

# Essential Services

The Family Assistance Specialist Team focuses the care that they provide to Service and Family Members around their Six-Essential Services. The following is a brief description of all the different ways the Family Assistance team can assist you. This list is by no means a definitive list of the services that the Family Assistance Team can provide.

## **Legal Resource and Referral**

- Assistance with referrals for power of attorney/wills
- Copies of military orders
- Information and assistance with Service Members Civil Relief Act
- Notary public services
- Assistance with referral for ESGR

## **Financial Resource and Referral**

- Understanding military pay
- Referrals and resources to financial assistance and loan applications through the CONG Foundation, Military Family Relief Fund, and other national and community based resources
- Referrals to a financial counselor
- Budget planning
- Pay issues
- Retirement
- Unemployment

## **Tricare Resource and Referral**

- Provide general information on insurance benefits
- Assist with Tricare medical and dental applications and enrollment
- Assist in finding local participating providers
- Claims
- Vision
- Eligibility
- Pharmacy

Colorado National Guard  
Family Assistance



## **ID Cards and DEERS**

- Provide information on DEERS Rapids centers
- Assist in obtaining an ID Card
- Documentation required for an ID card

## **Crisis Intervention and Referral**

- Provide assistance, resources, and referral with the following:
  - Domestic abuse
  - Child abuse/neglect
  - Danger to self and/or others
  - Abuse/neglect of a vulnerable adult
  - Suicide prevention
  - Drug and alcohol abuse
  - Abuse hotline information
  - Local grief counseling
  - Child protective services

## **Community Information and Outreach**

- Provide a list of local community resources, including but not limited to the following:
  - Assist with child care resource and referral
  - Assist with referrals to local financial resources
  - Finding a local FRG to assist with family readiness
  - Child and youth resources
  - Military OneSource/Army OneSource
  - Food banks
  - Education benefits/tutoring programs
  - Shelter services
  - Access to youth and adult Military Family Life Consultants

# Methods of Individual and Family Assistance

## **During Deployments**

- Establish monthly contact via email, telephone or face-to-face interaction with each primary contact of deployed COARNG Service Members to address issues and offer assistance if needed.

## **Regardless of Deployment Status**

- Provide information, assistance, referral, and follow-up services to Service Members, Families, and Survivors from all branches of service and components in their designated region and in other locations as needed, regarding pay/financial issues, military medical benefits, legal issues, ID Cards/DEERS enrollment, Employer Support of the Guard and Reserve (ESGR), accessing benefits and services from local installations and a wide variety of other Family-related issues. Assistance will be provided and available 24 hours a day, 7 days a week, and follow-up will occur within 72 hours of initial contact.
- Coordinate financial assistance with military, government, and civilian organizations as needed to assist Service Members, Family members, and Survivors experiencing financial hardships. This includes referral to appropriate offices, agencies, and organizations.
- Develop and maintain a directory of resources, agencies, and organizations that are available to assist Service Members, Families, and Survivors. Additionally, Family Assistance Specialists will keep abreast of research and policy/legislative changes impacting Service Members, Family members, and Survivors.
- Respond to and effectively handle time-sensitive calls as they are received, to include calls received off-hours.
- Collaborate with government leadership to open and direct an emergency Family Assistance Center in the event of a tragic event.
- Ensure that coordination is made with the State Family Program in advance of any and all communications with any element of the civilian media.