



Virginia National Guard

Family & Military

RESOURCES GUIDE



Ready * Resilient * Strong



Second Edition

Thank you for your service.



Virginia National Guard Family Program has been accredited through Council on Accreditation's Military and Family Readiness Program. The accreditation process is a national, objective, independent, and reliable validation of military and family support programs performance. Benefits of achieving national accreditation help support military and family support programs positions for future funding for manpower, demonstrate accountability in resource management, and meet standardized promising practice thresholds for services and administration. These programs and resources will assist you in addressing a myriad of personal challenges as we remain ready and responsive to the needs of Virginia and our Nation. I encourage you to take a few minutes to familiarize yourself with the information in this guide and the vast amount of assistance available to you and your peers. Keep it where you will find it when it is needed. The extraordinary staff identified by this Guide are constantly working to give you the best care you will find anywhere.

Virginia's Guard Members and Families are the Nation's finest. Thank you for the sacrifices you have made, are making, and will make. It is a privilege for me and my staff to serve you.

Mrs. Vickie Sais
State Family Programs Director
Virginia National Guard

Thank You for Your Service!

This guide is for the military professionals serving in the Virginia National Guard and their exceptional Families. You or a loved one may face many challenges during periods of military service regardless of whether it is a deployment overseas, a natural disaster within Virginia, annual training, or training at the armory. Use this guide to identify valuable resources for all service members and military Families who have questions about benefits and eligibility or to contact the right person for assistance.



For the most current information on military benefits and entitlements, contact your Family Assistance Specialist (FAS), Family Readiness Support Assistant (FRSA) or Transition Assistance Advisor (TAA). Our staff offers services that help keep Families informed, connected and confident during military separations. They are your one-stop shop for information and assistance.

To get the most up-to-date information on Virginia National Guard Family Programs, like and visit us on Facebook at www.facebook.com/VaGuardFamilyPrograms and www.facebook.com/vangyouthprogram.

Commonwealth Guardian newsletter: <http://go.usa.gov/3uHBz>
Virginia National Guard news: <http://vanguard.dodlive.mil>

Go to the APP store and type in "VA Family Programs" to download our APP.

FAMILY READINESS SUPPORT ASSISTANTS

The mission of the Family Readiness Support Assistant (FRSA)

is to maintain the continuity and stability of Family Readiness Groups (FRGs) as units undergo changes in volunteers and leadership.

Operationally, the FRSA provides administrative and logistical support to commanders, rear

detachment commanders, and volunteer FRG leaders. Taking the administrative burden off the volunteers allows FRG leaders to concentrate on performing outreach to Soldiers and their Family in the command, thus preserving stability on the home front, especially during periods of deployment.



FAMILY READINESS GROUP

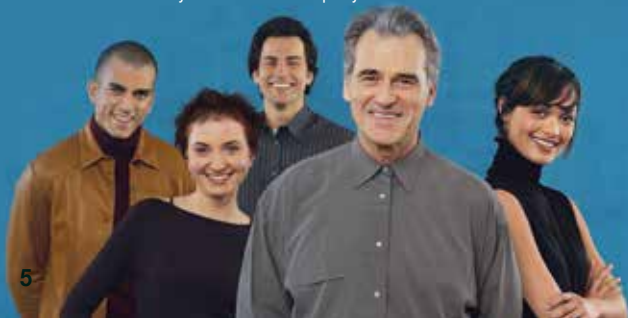
The Family Readiness Group (FRG) is a unit-level, command sponsored organization made up of military Family members, volunteers, community members, and service members who all provide each other support. The FRG is also a communication network between your Family and the chain of command. It provides information and resources on military Family life and helps connect Family members and friends. FRGs can direct you to additional services and resources.

As you move into the deployment cycle, FRG meetings become more frequent, and there are a number of ways to participate. Because many Family members live away from the unit, the FRG may host conference calls so Family members can participate from home. Some units also use Virtual FRG or video teleconferencing at armories around the state. Check with your FRG leader to find out what options are available to you. If you are leaving the area to be with extended Family or change your telephone number or mailing address, please remember to notify your FRG leader so he or she can contact you and keep you up-to date with unit information.

Get involved with your FRG as soon as possible. Your FRG is your information conduit and network of support!

Interested in volunteering in a FRG Leadership role? For more information contact your Soldier's company commander.

Family
Readiness
Group



FAMILY ASSISTANCE CENTER

Family Assistance Centers (FACs) are designed to assist service members and their Families during peacetime, state emergencies and mobilization, providing a “one-stop shop” for Family assistance and support for any issues you may encounter.



Who is Eligible to Receive FAC Services?

FACs are open to all branches of the military, Reserve Components, and Veterans. FAC services:

- Information, referral, follow-up, and outreach
- TRICARE/TRICARE Dental Program (TDP)
- ID cards [Defense Enrollment Eligibility Reporting System (DEERS)]
- Financial assistance
- Legal assistance
- Crisis intervention referral

The Family Assistance Specialist (FAS) conducts wellness and outreach calls during pre-deployment, deployment, and post deployment phases. They also provide Family Assistance informational briefs for commanders as requested.

For assistance during duty hours, please call 757-416-2095.

For emergency FAC assistance, call toll free 1-800-542-4028.

- Norfolk: 540-292-2636
- Martinsville: 540-718-5888
- Staunton: 540-851-4164
- Sandston: 804-323-3882
- Fort Pickett: 804-598-8037
- Fredericksburg: 540-718-2417
- Abingdon: 276-628-7698

Family
Assistance
Center

CHILD AND YOUTH PROGRAM



Child &
Youth
Program

The mission of the Virginia National Guard Child and Youth Program (VANG CYP) is to engage, empower, and educate geographically dispersed Virginia National Guard Youth and Families through programming, education, and community awareness. This goal is being achieved through education, outreach services, and partnerships. In addition to this, the Youth Program assists in the deployment and reintegration of National Guard Families. Virginia also has a National Guard State Teen Panel which consists of a core group of teens who act as the voice of National Guard Youth throughout the Virginia. Youth opportunities in the VANG CYP are typically available for ages 8-17 and are held year round.

Resources:

Our Military Kids grant: Provides a \$500 grant per year for extracurricular activities for the children of National Guard and Reserve service members who are deployed overseas. www.ourmilitarykids.org

Tutor.com provides free online tutoring for Military Youth and Families. They cover a majority of subjects while adding new subjects regularly. Tutor.com also provides standardized testing prep which include SATs and ACTs. For more information, visit: www.tutor.com/military

Volunteers:

VANG CYP is always looking for volunteers who have a desire to make an impact in the lives of military youth. If you are interested in becoming a volunteer and serving National Guard Youth and Families see the contact information below.

For more information about the Youth Programs or to get involved, call 804-236-7866 or visit www.facebook.com/VANGYouthprogram

YELLOW RIBBON REINTEGRATION PROGRAM



The Yellow Ribbon Reintegration Program is an informative and interactive event that provides deployment cycle support for service members and their Families by hosting three types of events: 1) Pre-mobilization, 2) During deployment and 3) Reintegration (30, 60 and 90 days post deployment). These events introduce service members and their Families to the benefits and resources available to them at the different stages of the deployment cycle. These events are designed to be a conduit of information, resources, and services.

These resources include, but are not limited to:

- TRICARE
- Military OneSource Consultant
- Military Family Life Counselors
- Personal Financial Counselor
- Psychological Health
- Chaplain Services
- Transition Assistance Advisor
- Youth Programs
- Employer Support of the Guard and Reserve
- Veterans Affairs
- Employment
- Red Cross Support
- Educational Opportunities and Information

Yellow
Ribbon
Reinte-
gration
Program

Deployment Cycle Support

Pre-mobilization:

30 to 60 days prior to mobilization, service members and their Families attend a one-day event with experts who assist them with deployment preparation.



During deployment:

Family Members and guests attend a one-day event with experts who assist them with deployment challenges and reintegration preparation.

Reintegration: Between 30 and 60 days after the unit returns home from deployment, service members and Families attend one-day events with experts who assist them with transitioning back into civilian life and Family reintegration. 90 days after the unit returns home from deployment, service members attend a one-day event organized by Medical Command to complete the Post-Deployment Health Reassessment (PDHRA).

For more information, call the Yellow Ribbon team at 804-236-7867.

Yellow
Ribbon
Reinte-
gration
Program

ID CARDS FOR FAMILY MEMBERS

To access military service benefits and privileges, service members and each of their Family members must have a Uniformed Service Identification and Privilege Card. These ID cards are issued at any Defense Eligibility Enrollment Reporting System (DEERS) or Real-Time Automated Personnel Identification System (RAPIDS) ID facility.

To add a spouse, the following documents are required:

- Driver's license
- Social Security card
- Birth certificate
- Marriage certificate



A newborn child can be added by providing hospital verification of birth and the child's Social Security card. To report a divorce, the ex-spouse's dependent ID card and divorce decree are required. If you are replacing a lost or stolen ID card, a police report and two forms of ID are required.

To find the nearest ID card facility, visit: www.dmdc.osd.mil/rsl.

Or call a Family Assistance Center at 757-416-2095 or call toll free 1-800-542-4028.

ID Cards
for Family
Members

TRICARE BENEFITS

What Is TRICARE Reserve Select?

TRICARE Reserve Select is a premium-based health plan that offers individual and Family coverage, similar to TRICARE Standard and Extra, for qualified National Guard and Reserve Members who are members of the Ready Reserve (active drilling status), but who are not eligible for Federal Employees Health Benefits (FEHB).



For TRICARE Reserve Select enrollment and premium information, visit: www.tricare.mil/welcome/plans/trs

What Is TRICARE Early Eligibility?

A new congressional mandate transitions service members and their families to a new health care delivery system if the Service members are placed on orders for more than 30 days in support of a contingency operation. It provides medical and dental benefits that start up to 180 days before mobilization. During the early eligibility period, Service members and their eligible Family Members are considered to have Direct Care (similar to TRICARE Prime).

To receive care, Family Members must contact the nearest Military Treatment Facility (MTF) so they can be assigned a Primary Care Manager (PCM). Service members and Family Members who live or work more than 50 miles from an MTF can find their PCM at: www.tricare.mil. A PCM can refer you to specialty care if needed. During the early eligibility period, Family Members are automatically enrolled in TRICARE Standard. Depending on your eligibility status, you may have the option to enroll in TRICARE Prime or TRICARE Prime Remote.

Feel free to contact your Family Assistance Coordinator at 757-416-2095 or call toll free 1-800-542-4028.

TRICARE DENTAL PROGRAM (TDP)

Non-activated Service Members and Family Members

The TRICARE Dental Program (TDP) is a voluntary, premium based dental insurance plan.

TDP is a voluntary and comprehensive dental insurance program that is available to service members and their Families in the following status:

- Active Duty Members
- Selected Reserve Members
- Individual Warriors
- Individual Ready Reserve



Who Is Eligible for TDP?

TDP eligibility is based on the service member's military personnel information in the Defense Enrollment Eligibility Reporting System (DEERS). Service members must have at least 12 months remaining on their service commitment when they or their Family member(s) enroll in TDP. All enrollees are enrolled for a 12-month period. This commitment is waived for the Families of National Guard members who are called to active duty in support of contingency operations. They must apply for TDP within 30 days of entry to active duty. After 12 months, enrollment continues on a month-to-month basis. The first month's premium is due upon enrollment. After the first month, monthly premiums may be paid by allotment or billed directly by MetLife.

When Do I Enroll?

MetLife must receive the application no later than the 20th of the month for coverage to begin on the 1st of the next month. If the application is received after the 20th of the month, coverage may not begin until the 1st of the second month after the stamp date.

Dental
Benefits

Dental
Benefits

LIFE INSURANCE

What Is SGLI?

Service members who are assigned to a unit or position in which inactive duty training and active duty are automatically enrolled in Service Members' Group Life Insurance (SGLI). This coverage remains effective at all times, regardless of duty status. SGLI is automatically deducted from the service member's pay, and eligible members automatically receive the maximum coverage. SGLI coverage is available in increments of \$50,000 up to the maximum coverage of \$400,000.

What Is TSGLI?

The traumatic injury protection under the SGLI program consists of a rider for Traumatic Service Injury Protection [Traumatic Service members' Group Life Insurance (TSGLI)]. The TSGLI rider provides payment to service members who were severely injured during a traumatic event, on or off duty, and suffer a qualifying loss. TSGLI coverage is automatically given to those who are insured under basic SGLI, and it is deducted from the service member's pay. TSGLI payments range from \$25,000 to \$100,000, based on the qualifying loss suffered.

What Is FSGLI?

Life insurance for spouses and dependent children is also available. Service members must have SGLI coverage on themselves in order to enroll eligible dependents in Family Service Member's Group Life Insurance (FSGLI). Spouse coverage may be purchased in increments of \$10,000 up to \$100,000; it cannot exceed the amount of the service member's SGLI coverage. Dependent children are automatically covered for \$10,000 to the age of 18, or up to 23 if enrolled in college full-time. It is important to ensure that the information on dependents is up-to-date in the Defense Enrollment Eligibility Reporting System (DEERS).

For the most current details, call your point of contact at your unit or visit: www.benefits.va.gov/insurance.

RESILIENCY

Since late 2001, U.S. military forces have been engaged in conflicts around the globe, most notably in Iraq and Afghanistan. These conflicts have affected the lives of Soldiers, and this goes beyond the well-publicized casualty figures. It extends to the stress that repetitive deployments have on service members and their Families. This stress can manifest itself in different ways: increased divorce rates, spouse and child abuse, mental distress, substance abuse and suicide – all of which are increasing across the U.S. Department of Defense.

Through the Resilience, Risk Reduction and Suicide Prevention (R3SP) Program, the Virginia Army National Guard implements both immediate and long-term solutions to help build resiliency in our service members and their families. R3SP develops and enhances a leader's ability to recognize and mitigate high-stress and at-risk behaviors to facilitate long-term suicide prevention.

The objective of the R3SP Program is to create a supportive environment that allows service members and their families to explore their emotional needs to help them overcome barriers that limit their full potential. The program takes an open minded approach to individual wellness by considering the individual's work life, Family traditions, and cultural and spiritual beliefs. Through individual, couple and Family counseling, as well as instructional workshops for suicide prevention and resiliency training, R3SP is achieving its goal.

R3SP encourages individuals to seek help and promotes peer support and reinforcing the Family as the first line of defense.

The Master Resilience Trainer

(MRT) program is designed to offer strength-based, positive psychology tools to aid service members, leaders and families in their ability to grow and thrive during challenging times. Training and information is applicable to all phases of the deployment cycle.

For more information, call the R3SP coordinator at 434-298-6242 or 434-426-8969.

Resiliency

Resiliency

MILITARY ONESOURCE

Military OneSource is a confidential Department of Defense-funded program providing comprehensive information on every aspect of military life at no cost to active duty, National Guard, and reserve members (regardless of activation status), and their families.

Information and referral includes, but is not limited to, deployment, reunion, relationships, grief, education, parenting and childhood services, relocation, work concerns and stress management.



Military OneSource provides access to confidential services, including non-medical counseling and specialty consultations. These services adhere to informed consent, confidentiality, privacy and reportable events. Non-medical counseling is available via telephone, secure on-line chat, video and face-to-face. Specialty consultations include subject areas such as adoption, adult disability care, education, elder care, special needs and health and wellness coaching. Financial counseling, tax services, Spouse Education and Career Opportunities consultation and educational materials are also offered.

Log in and visit the "Employee Assistance Program" located at www.MilitaryOneSource.mil (hover on the "Military Life Topics" tab and click on the EAP link) to discover on-line libraries (Morningstar Reports, auto repair manuals, career transitions, recreational reading and more), webinars and more educational materials.

To learn more, call 1-800-342-9647 or visit www.MilitaryOneSource.mil.

MILITARY FAMILY RELIEF FUND

In 2006, with support from the Virginia Legislature, Governor Tim Kaine established the Military Family Relief Fund (MFRF). This is a quick response grant program to assist military and Family members of the Virginia National Guard and who are residents of Virginia, and, who are called to active duty for periods in excess of 90 days in support of Operation Enduring Freedom and Operation Iraqi Freedom and up to 180 days after their return. In addition, state active duty and federal defense support to civil authority missions, for periods in excess of 30 days. Standard Grant awards are up to \$1000 but may be as much as \$2500 dependent upon the situation. The fund will be administered by the Director of the Joint Staff and disbursed by the State Treasurer.

Issues that qualify for MFRF grants:

The Military Family Relief Fund assists Guard/Reserve Families with urgent or emergency needs relating to living expenses including but not limited to food, housing, utilities, and medical services. Each need is considered on its own merit.

For assistance during duty hours, please call 757-416-2095 or for emergency assistance call toll free 1-800-542-4028.



Military
Family
Relief
Fund

Military Family Relief Fund

EMERGENCY RELIEF

In times of need, when financial aid assistance is necessary, there are several options that your Family Assistance Specialist can help you with.

If you are not on Title 10 active duty, there are multiple resource routes to assist service members and Families during an emergency. Most of these relief funds must be



applied for by a representative, such as your Chain of Command or your local Family Assistance Specialist.

Keep a list of household items and their values, take photos or a video of them. Store the list of photos, or video on a USB flash drive and include a copy all important documents in a waterproof, fireproof container or bank lock box. Review once a year or when you have changes or additional documents.

AMERICAN RED CROSS

In the event of an emergency, critical accident, illness or death in the service member's immediate Family, please call the American Red Cross at 1-877-272-7337 or your unit Family Assistance Specialist (1-800-542-4028). Your FAS can assist you with the call if you need help. Please have the following information ready to expedite your case:



**American
Red Cross**

American
Red
Cross

Service member's Information

- Full name, Social Security number and date of birth
- Full military address, squadron or unit, branch of service and rank
- Permanent duty station (if temporarily assigned elsewhere)
- Work and home phone numbers

For Notification of an Illness

- Name of patient
- Relationship to the service member
- Physician's name
- Hospital or nursing home and location
- Phone number

For more information, visit: www.redcross.org

American Red Cross

THE VIRGINIA NATIONAL GUARD CHAPLAIN CORPS

The importance and influence of the Chaplain on the moral health of the unit and in spiritual matters has been valued throughout the history of the U.S. military. Today's National Guard members and Families recognize the value of the unit chaplain during drill status, deployment, natural disaster support or anytime spiritual guidance and counseling are needed. Military Chaplains provide pastoral counseling to service members and Families for marriage, Family, parenting, financial, deployment reunion, stress management, grief, substance abuse and spiritual growth issues. Chaplains also conduct unit Bible studies, weddings, baptisms, funerals and hospital visitations.



Spiritual Fitness

Spiritual fitness is the development of specific personal qualities that help a person in times of stress, hardship and tragedy. These qualities form the basis of a person's character, decision-making skills and integrity. A vibrant and consistent spiritual fitness program gives service members and their Families the tools to cope with relationships, social, financial, emotional and spiritual issues.

Strong Bonds

Strong Bonds is a chaplain-led program that strengthens the Virginia National Guard Family. Strong Bonds is conducted on the weekend in an offsite, workshop format. There are currently three different Strong Bonds events:

- Strong Bonds for Couples
- Strong Bonds for Singles
- Strong Bonds for Families

For more information, visit the website at: www.strongbonds.org
State Chaplain Office: 434-298-6106

PSYCHOLOGICAL HEALTH

The Virginia National Guard offers a variety of benefits to our service members and Families. Confidential psychological health resources and assistance are provided upon request for service member or Family members. Services offered include:



- Assist Service Members and their families through information, assessment, referral, clinical case management and education
- Short term counseling on common issues (couples conflict, child behavioral concerns, anger management, work place stressors, communication)
- Crisis Intervention / risk assessment / suicide risk assessment
- 24/7 Crisis Consultation
- Traumatic / Critical Event Management
- Command consultation
- PHC Program Briefings
- Readiness, Resiliency and Wellness education (Yellow Ribbon, Coping with Deployment & Reintegration workshops, Sexual Harassment / Assault Response, Suicide Prevention and others)
- Mental Health Coordination and Referral services



For additional information contact:

Directors of Psychological Health

Phone: 434-292-2402 or 434-292-2811

24/7 crisis cell: 434-294-6505 or 434-294-6411

Psycho-
logical
Health

Psychological Health

Substance Abuse Program (VAARNG SAP)

The Virginia Army National Guard Substance Abuse Program (VAARNG SAP) is a commander's program that emphasizes readiness and personal responsibility.

The goal of the program is to:

- Help Soldiers understand risk associated with use of alcohol and drugs and encourage them to make low-risk choices that support good health, strong relationships, productive careers and resilience.
- Identify Soldiers abusing alcohol, misusing prescription medications or using illegal drugs and refer them to education and rehabilitation services.
- Maintain a healthy, mission ready fighting force free from the influence of alcohol and illegal drugs.

VAARNG SAP personnel, including support of Soldiers and Leaders by providing the following services:

Prevention

- Facilitate prevention education
- Help Soldiers find personalized educational services

Risk Reduction

- Analyze and assess individual, Unit and State risk
- Advise commanders regarding methods and best practices to reduce risk

Biomedical Testing Support

- Conduct Unit Prevention Leader (UPL) Training
- Generate Randomized Soldier listings
- Procure and Distribute Drug Testing supplies

Intervention

- Make referrals to facilities which meet program requirements
- Help Soldiers with limited funds or insurance find options for treatment

Outreach

- Build community partnerships
- Leverage community resources for Soldier care

For more information contact the Alcohol and Drug Control Officer (ADCO) or the Prevention Coordinator (PC) at 434-298-6339/5363.

EMERGENCY STANDARD OPERATING PROCEDURE FOR SUICIDAL IDEATIONS OR THREATS

Task and purpose: To ensure immediate intervention of probable or imminent suicidal behavior or actions.

Condition: A service member is known to be at high risk for suicidal behavior [he or she displays or verbalizes suicidal or self-injurious actions or thoughts (ideation)].

Standard: To provide an immediate response to reduce the risk of suicide and minimize adverse effects on the individual service member and unit cohesion.

Reference: AR 600-63, Army Health Promotion.

ACTION STEPS

- Once an individual is identified as “at risk” of suicide, Commanders, Noncommissioned Officers or other gatekeepers on the scene should take steps to protect the individual from self-inflicted harm – do not leave him or her alone. Use Ask, Care, Escort (ACE) training and contact a Suicide Intervention Officer.
- To determine if an individual is in danger, conduct a risk review by asking him or her the following questions:
 - Are you having thoughts of suicide?
 - Have you had thoughts about how you might do it?
 - Have you had thoughts about when you might do this?
 - Do you have access to what you need to make this happen?
 - Do you find yourself in so much emotional pain that it feels unbearable?
 - Do you have any support?



In order to be aware of risk factors and recognize warning signs, you need to check on your buddies. Make a point to check on your Battle Buddy and loved ones monthly.

Guidelines for Referring a Service Member Who is Suicidal

If it is determined through demonstrated behavior or verbal indications that a person is in immediate danger of suicide, take the following actions:

- If your Buddy can be safely (without force) transported and is cooperative, transport him or her to the nearest facility for an evaluation (consult with the unit Suicide Intervention Officer or facility treatment centers).
- If the Service member is in a duty status, such as Active Guard Reserve (AGR), Inactive Duty for Training (IDT), Active Duty for Training (ADT) or Annual Training (AT), a line of duty (LOD) will need to be initiated. The following options are available:
 - Your local Veterans Affairs (VA) or Vet Center: If the service member is a Veteran, take him or her to the local VA hospital emergency room.
 - Your local hospital emergency room: Take the service member to the local hospital emergency room. If the Service member is not in a duty status during time of crisis, the Service member will be responsible for all medical costs incurred.



When in crisis, call:



SEXUAL ASSAULT RESPONSE COORDINATOR

Joint Force Headquarters (JFHQ) Sexual Assault Response Coordinators (SARCs) manage and implement the Sexual Assault Prevention and Response (SAPR) program. SARCs provide confidential advocacy and assistance to victims of sexual assault.

Resources include:

- Medical treatment
- Sexual Assault Forensic Evidence (SAFE) exam
- Line of Duty (LOD)
- Advocacy services
- Counseling

SARCs are responsible for SAPR education by ensuring that service members complete the Sexual Harassment/Assault Response and Prevention (SHARP) Program. SARCs supervise all Victim Advocates (VAs) within the state and conduct initial VA and annual VA refresher training.

Sexual assault is defined as an intentional sexual contact involving the use of force, threats, intimidation, abuse of authority or when the victim does not or cannot give his or her consent. Consent is any word or act that indicates a freely given agreement to the sexual conduct by a competent person. A lack of consent through words or conduct means there is NO consent.

You can also call the 24-hour Safe Helpline at 1-877-995-5247 or visit: www.safehelpline.org.

TRANSITION ASSISTANCE ADVISOR

The Transition Assistance Advisor (TAA) serves as the statewide point of contact for Service members who want access to Veterans Affairs (VA) benefits and health care services. The TAA initiative began in May 2005 when the National Guard Bureau (NGB) signed a Memorandum of Agreement with the VA.

What the TAA Can Do for You

TAA's help you understand the different Department of Defense (DoD) and VA system benefits and entitlements.

- Guard entitlements and access to health care in both the DoD and VA medical facilities.
- Dental care programs (time-sensitive benefit).
- Referral for counseling services for you and your Family.
- Referral for possible compensation for injuries or illness sustained in OEF, OND and OIF.
- Insurance, such as Service members' Group Life Insurance (SGLI), Traumatic Service members' Group Life Insurance (TSGLI) and Family Service members' Group Life Insurance (FSGLI).
- Rehabilitative care to help you return to your normal lifestyle.
- Job-search assistance and referral to Employees Support of the Guard and Reserve (ESGR) for rights of employment.
- Assistance connecting you to the Veterans Benefits Administration and Veterans Services Organizations to file disability claims.
- Assistance in the event of financial hardship, health care issues or unemployment needs. Assistance with locating your medical records, DD-214 and other documents.
- TAA's can also help you with important deadlines that require your action while on active duty or as a Veteran— so that you do not miss time-sensitive opportunities.

For additional information, contact the TAA directly at 804-236-7860

Transition
Assistance
Advisor



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

Vision: The vision of Veterans Affairs (VA) is to make sure that Veterans and their families are aware of the benefits they are entitled to; can easily obtain representation and assistance to file fully developed claims; have a Veterans Home and Veterans Cemetery located within a reasonable commute; and are fully recognized, appreciated and supported by their communities.

Mission: To serve Veterans, their Families, and survivors with dignity and compassion; to be the Veteran's advocate for benefits and entitlements; and to promote community awareness of the sacrifices Veterans made while serving our country.

Statement of values: Veterans are special people who deserve our efficient, productive and compassionate advocacy. Veterans have earned our respect and are the reason for our existence. They are our common purpose, and all our efforts are directed toward meeting their needs.

For more information, visit VA at: www.va.gov

Veterans
Affairs

VA MEDICAL CENTERS

Hampton VA Medical Center
100 Emancipation Drive
Hampton, VA 23667
757-722-9961

Richmond VA Medical Center (Hunter Holmes McGuire)
1201 Broad Rock Blvd.
Richmond, VA 23249
804-675-5000

Salem VA Medical Center
1970 Roanoke Blvd.
Salem, VA 24153
540-982-2463 | 888-982-2463

VA COMMUNITY BASED OUTREACH CENTERS (CBOC)

Charlottesville CBOC
650 Peter Jefferson Pkwy
Charlottesville, VA 22911
Phone: 434-293-3890
Fax: 804-675-6299

Belvoir Community Clinic
9300 DeWitt Loop Sunrise
Pavilion
Fort Belvoir, VA 22060
Phone: 571-231-2408

Danville CBOC
705 Piney Forest Rd
Danville, VA 24540
Phone: 434-710-4210
Fax: 434-792-1471

Fredericksburg CBOC
130 Executive Center Parkway
Fredericksburg, VA 22401
Phone: 540-370-4468
Fax: 804-675-6885

Emporia CBOC
1746 East Atlantic
Emporia, VA 23847
Phone: 434-348-1055
Fax: 434-336-1493

Harrisonburg Contract
Outpatient Clinic
1755 S. High Street
Harrisonburg, VA 22801
Phone: 540-282-6035
Fax: 540-433-0369

Jonesville Outreach Center
32613 Wilderness Road, Suite 101
Jonesville, VA 24263
Phone: 276-346-2595

Lynchburg Outreach Center
1600 Lakeside Dr
Lynchburg, VA 24501
Phone: 434-316-5000
Fax: 434-316-7071

Marion Rural Outreach Clinic
4451 Lee Highway
Marion, VA 24354
Phone: 276-783-2756

Norton Outreach Center
654 Highway 58 East
Norton, VA 24273
Phone: 276-679-8010
Fax: 276-679-2325

Staunton CBOC
102 Business Way
Staunton, VA 24401
Phone: 540-886-5777
Fax: 540-886-5776

Tazewell CBOC
123 Ben Bolt Ave
Tazewell, VA 24651
Phone: 276-988-2526
Fax: 276-988-7877

Vansant Rural Outreach Center
1941 Lovers Gap Road, Suite A
Vansant, VA 24656
Phone: 276-597-7180

VA Beach CBOC
244 Clearfield Ave
Virginia Beach, VA 23462
Phone: 757-722-9961 X 1900

Stephens City CBOC
170 Prosperity Drive
Winchester, VA 22602
Phone: 540-869-0600
Fax: 540-869-1984

Wytheville CBOC
165 Peppers Ferry Road
Wytheville, VA 24382
Phone: 276-223-5400
Fax: 276-223-5454

Bristol Outpatient Clinic
2426 Lee Highway
Bristol, VA 24202
Phone: 276-645-4520
Fax: 276-645-0349

VET CENTERS

Alexandria Vet Center
6940 South Kings Highway #204
Alexandria, VA 22310
Phone: 703-360-8633 Or 877-927-8387
Fax: 703-360-2935

Norfolk Vet Center
1711 Church Street, Suites A&B
Norfolk, VA 23504
Phone: 757-623-7584 Or 877-927-8387
Fax: 757-623-3879

Richmond Vet Center
4902 Fitzhugh Avenue
Richmond, VA 23230
Phone: 804-353-8958 Or 877-927-8387
Fax: 804-353-0837

Roanoke Vet Center
350 Albemarle Ave., SW
Roanoke, VA 24016
Phone: 540-342-9726 Or 877-927-8387
Fax: 540-857-2405

VA Beach County Vet Center
324 Southport Circle, Suite 102
Virginia Beach, VA 23452
Phone: 757-248-3665 Or 877-927-8387
Fax: 757-248-3667



VA HEALTH CARE

The VA operates the nation's largest integrated health care system with more than 1,400 care sites, including hospitals, community clinics, nursing homes, readjustment counseling centers and various other facilities.

Enrollment

For most Veterans, entry into the health care system begins by applying for enrollment. Once enrolled, Veterans can receive health care at VA health care facilities anywhere in the country.

Priority groups: During enrollment, each Veteran is assigned to a priority group. VA uses priority groups to balance demand for health care enrollment with resources.

Special Access to Care

Service-Disabled Veterans: Veterans who are 50% or more disabled from service connected conditions, unemployable due to service-connected conditions or receiving care for a service-connected disability have priority for hospital or outpatient medical appointments.

Combat Veterans: For five years after separation from active duty, Veterans who served in combat locations after 1 November 1998 are eligible for free health care services regarding conditions related to combat service.

To apply, complete VA Form 10-10EZ, Application for Health Benefits, which may be obtained from any facility or regional benefits office by calling 1-877-222-VETS (8387), online at www.1010ez.med.va.gov/sec/vha/1010ez.



VA HOME LOAN GUARANTEE



VA Home Loan

VA Home
Loan

VA Home Loan Guarantees are issued to help eligible Service members, Veterans, Reservists and surviving spouses who have not remarried obtain a home, condominium, residential cooperative housing unit or manufactured home and refinance loan.

Who Is Eligible?

In addition to meeting the periods of eligibility and conditions of service requirements, applicants must have a good credit rating, sufficient income and a valid certificate of eligibility. Applicants must also agree to live on the property for a lender to approve their VA Home Loan.

For additional information or to obtain a VA Home Loan Guaranty form, visit: www.benefits.va.gov/homeloans.

VOCATIONAL REHABILITATION AND EMPLOYMENT

The Vocational Rehabilitation and Employment program helps Veterans with service connected disabilities obtain and maintain suitable employment. Independent living services are also available for severely disabled Veterans who are not currently ready to seek employment. For more information, visit: www.vba.va.gov/bln/vre.

Eligibility: A Veteran must have a service-connected disability rated at least 20% with an employment handicap (or 10% with a serious employment handicap) and be discharged or released from military service under other than dishonorable conditions. Service members pending medical separation from active duty may also apply if their disabilities are expected to be rated at least 20% following their discharge.

Services: Rehabilitation services provided to participants are divided into five categories. VA pays the cost of all approved training programs, and subsistence allowance may also be provided. The five categories are:

1. *Reemployment with previous employer:* For individuals who are separating from active duty, or are in the National Guard or Reserves, and are returning to work for their previous employer.
2. *Rapid access to employment:* For individuals who either wish to obtain employment soon after separation or who already have the necessary skills to be competitive in the job market.
3. *Self-employment:* For individuals who have limited access to traditional employment, need flexible work schedules or require more accommodation in the work environment because of their disabling conditions or other life circumstances.
4. *Employment through long-term services:* For individuals who need specialized training or education to obtain and maintain suitable employment.
5. *Independent living services:* For Veterans who are not currently able to work and need rehabilitation services to live independently.

Work-Study Program: Veterans training at the three-quarter or full-time rate may participate in the VA Work-Study Program, providing outreach services, preparing and processing paperwork, working at a VA medical facility or performing other approved activities. Forty percent of the total work-study allowance may be paid in advance.

COMMONWEALTH OF VIRGINIA BENEFITS FOR VETERANS

- State Veterans cemeteries
- State Veterans homes
- Free license plates for Veterans who are 100% disabled from service-connected conditions, ex-Prisoners of War (POWs) or Medal of Honor (MOH), Distinguished Service Cross (DSC), Navy Cross (NX) or Air Force Cross (AFC) recipients.
- Property tax relief for Veterans who are 100% disabled from service-connected conditions and/or their surviving spouses.
- Free hunting and fishing licenses for Veterans with total and permanent service-connected disabilities, after an initial one-time fee of \$10
- Parking privileges for free license plate holders
- Preference in state employment
- Credit for military service in state employment
- Scholarships for eligible dependent children (special qualifications)
- Motor vehicle privilege tax exemption for 100% disabled Veterans
- Memorial license plates for certain Veterans
- Reemployment rights of public employees
- Registration of discharges by county registrar at no fee (DD-214 and NGB-23)
- ID cards issued by Department of Motor Vehicles for a onetime fee of \$10.

EMPLOYER SUPPORT OF THE GUARD RESERVE

Employer Support of the Guard Reserve (ESGR) is a Department of Defense office that develops and promotes supportive work environments for Service Members in the Reserve Components through outreach, recognition, and educational opportunities that increase awareness of applicable laws, and mediates employer conflicts between the Service Members and their employers.

Outreach: Promote a culture where employers support and value military service and ensure Service Members are aware of their rights and responsibilities under the law as well as recognize outstanding employer support for Service Members.

Recognition: Award employers who practice personnel policies that support employee participation in the National Guard and Reserve. Present Employer awards to employers nominated by Service Members who support them above and beyond what is required by law.

Educational Opportunities: We offer free training, deployment tips, sample letters, service policies and employment resources. ESGR volunteers visit workplaces and units to provide USERRA briefings.

Ombudsman: Inform and educate Service Members and their civilian employers about their rights and responsibilities under the Uniformed Services Employment and Reemployment Rights Act commonly known as USERRA.

For more information visit the state web page at www.esgr.mil/virginia or call 1-800-336-4590.



Benefits
for
Veterans

Commonwealth of Virginia Benefits for Veterans

HERO 2 HIRED

Hero2Hired Employment Coordinators assist job seekers and employers with eBenefits enrollment and provide one-on-one resume development, interviewing skills and local employment resources.

- Hero2Hired (H2H) is connected with the “Veterans Employment Center (VEC)”, a federal web-based veteran hiring tool housed at www.ebenefits.va.gov/ebenefits/jobs a one-stop-shop for job-seeking National Guard and Reserve Members.
- H2H Employment Coordinators assist job seekers and employers with enrollment and provide one-on-one resume development, interviewing skills and local employment resources.
- Free for Service Members and Employers to post jobs, search upcoming job fairs, find advice and training, and make comments. It allows users to search over 1.2 million jobs from the private sector and includes jobs in federal, state and local governments.
- Profile Builder: Seamlessly import results from the skills translator into an online profile that users can download or publish to employers. Publishing your profile on the eBenefits instantly connects users to thousands of employers looking to hire Veterans.

For more information visit the state web page at www.esgr.mil/virginia or call 1-800-336-4590.

Benefits
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EMPLOYMENT PROGRAM

The Virginia National Guard Employment Program (VaNG EP) connects unemployed and underemployed Virginia National Guard service members and their spouses to educational and employment opportunities to gain long-term employment and build careers. Available programs and resources are:

Virginia Values Veterans (V3). The Virginia Values Veterans (V3) program is a Commonwealth of Virginia, Department of Veterans Services Program. They help employers understand, design, and implement nationally recognized best practices in recruiting, hiring, and retaining Veterans.

Virginia National Guard Employers Network on LinkedIn. This group is the virtual place for current and former members of the Virginia National Guard and their spouses to network with Guard supportive employers and other service members, gain access to job opportunities, and seek professional advice and assistance in fulfilling their career goals. Group can be found at: www.linkedin.com/groups?gid=4642503

For more information call 434-298-6160, or visit links to these resources can be found at: <http://www.msccn.org/VANationalGuard/VAJobs.html>.

Apprentice Partnership Initiative (API) (Service Member only). API is a partnership with the Virginia Department of Labor and Industry (DOLI) that provides a credential from DOLI based the VaNG service member's military duties and training. This translates their military skills and qualifications to a certification civilian employers value and understand. Those completing API are also eligible for higher wages in many trades. Enacted in March 2010, API has registered over 1200 VaNG Members, and over 190 have completed their certifications. For more information call 804-236-7860.

Benefits
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Veterans

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MILITARY FUNERAL HONORS

Military funeral honors is a way to show the nation's gratitude to those who, in times of war and peace, have defended our country. Military funeral honors are performed to demonstrate the nation's gratefulness and respect for the Veteran.

What Is Military Funeral Honors?

Military funeral honors, prescribed by law, must consist of not less than two members of the armed forces. The Honor Guard program also enters the deceased Veteran's burial records into the Department of Defense (DoD) National Veteran Burial Archives. This is done to ensure the deceased Veteran's record has closure and that his or her contributions to our national defense are not forgotten.



Who Is Eligible to Receive Honors?

Anyone who has completed at least one enlistment or other obligated military service in the active military or select reserve and received a discharge under other than dishonorable conditions is eligible to receive military funeral honors. Military funeral honors may not be given to any individual convicted of a capital offense under Federal or state law for which the person was sentenced to death or life without parole.

Documentation Requirements

One of the following documents is required to receive military funeral honors:

- Form DD-214 – For active duty or reserve components
- Form NGB-22 – For National Guard Service members
- Certificate of Honorable Discharge
- Retired military ID card

Benefits
for
Veterans

Eligible Honors Rendered

Veteran Honors: Designated for eligible Veterans, this ceremony consists of two military personnel who conduct the sounding of TAPS, flag folding and the presentation of the flag to the next of kin.

Retired Veteran Honors: Designated for eligible retired service members or an active service member not killed in action. The ceremony may consist of Honor Guard Members to conduct the pallbearers, a ceremonial rifle volley, the sounding TAPS, the folding of the flag and the presentation of the flag and/or flags.

Special/Full Honors: Designated for an eligible service member killed in action. A Medal of Honor recipient, a General officer or E-9. The ceremony may consist of Honor Guard Members to conduct the pallbearers, a color guard, a ceremonial rifle volley, the sounding of TAPS, the folding of the flag and the presentation of the flag and/or flags.

Honorable Transfer of Remains:

Designated for a service member killed in action. The Honor Guard team transfers the deceased service member's remains from the plane to the hearse and later from the hearse to the funeral home.

For additional information and question, please contact Virginia Army National Guard Military Funeral Honors Coordinator at 804-722-8902.



SURVIVOR OUTREACH SERVICES

Purpose: The mission of the Survivor Outreach Services (SOS) program is to provide a comprehensive support program for Survivors of fallen services members and to ensure that continued support is provided to surviving Family Members.

- This program is part of the Army Family Covenant. The SOS program models the reciprocal partnership between the Army and the surviving Families in providing long-term support.
- The SOS program advocates for Survivors, assesses their needs, recommends solutions, proposes policy and legislative changes.
- The SOS program promotes Army Family unity, helps foster survivor resiliency, and ensures Families have access to entitled benefits.
- The SOS program does not and is not intended to replace the Casualty Notification Officer (CNO) or Casualty Assistance Officer (CAO). The SOS program initiates contact with the Families as the CAO is completing their assignment. The SOS program provides support and assistance to the CAO in completing his or her assignment.

For more information, please call Survivor Outreach Support Coordinator at 540-994-5016 or 540-835-7557.



Benefits
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RESOURCE CONTACT NUMBERS

VANG State Family Program Director: 804-236-7862

(In alphabetical order)

American Red Cross: 1-877-272-7337

Army OneSource 1-877-811-2769

Emergency Family Assistance Center Hot Line: 1-800-542-4028

Employer Support of the Guard and Reserve (ESGR):
804-236-7856/7720 or 800-336-4590

Family Assistance Center Coordinator (FACC):
757-416-2095 or 800-542-4028

Military Family Relief Fund: 800-542-4028

Military Funeral Honors: 804-722-8902

Military One Source: 800-342-9647

National Suicide Prevention Lifeline: 800-273-8255

Psychological Health: 434-294-6411 or
434-294-6534

Resilience, Risk Reduction and
Suicide Prevention (R3SP): 434-298-6242

Safe Helpline: 877-995-5247

Sexual Assault Response Coordinator: 804-236-7858

State Chaplain: 434-298-6106

State Child and Youth Coordinator: 804-236-7866/7865

State Family Readiness Support Services: 804-236-7820

Survivor Outreach Services Consultant:
540-994-5016 or
540-835-7557

TRICARE: 800-444-5445

Yellow Ribbon Reintegration Program: 804-236-7867

Benefits
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Virginia National Guard

Family & Military

READINESS RESOURCES

Military OneSource: www.militaryonesource.mil

Army OneSource: www.myarmyonesource.com

American Red Cross: www.redcross.org

Defense Finance and Accounting Service: www.dfas.mil

Joint Services Support: www.jointservicesupport.org

MyPay: www.mypay.dfas.mil

TRICARE: www.tricare.mil

TRICARE Reserve Select: www.tricare.mil/trs



www.facebook.com/VaGuardFamilyPrograms

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