

South Carolina

Air National Guard



Military and Family Readiness Family Resource Guide

This guide is for reference and informational purposes. Verify all resource information to ensure programs and services are still available. Entitlements, benefits, laws, and programs change regularly. The South Carolina Air National Guard does not endorse or promote any resource or organization over another, again, this material is for reference only

SOUTH CAROLINA AIR NATIONAL GUARD

MILITARY & FAMILY READINESS PROGRAM

Room 55, BLDG 1070 (245th), FSS
Joint Base McEntire, Eastover, SC 05403



Welcome to the South Carolina Air National Guard Family Readiness Program Services Guide!

My name is Nick Thomas, 169th FW Military & Family Readiness Program Manager. We are located in the 245th building 1070 in the "Care Team Hallway" room 55 with a bunch of signage. The Airman & Family Readiness Office is closely aligned with the Joint Force State Family Program Office at Bluff Road Armory in Columbia, SC in providing resource and referral to all of South Carolina's military service members and veterans.

It is my job to act as you and your families' one-stop-shop for all things family readiness regardless of duty status. I am the resource expert for community services and programs as well as someone your family can lean on and trust for support through deployment, annual training, or any other long period away from home. Your commitment to the country and state of South Carolina entitle you to numerous resources. My mission is to ensure that you and your family members are aware of, and can access these resources.

Locally, many completely free services are available to you including financial counseling, Tricare information, employment and resume assistance, deployment/mobilization support, emergency assistance and many other community resources. I will provide education, support and referral through community, State and Federal programs that ensure veterans, service members and their families have the knowledge and resiliency to support mission readiness and retention here at the 169th FW. If there are any concerns, whether they are simple questions or major life events, please reach out so we can work together to locate a solution.

Again, if you have any questions contact me by any method you feel comfortable: phone call, email, text, or in person. My contact information is below. On behalf of the Swamp Fox family and the Wing Family Care Team, I want to say thank you for your service to your state and nation, and supporting the mission of the 169th FW!



Dr. Nicholas A. Thomas
Family Readiness Program Manager
South Carolina Air National Guard
Cell: (803) 919-0816 Calls and Texts
Office: (803) 647- 8089
Email - nicholas.thomas.25@us.af.mil

WHAT CAN YOU DO?



There are many countries and organizations that would like to harm Americans and degrade our influence in the world. It's possible, and not unprecedented, for spouses and Family members of U.S. military personnel to be target for intelligence collection. This is true in The United States and especially overseas! What can you do?

BE ALERT!



Foreign governments and organizations collect significant amounts of useful information by using spies. A foreign agent may use a variety of approaches to befriend you and get sensitive information. This sensitive information can be critical to the success of a terrorist or spy, and consequently deadly to Americans!

BE CAREFUL!



There may be times when your service member cannot talk about the specifics of his or her job. It's very important to conceal and protect sensitive information to include but not limited to flight schedules, troop movements, temporary duty (TDY) locations, and installation activities. Something as simple as a phone conversation about TDY or deployment can be very useful to our adversaries.

"The success of military and intelligence operations depend upon secrecy; without secrecy they generally fail."

-Paraphrase of Gen. George Washington

"...whether we are on duty or off duty, we cannot afford to let our guard down. Your diligence in OPSEC is key to ensuring our effectiveness in operations and our collective safety. Together, we will succeed."

-OPSEC Support Element



THANK YOU

Thank you for taking the time to read this flyer. Our goal is to provide you with a greater understanding of the National Guard's security concerns. The information in this guide is intended to keep you alert of others and your surroundings. If a stranger shows excessive interest in the affairs of your family members, military or not, notify your installations Counterintelligence Office or Security Forces, **803-647-8284**

OPSEC

OPERATIONS SECURITY



A Guide to Family and Friends

Presented by
169 Fighter Wing Information Protection Office



WHAT IS OPSEC?

Operations Security, or OPESEC, is keeping potential adversaries from discovering information needed to keep our airman safe and our mission secret. This information includes, but is not limited to, planned operations, operations in progress, and operations completed. Success depends on secrecy and surprise, so the military can accomplish the mission faster and with less risk. As Family members, be aware that adversaries may target YOU to obtain information.



YOU ARE A VITAL PLAYER IN OUR SUCCESS!

As a Family member of our military community, you are a vital player in our success, and we couldn't do our job without your support. You may not know it, but you also play a crucial role in ensuring your loved one's safety. You can protect your Family and friends by protecting what you know of the military's day-to-day operations. That's OPSEC.



PROTECTING CRITICAL INFORMATION

Even though information may not be secret, it can be what we call "critical information". Critical information deals with specific facts about military intentions, capabilities, limitations, or activities. If an adversary knew this detailed information, our mission accomplishment and personnel safety could be jeopardized. It must be protected to ensure an adversary doesn't gain a significant advantage.

By being a member of the military family, you will often know some bits of critical information. Do not discuss them outside of your immediate Family and especially not over the telephone or on the internet.

EXAMPLES OF CRITICAL INFORMATION

- *Detailed information about the mission.
- *Details on locations and times of deployments.
- *Personal transactions: (ex: pay information, powers of attorney, wills, deployment information.)
- *Details concerning security procedures
- *Personal Identifying Information (PII).

PUZZLE PIECES



These bits of information may seem insignificant. However, to a trained adversary, they are small pieces of a puzzle that highlight what we're doing and planning. Remember, the elements of security and surprise are vital to the accomplishment of our goals and our collective personnel protections.

Where and how you discuss this information is just as important as with who you discuss it with. Adversary agents Tasked to collect information frequently visit some of the same places you do!

For any questions, please contact your unit's OPSEC Signature Manager:

Victor L. Owen
803-647-8797

OPSEC IS A FAMILY AFFAIR.
DISCUSS OPSEC WITH YOUR FAMILY!

COMMUNICATION & SOCIAL MEDIA GUIDANCE FOR DEPLOYING AIRMEN

Bottom Line Up Front (BLUF): Your safety and the security of the mission are paramount. As a member of the South Carolina Air National Guard, you are a target for adversaries seeking information. What you say and post online can have real-world consequences for you, your family, your unit, and the mission. When in doubt, don't give it out.

Phase 1: Upon Notification & Pre-Deployment

This is the most sensitive period. Information about unit movements, capabilities, and timelines is highly valuable to an adversary.

 DO'S	 DON'TS
DO tell your immediate family (spouse, parents, children) that you are deploying. Inform them of the need for OPSEC.	DON'T post your deployment status on any social media platform (Facebook, Instagram, TikTok, X, etc.).
DO talk to your supervisor if you have questions about what can be shared.	DON'T discuss the specific, destination, dates, or duration of the deployment with anyone who does not have a need-to-know.
DO update your family care plan and ensure all personal and financial affairs are in order.	DON'T post specific timelines or countdowns to your departure (e.g., "Last weekend in the USA!").
DO review and tighten your social media privacy settings. Limit who can see your posts and who can tag you.	DON'T post photos of your packed bags, equipment, or documents (orders, passports, ID cards).
	DON'T speculate about the mission, political situation, or your specific role.

Your actions have a direct impact on the safety of every member of the 169th Fighter Wing and the success of our national security objectives. Protect the information you have. If you see a violation, report it to your supervisor or the Public Affairs office.

Phase 2: During Deployment (In-Theater)

Once you have arrived, the risk remains high. Adversaries are actively monitoring communications to gather intelligence.

 DO'S	 DON'TS
DO use approved, non-secure communication channels (like MWR phones or internet) to talk to your family about general well-being.	DON'T discuss specific mission details, including aircraft tail numbers, mission times, targets, or results.
DO share your general state of health and morale. "I'm doing well and staying busy" is a great update.	DON'T post photos or videos showing the flightline, identifiable landmarks, damaged equipment, or the faces of host-nation or coalition partners without PA approval.
DO talk about personal growth, challenges you've overcome, or funny (non-sensitive) stories about life in your deployed environment.	DON'T reveal the number of personnel, specific job titles (beyond general AFSCs), or unit morale (good or bad).
DO assume anything you say or write can be intercepted by the enemy.	DON'T post in real-time about your activities. Wait until an operation or activity is over before mentioning it in general terms.
DO get clearance from Public Affairs before posting any photos that show your workplace, equipment, or official duties.	DON'T tag the specific location of your deployed base. Turn off geotagging on your phone.



American
Red Cross
Service to the
Armed Forces



The Red Cross Message

for Military Families



<https://www.redcross.org/get-help/military-families/emergency-communication.html>

When a military family experiences a crisis, the American Red Cross is there to help. Wherever their military service takes them, service members can rest assured that the Red Cross will deliver notification of an emergency such as the death or serious illness of an immediate family member, as well as the good news of the birth of a service member's child or grandchild.

Twenty-four hours a day, 365 days a year, the Red Cross relays urgent messages containing accurate, factual, complete and verified descriptions of the emergency to service members stationed anywhere in the world, including on ships at sea and at embassies and remote locations.

Even if the service member receives an email or phone call from home, Red Cross-verified information assists the member and his/her commanding officers with making a decision regarding emergency leave.

When initiating Red Cross message be prepared to provide as much of the following information about the service member as is known:

- Full legal name
- Rank/rating
- Branch of service (Army, Navy, Air Force, Marines, Coast Guard)
- Social Security number
- Date of birth
- Military unit address
- Nature of the emergency
- Where the emergency can be verified(hospital, doctors, office, funeral home)
- Name of contact for immediate family member experiencing the emergency

American Red Cross Message Process Video

www.youtube.com/watch?v=kC-lweHS5qo&t=1s&spfreload=10



Download the FREE Hero App or text
"getherocare" to 90999

Access vital emergency and non-emergency
resources for military members, veterans and
military families.



To contact your service member regarding an emergency, call 1-877-222-7337.
Be ready to give the following information. (Keep in a safe place.)

Full Legal Name _____	Social Security # (last 4 digits) _____	Date of Birth _____
Branch _____	Rank _____	Duty Status _____
Complete Military Unit Address _____ _____		
Service Member's Telephone/Cell/Military (duty) # _____		
Local Red Cross Phone # _____		



Be Deployment Ready.

The War Department is here to support you through all phases of deployment.

Preparedness is key to deployment readiness. Whether it's your first tour of duty or your fourth, deployments impact every aspect of daily life. Military OneSource and your installation Military and Family Support Center are here to help you from predeployment through reunion and reintegration. Get support:

<https://www.militaryonesource.mil/deployment/on-deployment/military-deployment-support/>.

Master Your Deployment Plan

Access information and resources for every phase of the deployment cycle – for military spouses, single and married service members, and service members with families.

Use the Plan My Deployment Checklists online tool to create personalized checklists to help you organize your deployment and stay mission ready for all aspects of your military life, including:

- Information, records and legal support
- Staying connected during deployment
- Financial and emergency planning
- Mental health support and confidential counseling
- Planning for reintegration and returning home from deployment

Start preparing now at:

<https://www.militaryonesource.mil/resources/tools/military-deployment-checklists/>.

Tackle Deployment With Confidence

Navigating day-to-day life, relationships and the needs of your family is complex during deployment. Tap into an array of tools, resources and personalized support services from Military OneSource, including child care information, health and wellness coaching, the Spouse Education and Career Opportunities program, relationship support and more.

Prepare for Reunion and Reintegration

Reuniting with your loved ones after a deployment is both exciting and full of adjustments. Get tips to ease the transition for the entire family, establish reunion traditions and explore ways to share the load and reconnect through daily routines.

Access Free, Virtual Confidential Counseling

Call **800-342-9647** or log in to start a secure live chat, anytime from anywhere, to set up personalized, discreet, confidential counseling from Military OneSource. Get help with stress, health and wellness, relationships, parenting, grief, separation, financial planning and more. Your coaching session can be conducted by phone, secure online chat or video. Overseas? Find country-specific calling instructions at

<https://www.militaryonesource.mil/resources/tools/international-calling-options/>.

Find Free, In-Person Support Close to Home

Face-to-face confidential counseling sessions are available through the Military and Family Life Counseling Program at installations worldwide. Visit your installation Military and Family Support Center to find in-person support close to home:

<https://installations.militaryonesource.mil/search?program-service=26/view-by=ALL>.



U.S. Department of War



2026

TRICARE Publications Guide above for all of your plan clarification needs.

1-844-866-9378

<https://milconnect.dmdc.osd.mil/milconnect/>
(you must have CAC reader or MyPay login to access page)



TRICARE Regions



Humana
Military

Health and Well-Being

Tricare

When a member changes their Personnel Categories within DEERS, they will need to contact Tricare, to reestablish your eligibility with either Tricare Prime or Select otherwise the member and their family will revert to Direct Care. Tricare Prime/Select is NO longer an automatic election. When there is a "category change" processed in DEERS, the person must re-enroll in PRIME or Select within 90 days of the change. DEERS doesn't roll their status over.

East Region

Humana Military 1-800-444-5445 www.tricare-east.com

Active Duty Medical Care: <http://tricare.mil/Plans/Eligibility/NGRMandFamilies>

- Before your orders begin: **Pre-Activation Tricare** eligibility begins on the date your orders are issued or 180 days before you report to active duty, whichever is later. During this "pre-activation" period, you qualify for the same benefits as you have when you're activated.
- While on orders: When you're activated or ordered to active service for more than 30 consecutive days, you become eligible for the same health and dental benefits as active duty service members. You will need to enroll in one of the Prime options when you arrive at your final duty station. Family members are eligible for Tricare as active duty family members as well.
- After your orders are completed: When deactivated, you qualify for the Transitional Assistance Management Program (TAMP) for 180 days, but you must request this. TAMP coverage begins the first day after your active duty orders end and your family members are covered, too. During the TAMP period, you will need to enroll in one of the Prime options.

For questions related to DEERS, please call 139 FSF/customer Service: (816) 236-3330

Each time a service member changes status the member is responsible to re-establish Military Health System (MHS) Nurse Advice Line:

United States, Guam, and Puerto Rico	Visit MHSNurseAdviceLine.com for web chat and video chat, or dial 1-800-TRICARE (874-2273), option 1.
Overseas military hospitals and clinics	Contact your local facility or visit MHSNurseAdviceLine.com for web chat, video chat, or to find country-specific numbers.

The Nurse Advice Line is available to all Tricare beneficiaries in the U.S., except those enrolled in US Family Health Plan. You can call the Nurse Advice Line 24/7, at no cost to you, to talk to a registered nurse who can.

answer your urgent care questions, give you professional health care advice, help you find a doctor, and/or schedule next-day appointments at military hospitals and clinics.

If you have an emergency, call 911 or go to the emergency room. The hospital department that provides emergency services to patients who need immediate medical attention.

You DO NOT have to call TRI CARE first in the event of an emergency!

Urgent Care

Urgent medical care should be considered for health care concerns that do not threaten life, limb, or eyesight, but need attention to prevent serious risks to your health. Your primary care manager (PCM) is your best resource for deciding where and when to get care. If you have questions regarding you and your family's health care, call Tricare.

Steps to take to obtain this care:

1. Call your PCM or family doctor.
2. If your PCM or family doctor cannot provide care on the day you call, you will be directed to use a local network urgent care provider, if medically appropriate.
3. Visit the Tricare Network Provider Directory to locate an urgent care provider. When using the directory, type in your ZIP code and under Specialty select Urgent Care Center or Convenient Care Clinic.

Do you have other health insurance in addition to TRICARE, such as Medicare or an employer sponsored health insurance? You can call Tricare for help, but if you need to see a doctor,

Remember:

- You must follow the rules of your other health insurance plan first.
- Your other health insurance is the primary payer.
- If we help you find a doctor, make sure they're in your other plan's network or your care may not be covered.

Counseling Resources

Military service members and their families have options for counseling services, and many are offered free of charge. If you are considering counseling, be sure to investigate these resources:

- **Military OneSource:** 1-800-342-9647 or www.militaryonesourcc.com. Provides up to twelve nonclinical sessions per person, per issue with a licensed professional. These personal sessions are available face-to-face, by telephone, or online.
- **TRICARE** allows free counseling with a provider of choice under certain circumstances. Call 1-874-2273 or check eligibility depending on plan/status at <https://tricare.mil/CoveredServices/Mental/Programs>
- **Military Crisis Line/Suicide Hot Line:** Free to all Service members, including members of the National Guard and Reserve, and Veterans, even if you are not registered with the U.S. Department of Veterans Affairs (VA) or enrolled in VA health care. 1-800-273-8255, press 1
- **Vets 4 Warriors** -24 hour peer support line, toll free and confidential for National Guard and Reserve service members. 1-855-838-8255 (Service Members only) 1-844-645-6261 (For Families). Online at <https://www.vets4warriors.com/>.

It Pays to Visit a Personal Financial Counselor

- Are you interested in planning your financial future?
- Do you need financial peace of mind to better focus on the mission?
- Are you ready to boost your monetary might?



Take advantage of the no-cost, personal support services that Personal Financial Counselors (PFCs) offer and make the most of your money today as you develop your financial plan for the future.

Support and counseling services include face-to-face appointments with individuals and families, group presentations, referrals to military and community resources, support for family members during deployments, and help with budgeting, credit management and navigating benefits.

PFCs offer a wide range of training and workshops on topics such as money management, budgeting and developing spending plans, debt and credit card management, consumer rights and obligations, homebuying, retirement and estate planning, taxes and more.

PFCs are:

- Accredited professionals
- Available by appointment at your installation Family Center
- Flexible, providing their services one-on-one, at group briefings and at events

You work hard; let your financial status reflect that hard work. Reach out to your installation's Family Center to make an appointment with a PFC who can help you develop a healthy financial future.

Follow the Office of Financial Readiness

- <https://www.facebook.com/DoDFINRED>
- <https://www.twitter.com/DoDFINRED>
- <https://www.instagram.com/DoDFINRED>
- <https://www.youtube.com/channel/UCg0MPnn0V4wVimcGH1i-T8Q>

Local Contact Information

Cecilia Brien, AFC
Lesley Schmidt, AFC
SC National Guard
Bluff Road Armory SMFC
803-602-8526
pfc.columbia@magellanfederal.com



Financial Assistance Continued...

Sources of Help for Military Service Members and Their Families

Consumer Protection Agencies

Federal Trade Commission, Bureau of Consumer Protection: www.ftc.gov

Consumer Financial Protection Bureau: www.consumerfinance.gov

Better Business Bureau: www.bbb.org

South Carolina Department of Consumer Affairs: <https://consumer.sc.gov/>

Credit Reporting Agencies

Equifax: www.equifax.com 1-888-548-7878

Trans Union: www.transunion.com 1-800-916-8800

Experian: www.experian.com 1-888-397-3742

Annual Free Credit Report: www.annualcreditreport.com

Identity Theft

FTC- Report the incident and receive a recovery plan: www.identitytheft.gov

Common Scams and Frauds- How to protect yourself and respond

www.usa.gov/identity-theft

Tax Assistance

Tax Information for Current and Former Military Personnel www.irs.gov/individuals/military

South Carolina Department of Revenue <https://dor.sc.gov/>

Military Pay

DFAS: www.dfas.mil 1-888-332-7411

Military Compensation and Blended Retirement Calculators: <https://militarypay.defense.gov>

Credit Counseling and Debt Management

Financial Counseling Association of America: www.fcaa.org

National Foundation for Credit Counseling: www.nfcc.org

Saving and Investing

Retirement and Savings Calculators (ASEC) www.choosetosave.org

Thrift Savings Plan: www.tsp.gov

Financial Tools and Information (FINRA) www.saveandinvest.org

Helping Debtors become Savers (AFCPE) www.powerpay.org Includes Power Save

Where to get a Legal Assistance?

169th FW JAG Office
HQ BLD
Hours: 0730 – 1600 (Saturday/Sunday RSD)

Legal Assistance

Guard members are entitled to receive legal assistance, although limited to personal matters deemed “mission related.” Please remember to bring your Military ID Card and any necessary paperwork with you.

The Base Legal Office CAN advise members on the following issues:

- ✓ Wills
- ✓ Powers-of-Attorney
- ✓ Service Members Civil Relief Act Information
- ✓ Veteran’s re-employment rights
- ✓ Other issues deemed mission related

The Base Legal Office CANNOT advise members on the following issues:

- Commercial businesses
- Criminal issues, or traffic tickets
- Official matters in which the SCANG has an interest
- Representation in court or administrative proceedings
- Drafting real estate contracts, separation agreements, divorce decrees

Powers-of-Attorney

There are two types of Powers-of-Attorney (POA):

1. GENERAL POA: Gives TOTAL power to holder. Many businesses and organizations do not accept it. You must completely trust the individual to whom you are giving this document. This POA appoints an individual to access and to perform all actions on your behalf for ALL of the following: REAL PROPERTY, PERSONAL PROPERTY, BUSINESS, BANKING, TAXES, GOVERNMENT DOCUMENTS/VOUCHERS, INSURANCE, PERSONAL TRANSACTIONS and MORE!!!
2. SPECIAL POA: Gives the holder the power to perform limited, specific actions. For example: To register your POV, authorize medical procedures for your children, sell property or buy property.

**Powers-of-Attorney are only as good as the person, place, or business who will accept the POA.
No one is REQUIRED to accept your POA, regardless of the legality or validity of it.**

Wills

A Will is one of the most important legal instruments you will execute in your lifetime. It has no legal effect whatsoever while you are still alive. It becomes effective only upon your death. It may be changed to meet new situations at any time, provided the alterations also meet all legal requirements. The Legal Office will be more than happy to create your Will on drill weekends by appointment. Please complete the Will Worksheet prior to meeting with an attorney. Will worksheets are available in the legal office, on the JA Share-drive, and on the P:/ Drive.



Employer Support of the Guard and Reserve (ESGR) is the lead U.S. Defense Department program promoting cooperation and understanding between civilian employers and their National Guard and Reserve employees. Established in 1972, ESGR operates within the Office of the Assistant Secretary of Defense for Reserve Affairs. ESGR 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 resolves employer conflicts between the service members and their employers.

All employers support and value the employment of members of the National Guard and Reserve in the United States and Territories, thereby increasing the readiness of the Reserve Components.

Who is our customer? All employers, all uniformed service members, and families of affected service members.

Ombudsman Service Program:

ESGR's primary means for mediating workplace conflict is its Ombudsman Services Program. This national network consists of more than 900 volunteers within 54 field committees throughout the United States, Guam, Puerto Rico and the Virgin Islands. While each ombudsman receives extensive training on USERRA and dispute-resolution techniques, ombudsmen do not offer legal counsel or advice. Instead, they serve as an informal, neutral and free resource.

If an ESGR ombudsman is unable to facilitate a resolution, parties have the option to seek private counsel and/or a formal investigation through the Department of Labor's Veterans' Employment and Training Service, the Office of Special Counsel, or the Department of Justice.

Employers or service members who have a question can reach the ESGR
National Call Center at:

1-800-336-4590 **or** www.ESGR.mil

Watch "What is ESGR" video @
<https://youtu.be/Qj-22ErHkCg>





YOUR RIGHTS UNDER USERRA

THE UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT

USERRA protects the job rights of individuals who voluntarily or involuntarily leave employment positions to undertake military service or certain types of service in the National Disaster Medical System. USERRA also prohibits employers from discriminating against past and present members of the uniformed services, and applicants to the uniformed services.

REEMPLOYMENT RIGHTS

You have the right to be reemployed in your civilian job if you leave that job to perform service in the uniformed service and:

- ★ you ensure that your employer receives advance written or verbal notice of your service;
- ★ you have five years or less of cumulative service in the uniformed services while with that particular employer;
- ★ you return to work or apply for reemployment in a timely manner after conclusion of service; and
- ★ you have not been separated from service with a disqualifying discharge or under other than honorable conditions.

If you are eligible to be reemployed, you must be restored to the job and benefits you would have attained if you had not been absent due to military service or, in some cases, a comparable job.

RIGHT TO BE FREE FROM DISCRIMINATION AND RETALIATION

If you:

- ★ are a past or present member of the uniformed service;
- ★ have applied for membership in the uniformed service; or
- ★ are obligated to serve in the uniformed service;

then an employer may not deny you:

- ★ initial employment;
- ★ reemployment;
- ★ retention in employment;
- ★ promotion; or
- ★ any benefit of employment

because of this status.

In addition, an employer may not retaliate against anyone assisting in the enforcement of USERRA rights, including testifying or making a statement in connection with a proceeding under USERRA, even if that person has no service connection.

The rights listed here may vary depending on the circumstances. The text of this notice was prepared by VETS, and may be viewed on the internet at this address: <https://www.dol.gov/agencies/vets/programs/userra/poster> Federal law requires employers to notify employees of their rights under USERRA, and employers may meet this requirement by displaying the text of this notice where they customarily place notices for employees.



U.S. Department of Labor
1-866-487-2365



U.S. Department of Justice



Office of Special Counsel



1-800-336-4590

Publication Date — May 2022

HEALTH INSURANCE PROTECTION

- ★ If you leave your job to perform military service, you have the right to elect to continue your existing employer-based health plan coverage for you and your dependents for up to 24 months while in the military.
- ★ Even if you don't elect to continue coverage during your military service, you have the right to be reinstated in your employer's health plan when you are reemployed, generally without any waiting periods or exclusions (e.g., pre-existing condition exclusions) except for service-connected illnesses or injuries.

ENFORCEMENT

- ★ The U.S. Department of Labor, Veterans Employment and Training Service (VETS) is authorized to investigate and resolve complaints of USERRA violations.
- ★ For assistance in filing a complaint, or for any other information on USERRA, contact VETS at **1-866-4-USA-DOL** or visit its website at <https://www.dol.gov/agencies/vets/>. An interactive online USERRA Advisor can be viewed at <https://webapps.dol.gov/elaws/vets/userra>
- ★ If you file a complaint with VETS and VETS is unable to resolve it, you may request that your case be referred to the Department of Justice or the Office of Special Counsel, as applicable, for representation.
- ★ You may also bypass the VETS process and bring a civil action against an employer for violations of USERRA.



A 24/7 U.S. Department of Defense program that provides resources and support to active-duty, National Guard and Reserve service members and their families anywhere in the world. This free program is eligible for those currently serving or within their 365-day separation (retirement) window. Some of the benefits of using this program are:

- ✓ Free non-medical counseling sessions (up to 12 sessions, per issue, per calendar year)
- ✓ Unlimited financial counseling sessions
- ✓ Peer-to-Peer support –speak with someone who understands similar stressors
- ✓ Free Health and Wellness Coaching (weight management, fitness, nutrition, health condition management, stress management, and life transitions)
- ✓ Spouse employment/education

MENTAL HEALTH RESOURCES



Rico Brown LISW-CP, DPH

Phone: 803-738-5847 (direct cell)

Email: rico.brown.1@us.af.mil

- Check-ins are not formal mental health evaluations
- Purpose: Triage, clarify needs and connect resources
- Gain insight from professional perspective
- Options for short-term or long-term support
- Tailored plan based on "YOUR" needs



Military Family Life Counselor- Ms. LaTrenia Moore-803-530-8133 (Call for appt)

Virtual Care Options

- ❖ Steven Cohen Clinic: Mental Health Counseling – 910-500-1800 2 for SC to schedule an initial assessment and therapy. (self and all family)
- ❖ Future Psych Solutions – info@futurepsychsolution.com – 803-851-0642
- ❖ Vets for Warriors -Peer Support-855-838-8255
- ❖ VA social work- Importance of Care Connection (Enrollment)-Answer the call
- ❖ Shaw AFB MH Clinic- 803-835-6199
- ❖ Ft. Jackson MH Clinic 803-751-2513, 803-751-2235

HELPLINES AND QUICK LINKS

Give an Hour offers no cost mental health services to military members, veterans, and their loved ones through a network of independently licensed mental health professionals nationwide. To find a provider near you, visit www.giveanhour.org/military.



CRISIS TEXT LINE

Text HELLO to 741741
Free, 24/7, Confidential

Crisis Text Line serves anyone, in any type of crisis, providing access to free, 24/7 support and information via text. A live, trained Crisis Counselor receives the text and responds quickly.

www.crisistextline.org

Connects veterans in crisis (and their families and friends) with qualified, caring Department of Veterans Affairs responders through a confidential, toll-free hotline, online chat, or text

www.veteranscrisisline.net



24-hour, toll-free, confidential suicide prevention hotline available to anyone in suicidal crisis or emotional distress. Your call is routed to the nearest crisis center in the national network of 150+ crisis centers.

www.suicidepreventionlifeline.org

Confidential personalized peer support by phone or chat 24 hours a day, 7 days a week. Open to active duty, National Guard and Reserve service members, veterans, retirees, and their families/caregivers.

1-855-838-8255 www.vets4warriors.com



With the help of our dedicated advocates and staff, we respond to calls 24/7, 365 days a year. We provide confidential, one-on-one support to each caller and chatter, offering crisis intervention, options for next steps and direct connection to sources for immediate safety.

www.thehotline.org

Deployment Support Information

Below are links to a variety of informational articles and writings specific to readiness and deployment support. They are in no way to be considered as an Air Force endorsement.

The Deployment Spiral: getting Through It as A Couple

<https://smartcouples.ifas.ufl.edu/married/military-couples-corner-/deployment-dpiral-getting-through-it-as-a-couple/>

How to Prepare Your Relationship for Military Deployment

<https://www.gottman.com/blog/how-to-prepare-your-relationship-for-military-deployment/>

Working Through Pre-Deployment with Your Spouse

<https://www.military.com/deployment/working-through-pre-deployment-with-your-spouse.html>

Operation We Are Here: Resources For The Military Community and Military Supporters

<https://www.operationwearehere.com/ConnectionDuringDeployment.html>

Military Couples Who Avoid Problems Fare Worse After Deployment

<https://www.reuters.com/article/us-health-military-coping-style/military-couples-who-avoid-problems-fare-worse-after-deployment-idUSKBN18R342>

Getting Through Your First Military Deployment as a Couple By; Seraine Page

<https://www.sandboxx.us/blog/getting-through-your-first-military-deployment/>

Deployment- Military OneSource (Preparing for Deployment; During Deployment; Returning Home from Deployment)

<https://www.militaryonesource.mil/military-life-cycle/deployment>

When Your Guard or Reserve Service Member is Called to Active Duty

<https://www.militaryonesource.mil/military-life-cycle/deployment/during-deployment/when-your-guard-or-reserve-service-member-is-called-to-active-duty?redirect=%2Fmilitary-life-cycle%2Fdeployment>

National Guard and Reserve Reintegration

<https://www.militaryonesource.mil/military-life-cycle/deployment/returning-home-from-deployment/national-guard-and-reserves-reintegration?redirect=%2Fmilitary-life-cycle%2Fdeployment>

Stress Management During Deployment

<https://www.militaryonesource.mil/deployment/on-deployment/stress-management-during-deployment/?redirect=%2Fmilitary-life-cycle%2Fdeployment>

Deployment- National Military Family Association

<https://www.militaryfamily.org/info-resources/deployment/>

Military Deployment Support- Military One Source

https://www.militaryonesource.mil/military-deployment-support?gclid=EAIAIQobChMIu_fS_7ed6gIVw9SzCh1dhgfdEAAYASAAEgIxXfD_BwE

10 Tips for Keeping a Relationship Strong During Deployment and Separation- Military OneSource

<https://www.militaryonesource.mil/deployment/on-deployment/10-tips-for-keeping-a-relationship-strong-during-deployment-and-separation/>

Deployment resources for Families- Military One Source

<https://www.militaryonesource.mil/family-relationships/parenting-and-children/parenting-through-deployment/deployment-resources-for-families>

Managing Your Emotions When Your Spouse is Deployed- Military One Source

<https://www.militaryonesource.mil/family-relationships/spouse/military-life-for-spouses/managing-your-emotions-when-your-spouse-is-deployed>

9 Tips for Reintegration After Deployment- Military One Source

<https://www.militaryonesource.mil/military-life-cycle/deployment/returning-home-from-deployment/9-tips-for-reintegration-after-deployment>

Military.com- Deployment Guides and Resources

<https://www.military.com/deployment/deployment-guides-and-resources.html>

Deployment Resources for Families- Military One Source

<https://www.militaryonesource.mil/deployment/pre-deployment/deployment-resources-for-families/>

Deployment Services- American Red Cross

<https://www.redcross.org/get-help/military-families/deployment-services.html>

Military Programs and benefits- USA.Gov

<https://www.usa.gov/military-assistance>

Troop Support Links- American Legion

<https://www.legion.org/troops/weblinks>

What to Send Someone Who is Deployed- Military.Com

<https://www.military.com/deployment/what-to-send-someone-who-is-deployed.html>

USO Care Package Program

<https://www.uso.org/programs/uso-care-package-program>



RESOURCES FOR VETERANS



Columbia VA Health Care System

Wm. Jennings Bryan Dorn VA Medical Center
6439 Garners Ferry Road
Columbia, SC 29209-1638
Main phone numbers
Local: 803-776-4000
Toll-free: 800-293-8262

- <https://www.va.gov/>
- <https://www.va.gov/columbia-south-carolina-health-care/>

Anthony Hodges

Resource and Outreach Program Specialist
Post 9/11 Military2VA (M2VA) Case
Management Program
Minority Veterans Program Coordinator
Columbia VA Health Care System
U.S. Department of Veterans Affairs (VA)
803.776.4000, ext. 55013
Mobile: 803.521.0980
Anthony.Hodges2@va.gov



The Office of Veterans Affairs administers the South Carolina Military Family Relief Fund. This program can provide a one-time payment to veterans who are in a financial crisis and need help paying for a critical need, such as housing and utilities. The amount of assistance provided can be up to \$2,000. Applications are paper copy processing times apply.

Contact Us
1-803-734-0200
va@scdva.sc.gov



The American Legion (South Carolina Department):
Provides assistance to veterans and their families, including financial aid, employment support, and advocacy.

Website: sclegion.org
Phone: 803-791-8656



Veterans of Foreign Wars (VFW) – South Carolina: Offers various programs and services for veterans, including financial aid and advocacy.

Website: vfwsc.org



Air Force Aid Society | The Official Charity of the Air Force

Available to all airmen regardless of duty status
for support Website: afas.org



The Enlisted Association of the National Guard of the United States – National Guard Relief Foundation
(EANGUS) has established the National Guard Relief Foundation Inc. To assist with Guardsman and their families in financial need due to burdens. Distribution amounts vary. Eligibility: Must be a member of EANGUS for eligibility in this program.

Website: ngrelief.org



Critical Financial Assistance Program- Are you an active-duty military member or a veteran struggling to make ends meet? Are you deployed or dealing with a service-connected wound, illness, or injury? If so, you are not alone.

Fortunately, there are organizations that help veterans financially during times of financial crisis, such as Operation Homefront's Critical Financial Assistance Program.

<https://operationhomefront.org/critical-financial-assistance/>



TSP LOANS: <https://www.tsp.gov/tsp-loans/>

South Carolina Department of Employment and Workforce



Filing a Claim and FAQs

<https://www.dew.sc.gov/individuals/applying-benefits>

Instructions on E-filing a Claim

[https://www.youtube.com/watch?](https://www.youtube.com/watch?v=oygar6ISMZk&list=PLGTg6jYQG9VN58q3n9HsDAM06curGVniz&index=3)

[v=oygar6ISMZk&list=PLGTg6jYQG9VN58q3n9HsDAM06curGVniz&index=3](https://www.youtube.com/watch?v=oygar6ISMZk&list=PLGTg6jYQG9VN58q3n9HsDAM06curGVniz&index=3)

South Carolina Department of Social Services



dss.sc.gov

Text "DSS" to 211211 for a menu of DSS programs and services.

<https://dss.sc.gov/about/other-resources-helping-agencies-for-sc-families/>



Military & Family Readiness

Key Volunteers Needed!

**TO LEARN MORE ABOUT HOW YOU CAN MAKE A
DIFFERENCE**

Contact Your Unit Commander

or

Nick Thomas

Military & Family Readiness Program Manager

nicholas.thomas.25@us.af.mil

(803) 919-0816

Other Resources

Build a Sign: One of the best ways to welcome a service member home is with a sign. Buildasign.com offers free, 100% customizable banners for families celebrating the homecoming of a deployed loved one. Go to <http://www.buildasign.com/troops> to get started.

For the Kids: Tutor.com is a free resource for military families to get help on their schoolwork. It offers 24 hour tutoring for students in kindergarten through 12th grade. Students can sign up by going to www.tutor.com/military.

Our Military Kids Grant: Is for children of National Guard members that are involved in sports or extracurricular activities during deployment. Applicants can be awarded a one-time \$500 grant per child. Grants can be used to cover the cost of program fees, equipment, uniforms, or even lessons for that activity. For more information, visit www.ourmilitarykids.org.

Military Kids Connect: Is a Department of Defense (DoD) website for children experiencing the challenges of military deployments. The highly interactive website that helps children of deployed parents cope with the stress, changing responsibilities, and concern for the safety of their parents. The website has features that will help children, parents, and educators navigate the wide range of practical and emotional challenges military families must live with throughout the deployment cycle at <https://militarykidsconnect.health.mil>

Military Impacted Schools Association: Military Impacted Schools Association (MISA) is a national organization of school superintendents. Our mission is to serve school districts with a high concentration of military children. www.militaryimpactedschoolsassociation.org

Military Officers Association of America: The "leading voice on compensation and benefit matters for all members of the military community." The association provides expert advice and guidance to its members. <http://www.moaa.org> or phone: (800) 234-6622

Operation Homefront (OHF): Provides emergency financial and other assistance to the families of our service members and wounded warriors. <https://operationhomefront.org/about-us/>

United Service Organizations (USO): The USO is a private, nonprofit organization whose mission is to support the troops by providing morale, welfare and recreation-type services to our men and women in uniform. <http://www.uso.org> or phone: (888) 484-3876

USA4 Military Families: Provides online information about the ten Key Quality of Life issues. The USA4 Military Families initiative works through the DoD-State Liaison Office (OSLO) to engage and educate state policymakers, not-for-profit associations, concerned business interests and other state leaders about the needs of military members and their families. <http://www.usa4militaryfamilies.dod.mil>

Unmet Needs: Provides basic life needs such as: mortgage and rent, home and auto repairs, insurance, utilities, food and clothing. National Guard and Reserve members must be either active duty or discharged from active duty within the last 36 months. The active duty must be other than Basic Training, Annual Training and monthly drill. <http://www.vfw.org/Assistance/National-Military-Services> or <https://safe.menlosecurity.com> or <https://www.vfw.org/assistance/financial-grants> and phone 1-866-789-6333.

SGLI: Airmen don't have to wait for the automated "birth month" email. They can update their coverages at any time and as often as they like by signing into milConnect <https://www.dmdc.osd.mil/milconnect> Service members' Online Election System (SOES). SOES enables Airmen to make automated Service members' Group Life Insurance and Family SGLI coverage/beneficiary elections 24/7, 365 days a year.

National Military Family Association, resources for military families before, during, and after deployments. <http://www.militaryfamily.org>

Tax Resource Center

Have questions? Call Military OneSource at 800-342-9647 or live chat to schedule a free consultation with a MilTax consultant or a financial counselor. OCONUS/international? <https://www.militaryonesource.mil/financial-legal/tax-resource-center/>

Air Force Aid Society, they are now able to financial assist National Guards Members. <https://afas.org/how-we-help/standard-assistance/>

Child Care Aware: We advance a child care system that effectively serves all children and families. Our work is strengthened by a national network of child care resource and referral agencies and diverse members and partners. <https://www.childcareaware.org/>

Blue Star Families: Founded in 2009 by military spouses with you in mind, we empower military and Veteran families to thrive by connecting them with their civilian neighbors—people and organizations—to create strong communities of mutual support. <https://bluestarfam.org/>

H.E.R.O.E.S. Care: affiliation of program partners working together to provide support to military families in the communities where they live. H.E.R.O.E.S. Care combines the power of national organizations dedicated to providing emergency financial aid, employment opportunities, and mental health care services through a network of specially trained care givers before, during and after deployment.

<https://heroescare.org/>

Our Military Kids Community (<https://www.ourmilitarykids.org/community2021/>) **Operation Gratitude** (<http://www.operationgratitude.com/who-we-serve/military-families/>) **Build A Sign Troops** (<https://www.buildasign.com/troops/>)

United Through Reading (<https://unitedthroughreading.org/>)

Military Child Education Coalition (MCEC) (<https://www.militarychild.org/audience/parents>)

Full Circle Home (<http://www.fullcirclehome.org/>)

AFAS Community Programs (<https://afas.org/how-we-help/community-programs/#car-care>)

Exceptional Family Member Program: Eligibility – SM must be on Title 10 orders. Children must meet EIS eligibility guidelines according to the IDEA. Please set an appointment with the M&FRPM at least 1 month before you deploy as there is paperwork required to complete. We work with Shaw AFB as they manage the EFMP PROGRAM FOR ALL ACTIVE DUTY.

Respite Care: Respite care is short-term specialized childcare designed for families who have children diagnosed with special needs and helps to reduce the stressors associated with caring for an EFM.

AIR FORCE EFMP RESPITE CHILD CARE PROGRAM – Program Office of Primary Responsibility (OPR) is AFSVC and is currently under Air Force revision - When enrolled in the EFMP, Air Force Respite Child Care provides active duty, Guard and Reserve families up to 40 hours of free care per month per child. Sibling care is also currently available at no cost. Service is typically provided in the child's home but is also available in childcare centers or licensed family childcare homes. Providers are recruited, screened, and trained to provide care for children with special needs. Eligibility criteria:

EFM child(ren), ages birth through 18 years, diagnosed with moderate or severe special needs Siblings, ages birth through 12 years.

EFM child(ren) and siblings must reside with the Airman.

Airman stationed at any Air Force location (geographical separations are eligible if child is located near a respite care site)

Airman is active duty, including Guard and Reserve, if activated for at least 31 days Requests for exceptions to policy may be made on a case-by-case basis.

Automatic Federal Tax Filing Extension: Armed Forces' Tax Guide

<https://www.irs.gov/publications/p3/index.html>

Dogs on Deployment: is a national non-profit which provides an online network for service members to search for volunteers who are willing to board their pets during their owner's service commitments. Learn more at

<http://dogsondeployment.org/>

Military Foster Program: PACT works directly with all military service members to match their companion animals with appropriate foster homes that will give them the care and love they need while their owners are deployed. We facilitate the foster home placement via our Foster Agreement- a written agreement that outlines the terms of the relationship and protects the interests of all parties involved.

<http://pactforanimals.org/pacts-work/military-foster-program>

USAF eLibrary Online Resources: offers a wealth of online resources including digital magazines, music, movies and more. These resources are provided at no charge by your Air Force Library program to eligible library patrons. <http://www.myairforcelife.com/Libraries>



Food Banks and Pantries (South Carolina)

Harvest Hope Food Bank

Description: Serves multiple counties in South Carolina. Provides food to partner agencies and directly to individuals.

Website: harvesthope.org

Locations: Multiple locations throughout South Carolina. Use the website to find the nearest one.

Main Office Phone: 803-254-4400

Lowcountry Food Bank:

Description: Serves the coastal region of South Carolina. Provides food to partner agencies.

Website: lowcountryfoodbank.org

Phone: 843-747-8146

Golden Harvest Food Bank:

Description: Serves multiple counties in South Carolina and Georgia.

Website: goldenharvest.org

Phone: 803-279-5771

Find Help Food Locator

Description: Provides a search by zip code option to assist in finding food banks in your area.

Website: <https://www.findhelp.org>

Pre-Deployment Checklist

COMPLETE	N/A	THINGS TO DO (Review this checklist with your spouse or person responsible during your absence)
		Communication
		Who is your family's source of support during deployment? Do they understand your Family Care Plan (if required)? Prepare/Update Family Care Plan
		Have you discussed all forms of communication available, writing letters, cards, emails, Skype, FaceTime, etc.?
		Have you included communication activities for children i.e., postcards, drawing, etc.—activity books are available through M&FR Office?
		Does your family know emergency American Red Cross notification procedures? Who is your unit home station POC? <ul style="list-style-type: none"> ○ Do they know your SSN & unit of assignment? ○ Do you & your family have your commander, Chief & First Sergeant's contact information? ○ Do they have Red Cross Number (1-877-272-7337)? ○ Have you & your family downloaded the American Red Cross App to your phone with the necessary contact information?
		Do you have email connectivity? What is a good alternative?
		Have you planned for special days that you will be gone ahead of time i.e., Birthdays, anniversaries & holiday celebrations—shop for in advance &/or have cards ready for the occasions. Local flower ships will make advance arrangements!
		Do you have a letter of instruction (not to be confused with a will)? This clarifies your thoughts & insight into your feelings if you die unexpectedly.
		General Matters
		Out-Process with Resiliency Center
		Pre-Deployment briefing (arrange so significant other can attend with you) (60 days out up to 10 days before)
		Items to consider: <ul style="list-style-type: none"> ○ Budgeting/Financial Counseling ○ Childcare/Give Parents A Break Program/Respite Care Program ○ Car Care Because We Care Program ○ Emergency Financial Assistance (Air force Aid Society)
		Obtain/Update/Copy Military ID cards and passports for family members (make sure they do not expire while you are away)
		Update DD Form 93 (Emergency Notification) in Virtual MPF
		Create emergency contact listing/contact numbers
		Contact Post Office (temporary disposition of mail, mail pick-up/forwarding arrangements)
		Vehicle Storage (contact insurance company for possible premium reduction during storage)
		Cell Phone/Home Telephone Service (suspend/cancel?)
		Collect important papers and store in safe place, i.e., fireproof box (location known to spouse/caretaker)

	Deployment Orders (provide copy to spouse/guardian)
	Medical Records & Appointment/Prescription Cards
	Insurance Policies (review life insurance policies (war clause?), SGLI coverage, & Beneficiaries)
	Financial Records/Investments
	Wills (for both parents)/Powers of Attorney
	Vehicle Title, Insurance, Registration & Warranty Papers
	Immunization Record for children/pets
	Adoption/Naturalization/Citizenship Papers/Passports/Birth Certificates/Divorce Certificates
	Arrange for absentee voting if applicable. Go to this site to get your absentee voting started: https://www.fvap.gov/
	Did you leave a copy of your orders & your deployment email/snail mail address, rank, & leadership contact information, with your family members?
	Do you have your Dog Tags?
Medical Matters	
	Are all immunizations up to date?
	Does someone have a Power of Attorney specific to medical issues?
	Does your family member know their military ID card is their insurance card?
	Verify family enrollment in DEERS/Tri-Care (especially after your status changes)
	Immunization Record for children/pets (where & how to access)
	Discuss medical/dental/eye care and review health insurance coverage
	Medical Treatment Authorization letter for person responsible for care of child(ren): Power of Attorney
	Review/select health insurance/Make a list of health-care providers
	Contact TRICARE if family members relocate for more than 30 days
	Copy of prescriptions and adequate medications to hand carry
Financial Matters	
	Discuss financial matters with spouse or party responsible in your absence (give access information)
	Pay Changes during deployment (hazardous duty, eminent danger, family separation, per-diem, etc.)
	What arrangements have you made for paying bills?
	How are changes in pay going to impact your budget?
	Do you have a budget? Have you reviewed it with family/designee/PFC
	Banking Options (Passwords/PINs)/Online Banking/Separate Checking Accounts/Checkbook/Bonds/Trust Funds/ Does someone have Power of Attorney to access your LES, or troubleshoot any Pay issues on your behalf? Or will you give someone limited access to your MyPay account?
	Indebtedness & Payment Plan/Automatic deposits, withdrawals & payments (allotments needed?)
	Use of Credit Cards, payment procedures (Gov't Credit Card expiration date?)
	Military STAR Card/Club Card (suspend/reduce payments while deployed)/ATM & Debit Cards
	Lost/Stolen Credit Card reporting procedures
	Arrange/discuss payment of bills in your absence (obligations, due dates, amount owed, who to pay)
	Debt Payment Contacts --Housing, Car, Rent, Utilities, Cell Phone, Insurance, etc.
	Understand Leave & Earnings Statement (give restricted access MyPay PIN # to spouse?)

	Review Vehicle/Housing Lease Agreements & Homeowner/Renters Insurance (Expiration Date?)
	Have you considered a safe deposit box (for important documents & financial records? & given someone a key?)
	Did you utilize the Servicemembers Civil Relief Act to have debt interest reduced on house, car or credit cards?
	Emergency Procedures
	Natural Disaster Preparedness/Procedures & Evacuation Plan Ready
	NEO Kits for family members at OCONUS locations IAW local policy
	AFPAAS up to date https://afpaas.af.mil/
	Legal Matters
	Create/Update Will/Living Will
	Require POA?(General or Specific)--file Income Tax/Extension, spouse perform financial transactions)
	Accomplish and/or complete estate planning
	Designate legal guardians for children/review custody agreements & update prior to deployment
	Safely store important documents & give access to POA (marriage certificate, birth certificates, wills, adoption papers, SSN #s, etc.)
	Complete Record of Emergency Data
	Vehicle Title, Insurance, Registration & Warranty Papers
	Immunization Record for children/pets
	Adoption/Naturalization/Citizenship Papers/Passports/Birth Certificates/Divorce Certificates
	Arrange for absentee voting if applicable. Go to this site to get your absentee voting started: https://www.fvap.gov/
	Does your family understand & SGLI/SSLI insurance? Who is your beneficiary? Do they have a copy of your will?
	What additional life insurance is in force & where are the policy numbers?
	Have you made arrangements for your business legal needs while you are away?
	Review Life Insurance policies and Beneficiaries
	Practical Matters
	Review/Discuss home/personal security measures
	Check smoke detectors and replace batteries/Discuss emergency exit procedures
	Ensure appliances are in working order and in good condition
	Review/Update Vehicle Information and who to call for vehicle problems/assistance
	Driver's License/Base Decal & Safety Inspection (if required) Expiration Dates
	Insurance Policy Expiration Date. Decrease needed? (Do not shut off insurance)
	Vehicle Maintenance Record (Tires, Oil Change, Anti-freeze, Warranty, etc.)
	OCONUS Vehicle Requirements (road tax, etc.)
	Utilities shut offs & emergency contacts (gas, water, electric, mail, paper, trash, etc.) Locate shut off valve locations.
	Plan for household repairs (document phone numbers and names of contacts)
	Complete property inventory (including dormitory residents)
	Inform Dormitory Manager or Landlord of deployment

	Pet care arrangements/Veterinarian notification
	Is your license plate current or will it expire while you are away? Does your family know how to register a new car or reregister the current car? (A reduction may be available while deployed)
	Does your family know where to take the vehicle for repairs if needed? Do they have the phone number? What is your vehicle tire condition & correct inflation?
	Doe your family know who holds the lien for the vehicle? Or where the title is located? And how to pay the loan?
	Ask about the storage rate or non-primary driver insurance while you are away. (Each company is different)
	Does your family have a duplicate set of keys for the vehicle?
	Has the furnace/air conditioner been serviced? The filter should be changed regularly.
	Who should be called for repairs if needed? A list of preferred repair services /companies to be called.
	Do you have a plan for lawn care/snow shoveling while you are away?
	Will someone stop by randomly to check on things while you are away?
	Do you have plants in your home, does your family know how to care for them?
	Do you have a caregiver to take care of your pets while you are away? Have you provided them with money for food and veterinary care? Do you have insurance for your pets needs and have you supplied that to the caregiver?
	Do you have Power of Attorney specific to your pet's care while you are away or permanently should you be unable to return to care for them?
Personal Matters	
	Empower Spouse to stay busy/healthy and explain where to go for assistance if needed
	Discuss methods and plans for communication during deployment (email, phone, mail)
	Discuss feelings and include children in discussions
	Mark family calendar with anniversaries, birthdays, graduations, holidays
	Contact school officials (notify teachers/coaches of upcoming deployment)
Single Parent	
	Identify escort for dependents during evacuations from OCONUS locations
	Arrange financial support to guardian of child(ren)
	Divorce/Custody paperwork (legal visitation orders for non-custodial parent if required)
	Parents/family/caregiver informed of deployment and how to make contact in case of emergency
	Emergency Services explained and located
	Copy of Emergency Data Card/Current address & phone number of immediate family members
	Access to Commissary/BX for non-dependent relative/guardian of children