill, debt/asset history, ect.)

### **How Long Does It Take To Get AER Help?**

You can expect a quick decision on your request for assistance. In most cases, while you wait.

### **What Kind Of Assistance Can I Expect?**

- An interest-free loan
- A grant (An outright gift of funds) if repayment of loan will cause undue hardship
- Or, part loan and part grant

### **Is There A Dollar Limit On AER Help?**

No. AER assistance will meet your emergency need.

### **Do I Have To Contribute To AER To Get Help?**

No. If you are eligible for AER assistance and have a valid emergency need, AER will help.

## Community Services

National Foundation for Credit Counseling (NFCC) sets the national standard for quality credit counseling, debt reduction services, and education for financial wellness. Find an NFCC member location near you. Use web site <http://www.debtadvice.org/takethefirststep/locator.html> or call: 1-800-388-2227 for 24-hour automated office listings.

### Credit Counseling

Get free and low-cost help from a professional, caring counselor who will assist you in determining the best options to meet your individual needs.

Certified Consumer Credit Counselors:

- Advise you in managing your money
- Offer solutions to your current financial problems
- Develop a personalized plan to help you prevent future difficulties

In confidential sessions, advisors will review your current situation and collaborate with you to determine the best possible financial strategies. They will help you develop your own plan so that you can do more with what you have.

### Money Management Education

Education programs can help you learn how to use credit wisely and gain control of your financial future.

Programs are offered for people of all ages:

- Elementary school students are taught basic money concepts
- High school students learn about renting an apartment, buying a car, or establishing credit and using it wisely
- Adult groups are provided instruction on budgeting, credit, and if requested, how to handle debt problems

To find out what programs are available in your area, contact an NFCC member in your area using the web site above.

## **Federal Employees Education & Assistance Fund**

The Federal Employees Education & Assistance Fund (FEEA) has awarded over \$2.75 million in college scholarships exclusively to federal and postal employees and their family members.

The FEEA scholarship program is sponsored in part by the Blue Cross/Blue Shield Association, which provides at least one special distinction scholarship in each of FEEA's 26 regions. The majority of the funding for this program, however, comes from federal employee contributions to FEEA Pledge #1234 during the CFC. The amount of money donated in each region directly determines how much is available for scholarships in that area.

FEEA scholarship applications are available from January through March each year. (During those months, the application will be available on this website for downloading) Applications are due back at FEEA headquarters by the end of March each year (see application for current deadline). Awards are announced in August in time for the fall school term and are paid in two installments - half in August/September and the balance in December/January. Awards generally range from \$300 to \$1,500.

Eligible applicants include current civilian federal and postal employees with at least three years of federal service and their dependent family members (children and spouses).

## Army Casualty Assistance

Very few people prepare for the day when a family member might die but the reality is that a death could happen at any time. Most soldiers retire and get their second wind in life but forget the fact that statistically, they are in the second half of their lives. When the day comes, few are prepared.

Good planning and a helping hand will usually get most people through the crisis of death. Anticipating the event and being ready to handle it makes dealing with the loss of the spouse, child, or sibling easier because it minimizes the stress and anxiety of what to do.

**1. Plan for the death.** While still alive, the soldier should establish insurance policies and wills. Ensure the correct next of kin are annotated on all relevant documents. Important documents:

- a. Birth Certificates (all family members).
- b. Death Certificates.
- c. Marriage certificates and divorce papers.
- d. Immigration and naturalization papers.
- e. Adoption and custody documents.
- f. Most current DD Form 214, Certificate of Release or Discharge from Active Duty.
- g. Social Security Number/Card for all family members.
- h. Wills, Deeds of Trust.
- i. Insurance policies (life, home, car, boat, etc.)
- j. Income tax records for the last 3 years.
- k. Copies of deeds, abstract, mortgages, rental contracts, etc.
- l. Documents referring to bank accounts, loans, securities, stocks, bonds, etc.
- m. References to safe deposit boxes.
- n. Any reference to an outstanding debt.
- o. Titles, automobiles registrations.

**2. Report the death.** If the soldier dies while on active duty, the Army will notify the next of kin. If the soldier was a retiree and died at home, then the next of kin or someone close to him or her should call the local police department. If the soldier dies in a hospital, then the administrative office will assist the family in making the death a matter of public record. After

all of the legal reporting requirements are finished, you should call the nearest Army Casualty Assistance Office.

**3. Prepare the remains for burial.** Preparing the soldier's remains for burial usually entails the services of a commercial funeral home. If the soldier was on active duty, the Army will contract a funeral home and take care of all aspects of this step or reimburse the next of kin if he or she chooses to do this on their own. If the soldier was a retiree, then the family must select and contract a funeral home and pay all of the expenses. However, under certain conditions, the Army or the Department of Veterans Affairs may reimburse the next of kin for certain expenses. Funeral home services tend to be expensive so it would be wise to compare several homes before committing to one.

**4. Bury the soldier.** Selecting a cemetery to be buried at is a personal choice to be made by the soldier before he or she dies or by the next of kin. The Army will pay all burial costs for soldiers who die on active duty, but not those for retirees except under certain conditions. Burial at veteran's cemeteries and the Arlington National Cemetery is free to eligible soldiers and their family members. The funeral home is usually responsible for scheduling the burial and arranging any ceremonies performed at the cemetery.

**5. Apply for benefits, entitlements, and compensation.** About five to ten days after the soldier is buried, the next of kin should contact their nearest Army Casualty Assistance Office to receive help in applying for government benefits, entitlements, and compensation for which they may be entitled. Depending on the scope of the entitlements, the Army Casualty Assistance Office will either mail a comprehensive packet to the next of kin or schedule an assistance visit to help them with the forms.

**6. Stay in touch with the Army Casualty Assistance Office.** Army Casualty Assistance Offices exist to help the next of kin deal in a limited manner with the federal agencies to which they applied for benefits, entitlements, or compensation. The offices also help find other agencies or organizations that can help the next of kin solve the problems of transitioning or assisting in dealing with a life without the soldier's presence. There is no time limit for how long you can stay in touch with the Casualty Affairs Office to seek assistance or advice.

**Government Agencies-Survivor Assistance**

<b>Retirement Pay Settlement</b>	<b>Defense Finance &amp; Accounting Service Retired Pay Directorate P.O. Box 99191 Cleveland, Ohio 44199-1126</b>	<b>Phone (800) 321-1080 e-mail: <a href="mailto:dfas_cleveland@dfas.mil">dfas_cleveland@dfas.mil</a> website: <a href="http://www.dfas.mil/money/retired">www.dfas.mil/money/retired</a></b>
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<b>Survivor Benefit Plan Pay Annuity</b>	<b>Defense Finance &amp; Accounting Service Survivor Benefit Plan Annuity Dept 6760 East Irving Place Denver, Colorado 80279-6000</b>	<b>Phone (800) 435-3396 e-mail: <a href="mailto:dfas-de-frb@dfas.mil">dfas-de-frb@dfas.mil</a> website: <a href="http://www.dfas.mil/money/retired">www.dfas.mil/money/retired</a></b>
<b>VA Benefits</b>	<b>Department of Veteran's Affairs 1120 Vermont Avenue NW Washington, D.C. 20421</b>	<b>Phone (800) 827-1000 e-mail: <a href="mailto:washintmail@vba.va.gov">washintmail@vba.va.gov</a> website: <a href="http://www.vba.va.gov/benindex.htm">www.vba.va.gov/benindex.htm</a></b>
<b>Headstones &amp; Flags</b>	<b>Department of Veteran's Affairs Memorial Programs Service 810 Vermont Avenue NW Washington, D.C. 20420</b>	<b>Phone (800) 697-6947 e-mail: <a href="mailto:public.inquiry@mail.va.gov">public.inquiry@mail.va.gov</a> website: <a href="http://www.cem.va.gov/hm.htm">www.cem.va.gov/hm.htm</a></b>
<b>NSLI Insurance</b>	<b>Department of Veteran's Affairs Regional Office and Insurance Center P.O. Box 42954 Philadelphia, Pennsylvania 19101</b>	<b>Phone (800) 669-8477 e-mail: <a href="mailto:vainsurance@vba.va.gov">vainsurance@vba.va.gov</a> website: <a href="http://www.vba.va.gov/bln/ins/index.htm">www.vba.va.gov/bln/ins/index.htm</a></b>
<b>VGLI Insurance</b>	<b>Office of Service member's Group Life Insurance (OSGLI) 213 Washington Street Newark, New Jersey 07102</b>	<b>Phone (800) 419-1473 e-mail: <a href="mailto:osgli@prudential.com">osgli@prudential.com</a> website: <a href="http://www.vba.va.gov/bln/ins/sglivgli/sglivgli.htm">http://www.vba.va.gov/bln/ins/sglivgli/sglivgli.htm</a></b>
<b>Civil Service Benefits</b>	<b>Office of Personnel Management Retirement Operations Center P.O. Box 45 Boyers, Pennsylvania 16017-0045</b>	<b>Phone (202) 606-0500 or 1 (724) 794-2005 e-mail: <a href="mailto:retire@opm.gov">retire@opm.gov</a> website: <a href="http://www.opm.gov/retire/index.htm">www.opm.gov/retire/index.htm</a></b>
<b>Civil Service Insurance (FEGLI)</b>	<b>Office of Federal Employee's Group Life Insurance 200 Park Avenue New York, New York 10166-0188</b>	<b>Phone (800) 633-4542 e-mail: <a href="mailto:fegli@opm.gov">fegli@opm.gov</a> website: <a href="http://www.opm.gov/insure/life/index.htm">www.opm.gov/insure/life/index.htm</a></b>
<b>Social Security Benefits</b>	<b>Social Security Administration</b>	<b>Phone (800) 772-1213 e-mail: none website: <a href="http://www.ssa.gov/top10.html">http://www.ssa.gov/top10.html</a></b>

If the soldier was on active duty, the Army will have a Casualty Assistance Officer available to the next of kin to help him or her through. For retired soldiers, the timeline and assistance from the Army Casualty Assistance Office is more flexible and is based on the needs of the family.

Army Casualty Assistance Offices exist to help the next of kin deal in a limited manner with the federal agencies to which they applied for benefits, entitlements, or compensation. The offices also help find other agencies or organizations that can help the next of kin solve the problems of transitioning or assisting in dealing with a life without the soldier's presence. There is no time limit for how long you can stay in touch with the Casualty Affairs Office to seek assistance or advice.

**Casualty Reporting**

<b>State/Fort</b>	<b>Voice Telephone</b>	<b>Staff Duty</b>	<b>Fax #</b>
<b>Arizona-Huachuca</b>	(520) 533-2229/3792 DSN 821-xxxx Toll Free-1-800-248-0759	(520) 533-2624 / 2748 / 2481	(520) 533-5411 / 3632
<b>Arkansas-Sill</b>	(580) 442-6405 / 6706 (580) 442-4014 DSN: 639-xxxx	ON CALL: (weekends and Holidays) Cell: (580) 695-2444	(580) 442-6914
<b>California-Huachuca-</b>	(520) 533-2229 / 3792 DSN: 821-xxxx Toll Free-1-800-248-0759	(520) 533-2624 / 2748 / 2481	(520) 533-5411 / 3632
<b>California- Lewis</b>	(253) 966-5890 / 5891 / 5892 (253) 966-5887/5893 Toll Free 1-888-634-7496 DSN: 347-xxxx		(253) 966-5896

<b>State/Fort</b>	<b>Voice Telephone</b>	<b>Staff Duty</b>	<b>Fax #</b>
<b>Colorado-Carson</b>	(719) 526-5613 / 5614 / 2510  Toll Free 1-800-283-5029, press #3, then # 7  DSN: 691-xxxx	(719) 526-3400 / 5500	(719) 526-8492
<b>Idaho-Lewis</b>	(253) 966-5890 / 5891 / 5892  (253) 966-5887/5893  Toll Free 1-888-634-7496  DSN: 347-xxxx		(253) 966-5896
<b>Iowa-Leavenworth</b>	(913) 684-3557 / 3558  DSN: 552-xxxx  Toll free: 1-877-681-5249	(913) 684-4154	(913) 684-3555 / 4240
<b>Kansas-Leavenworth</b>	(913) 684-3557 / 3558  DSN: 552-xxxx  Toll free: 1-877-681-5249	(913) 684-4154	(913) 684-3555 / 4240
<b>Kansas-Riley</b>	(785) 239-5518 / 9188 (785) 239-5520  DSN: 856-xxxx		(785) 239-5630
<b>Louisiana-Polk</b> <b>Louisiana-Polk</b>	(337) 531-6316 / 7257/ 1292 / 1293  DSN: 863-xxxx  Toll Free 1-888-474-0377	(337) 531-1727 / 1726 / 1725	(337) 531-1770

<b>State/Fort</b>	<b>Voice Telephone</b>	<b>Staff Duty</b>	<b>Fax #</b>
<b>Missouri-Leonard Wood</b>	(573) 596-0134 / 0138 (573) 596-8127  DSN: 581-xxxx  Toll Free: 1-800-350-7746		(573) 596-0742
<b>Missouri-Leavenworth</b>	(913) 684-3557 / 3558  DSN: 552-xxxx  Toll free: 1-877-681-5249	(913) 684-4154	(913) 684-3555 / 4240
<b>Montana-Lewis</b>	253) 966-5890 / 5891 / 5892  (253) 966-5887/5893  DSN: 347-xxxx  Toll Free: 1-888-634-7496)		(253) 966-5896
<b>Nebraska-Riley</b>	(785) 239-5518 / 9188 (785) 239-5520  DSN: 856-xxxx		(785) 239-5630
<b>Nevada-Huachuca</b>	(520) 533-2229 / 3792  DSN: 821-xxxx  Toll Free: 1-800-248-0759	(520) 533-2624 / 2748 / 2481	(520) 533-5411 / 3632
<b>New Mexico-Bliss</b>	(915) 568-2903 / 3093 / 6338  DSN: 978-xxxx	(915) 568-1501/5683	(915) 568-4991
<b>North Dakota-Carson</b>  <b>North Dakota-Carson</b>	(719) 526-5613 / 5614 / 2510  DSN: 691-xxxx  Toll Free: 1-800-283-5029, press#3, then #7	(719) 526-3400 / 5500	(719) 526-8492

<b>State/Fort</b>	<b>Voice Telephone</b>	<b>Staff Duty</b>	<b>Fax #</b>
<b>Oklahoma-Sill</b>	(580) 442-6405 / 6706 (580) 442-4014  DSN: 639-xxxx	ON CALL: (weekends and Holidays) Cell: (580) 695-2444	(580) 442-6914
<b>Oregon-Lewis</b>	(253) 966-5890 / 5891 / 5892 (253) 966- 5887/5893  DSN: 347-xxxx  (TOLL FREE: 1-888- 634-7496)		(253) 966-5896
<b>South Dakota- Carson</b>	(719) 526-5613 / 5614 / 2510  DSN: 691-xxxx  Toll Free: 1-800-283- 5029	(719) 526-3400 / 5500	(719) 526-8492
<b>Texas-Bliss</b>	(915) 568-2903 / 3093 / 6338  DSN: 978-xxxx	(915) 568-1501/5683	-(915) 568-4991
<b>Texas-Hood</b>	(254) 287-7200 / 2537 / 5211  (254) 287-6968 / 5614  DSN: 737-xxxx  Toll Free: 1-800-531- 4654	(254) 287- 2520  NCOIC: (254) 287- 6968	(254) 288-5620  DSN 738-xxxx
<b>Texas-Sam Houston</b>	(210) 221-1780 / 0051/ 1527 (210) 221- 1752  DSN: 471-xxxx	(210) 221-2810 / 2492	(210) 221-9284

<b>State/Fort</b>	<b>Voice Telephone</b>	<b>Staff Duty</b>	<b>Fax #</b>
<b>Texas-Polk</b>	(337) 531-6316 / 7257/ 1292 / 1293  DSN: 863-xxxx  Toll Free: 1-888-474- 0377	(337) 531-1727 / 1726 / 1725	(337) 531-1770
<b>Utah-Carson</b>	(719) 526-5613 / 5614 / 2510  DSN: 691-xxxx  Toll Free: 1-800-283- 5029, press#3, then #7	(719) 526-3400 / 5500	(719) 526-8492
<b>Washington-Lewis</b>	(253) 966-5890 / 5891 / 5892  (253) 966-5887/5893  DSN: 347-xxxx  Toll Free: 1-888-634- 7496		(253) 966-5896
<b>Wyoming-Carson</b>	(719) 526-5613 / 5614 / 2510  DSN: 691-xxxx  Toll Free: 1-800-283- 5029, press#3, then #7	(719) 526-3400 / 5500	(719) 526-8492

**Other Services Casualty Offices:**

<b>State/Fort</b>	<b>Voice Telephone</b>	<b>Staff Duty</b>	<b>Fax #</b>
<b>NAVY</b>	(901) 874- 4300/4299/4292  Toll Free 1-800-368- 3202  DSN: 882-xxxx		(901) 874-6654

<b>State/Fort</b>	<b>Voice Telephone</b>	<b>Staff Duty</b>	<b>Fax #</b>
<b>MARINE CORPS</b>	(703) 784-9512 Toll Free: 1-800-847-1597 DSN: 278		(703) 784-9823
<b>AIR FORCE</b>	(210) 565-3505 Toll Free 1-800-433-0048 DSN: 665-xxxx		(210) 565-2348
<b>COAST GUARD</b>	(202) 267-1648 Toll Free 1-800-842-8740, ext 72100		(202) 267-2100

## Frequently Asked Questions

Q. What is the procedure for locating military personnel?

A. The Army has an office that deals with the worldwide location of active service personnel. NOTE: The office MAY NOT be useful when trying to locate Reserve or National Guard personnel. There is no known locator service for discharged personnel for any service. The phone number is (703) 325-3732.

Q. Where can I obtain information on tuition assistance/scholarships?

A. Army Emergency Relief  
<http://www.aerhq.org/education.htm>

### NON-MILITARY ONLINE RESOURCES

Department of Defense Voluntary Education Programs  
<http://voled.doded.mil/resource/scholarships/index.htm>  
Links to Scholarships & Student Loan Information

The Retired Officers Association  
<http://www.troa.org/>  
Click on "Scholarships/Educational Aid"

Financial Aid  
<http://www.finaid.org/military/>  
<http://www.finaid.org/military/veterans.phtml>

Service member's Opportunity Colleges  
<http://www.soc.aascu.org>

Q. Where can I obtain information on military spouse employment and the Spouse Preference Program?

A. Military Assistance Program (MAP); <http://dticaw.dtic.mil/mapsite/jobs.html>

Q. How can I pursue employment opportunities within the military?

A. Civilian personal on line  
[www.cpol.army.mil](http://www.cpol.army.mil)

Q. How can I locate military legal assistance?

A The military legal information portal, sponsored by the U. S. Army Judge Advocate General's Corps; <http://www.jagcnet.army.mil/legal>