FAMILY ASSISTANCE COORDINATOR
Carrie Froelich
503-584-2277 or 503-932-3264 (C)
carrie.l.froelich.ctr@mail.mil

Family Assistance Specialists (FAS) by Region

MILITARY DEPARTMENT
800-452-7500 - Toll Free
Ask for the extension of the FAS you are trying to reach.
AFTER DUTY HOURS: 888-688-2264
WWW.ORNG-SMFS.ORG

REGION 1 & BI-LINGUAL FAS - ALBANY
Claudia Kerlegan - Ext. 1492
541-926-5464 or 541-321-3056 (C)
claudia.m.kerlegan.ctr@mail.mil

REGION 2 - FAS – PORTLAND METRO
Jill Behunin - Ext. 1298 or Ext. 4865 (M&F)
503-665-2511 or 503-798-6501 (C)
jilletta.d.behunin.ctr@mail.mil

REGION 3 - FAS - SALEM
Amanda Stenger - Ext. 2383
503-584-2383 or 503-798-0283 (C)
amanda.j.stenger.ctr@mail.mil

REGION 4 - FAS - FOREST GROVE
Laura Higgins - Ext. 1600
503-357-4216 or 503-798-0114 (C)
laura.l.higgins5.ctr@mail.mil

REGION 5 - FAS - SPRINGFIELD
Ashley Johnson - Ext. 4601
541-736-4601 or 541-321-3052 (C)
ashley.j.johnson46.ctr@mail.mil

REGION 6 - FAS - MEDFORD
Tracey Haecrker - Ext. 5863
541-618-5863 or 541-321-3051 (C)
tracey.l.haecker.ctr@mail.mil

REGION 7 - FAS - BEND
Darlene Strupith - Ext. 1374 or Ext. 1438 (Th)
541-383-0970 or 541-321-3050 (C)
darlene.o.strupith.ctr@mail.mil

ALL FAS’s are CONTRACTORS for HRGI, supporting the OREGON NATIONAL GUARD FAMILY PROGRAM
01 October 2013
National Guard Family Assistance
One call does it all!
Family Assistance Specialists (FAS) are located throughout Oregon to serve the needs of Service Members and their Families by providing Six Essential Services.

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

What are the Six Essential Services?

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

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

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

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

**Crisis Intervention and Referral**
Provide assistance with the following:
- Domestic Abuse
- Child Abuse/Neglect
- Danger to Self and/or Others
- Abuse/Neglect of a Vulnerable Adult

**Community Information and Outreach**
Provide a list of local Community resources
Including but not limited to the following:
- Assist with Child Care resources and referral
- Assist with referral to local financial resources
- Assist with finding a local FRG to assist with Family Readiness

**Additional Duty**
Outreach Calling:
- If a Service Member is separated from their family for more than 30 days, the family will receive an outreach call
- Monthly outreach calls are mandated by the National Guard Bureau (NGB)

For more information please visit: www.orng-smfs.org