



## **Service Member & Family Support**

3225 State Street,  
Salem, OR 97301

971-355-3050

[www.facebook.com/orngsmfs](http://www.facebook.com/orngsmfs)

# *Our Mission*

Service Member & Family Support (SMFS) provides quality-of-life information and resources for our Service Members, their Families, and the communities they call home. We achieve this by coordinating resources, providing consistent communication and support, and building strong partnerships at the state and national level. Our focus is on promoting mission readiness, retention, developing family resilience, and fostering positive morale within the Oregon National Guard.

## *Leadership Team*

### **LTC Kyle Akers**

J9 - Resiliency Director

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### **Ms. Carrie Froelich**

State Family Program Director

Branch Chief, Service Member & Family Support

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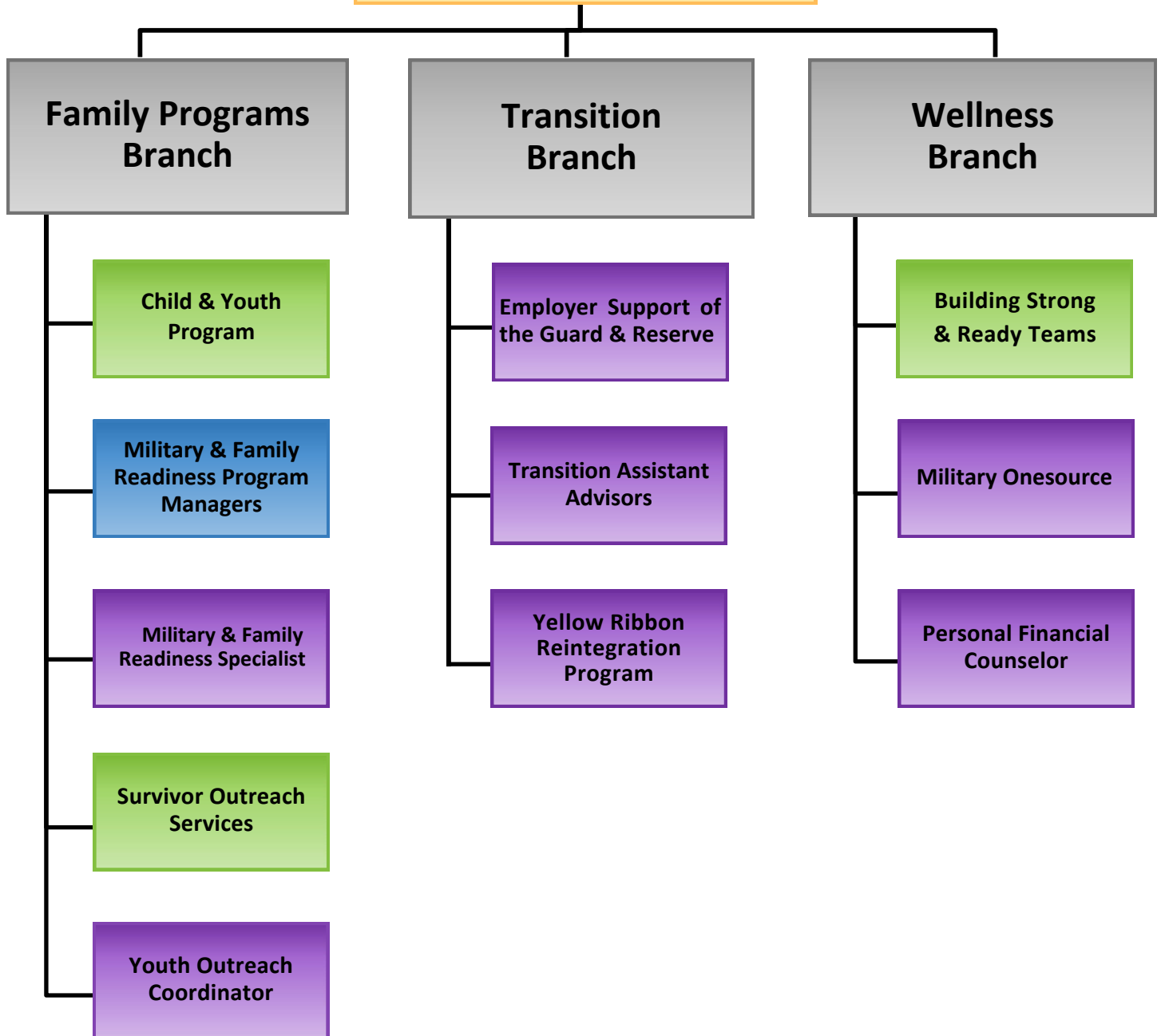
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# SMFS



## Chart ColorKey

ARMY ONLY

ALL MILITARY  
COMPONENTS

AIR ONLY





# SERVICE MEMBER & FAMILY SUPPORT

MAJ GEN George White Headquarters 230  
Geer Dr NE, Salem, OR 97301  
971-355-3050

## Family Programs

### CHILD & YOUTH PROGRAM

Services Available: The mission of the Oregon National Guard Child & Youth Program is to positively impact Service Member and Family readiness, resilience, and retention by providing secure, timely, flexible, and high- quality youth development opportunities and resources which promote the overall well-being of National Guard children and youth.

### MILITARY & FAMILY READINESS PROGRAM MANAGERS

Services Available: Airman & Family Readiness Program Managers empower Commanders in their duty to deliver the total Family Program so that Service Members and Families are entitled, informed, educated, assisted, and made ready for the unique demands of military life before, during, and after deployment.

### MILITARY & FAMILY READINESS SPECIALISTS

Purpose: Eleven Military & Family Readiness Specialists (MFRS) are located throughout Oregon and serve as the foundation of support for Service Members and their Families. Readiness Specialists prepare and empower our Total Military Family to meet the challenges of military and civilian life by providing resources and services to enhance knowledge, life skills, well-being, and retention.

Services Available: MFRSs coordinate with military and community partners to provide a wide variety of services related to Family Readiness Groups, Crisis Intervention, Financial Assistance & Literacy, Employment, Legal Assistance, TriCare, Community Information & Outreach, Exceptional Family Member Program, Emergency Family Assistance Centers, and ID Cards & Defense Enrollment Eligibility Reporting System (DEERS).

### SURVIVOR OUTREACH SERVICES

Services Available: Assists families of Fallen Service Member with benefits and entitlements and a liaison for assisting with bereavement process. Provides resources to improve quality of life and serves as a single point of contact for all issues. Assists with resource referrals (financial, mental health, life skills), and can coordinate support groups when needed. Service is provided in the manner most convenient to the Survivor. Primary function is to liaise with civilian and military service providers and work with government casualty support entities such as local Casualty Assistance Centers (CAC) and Casualty and Mortuary Affairs Operations Division (CMAOD) to fullest extent possible. Can provide preparation guidance to terminally ill Service Members.

### YOUTH OUTREACH COORDINATOR

Purpose: The Youth Outreach Coordinator (YOC) is responsible for providing materials, trainings, and resources for military personnel and their families. The YOC will work with a family through the multiple phases of the military life cycle. This includes a special emphasis on families who currently have a mobilized/deployed service member.

Services Available: The Youth Outreach Coordinator also collaborates with civilian organizations, such as: 4-H, Boys and Girls Club, YMCA, Child Care Aware of America, American Red Cross, and Military Child Education Coalition to provide targeted services to military youth across the state of Oregon. Additionally, the Youth Outreach Coordinator works to liaison with local schools to train educators on the unique needs of military youth.

## Transition Programs

### EMPLOYER SUPPORT OF THE GUARD & RESERVE (ESGR)

Services Available: Employer Support of the Guard and Reserve (ESGR) is a Department of Defense (DoD) 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 resolves employer conflicts between the Service Members and their employers.

### RESERVE COMPONENT TRANSITION ASSISTANCE ADVISOR PROGRAM

Services Available: Is a liaison to all Service Members, providing resources to state benefits, physical and mental health well-being, disabled veterans benefits, employment assistance, education and training, financial assistance, health and life insurance, legal assistance, relocation/homelessness and career change.

### YELLOW RIBBON REINTEGRATION PROGRAM

Services Available: The Yellow Ribbon Reintegration Program (YRRP) is a Department of Defense-wide effort to promote the well-being of National Guard and Reserve Members, their Families and communities, by connecting them with resources throughout the deployment cycle. Through Yellow Ribbon events, Service Members and loved ones connect with local resources before, during, and after deployments. Reintegration during post-deployment is a critical time for Members of the National Guard and Reserve, as they often live far from military installations and other Members of their units. Commanders and leaders play a critical role in assuring that Reserve Service Members and their Families attend Yellow Ribbon events where they can access information on health care, education and training opportunities, financial, and legal benefits. We work with government partners, including the Small Business Administration and Departments of Labor and Veterans Affairs, to provide up-to-date and relevant information to the members of the All-Volunteer force and their families.

## Wellness Programs

### BUILDING STRONG & READY TEAMS

Services Available: Strong Bonds is a unit-based, chaplain-led program which assists commanders in building individual resiliency by strengthening the Army Family. The core mission of the Strong Bonds program is to increase individual Soldier and Family member readiness through relationship education and skills training. Strong Bonds is conducted in an offsite retreat format in order to maximize the training effect. The retreat or “get away” provides a fun, safe, and secure environment in which to address the impact of relocations, deployments, and military lifestyle stressors.

### MILITARY ONESOURCE

Services Available: Military OneSource provides webinars, trainings and briefings in support of Military OneSource to Service Members and their families. This program provides non-medical and financial counseling support, health and wellness resources, online libraries, free H&R Block tax services and much more.

### PERSONAL FINANCIAL COUNSELOR (PFC)

Purpose: Provide free confidential, short-term counseling designed to identify immediate and long-range measures to increase income, reduce household expenditures, and avoid additional financial burdens. PFCs educate and counsel all Service Members and Families regardless of service component.



Service Member & Family Support



## Programs and Events

- Military Kids Club - Monthly
- Youth Military Ball - January
- Spring Break Camp (Virtual) - March
- Month of the Military Child - April
- State Youth Symposium - April
- Back to School Bash - August
- Holiday Hoopla - December
- Winter Camp (Virtual) - December



## OREGON NATIONAL GUARD CHILD AND YOUTH PROGRAM

The mission of the Oregon National Guard Child and Youth Program is to positively impact Service Member and Family readiness, resilience, and retention by providing secure, timely, flexible and high quality youth development opportunities and resources which promote the overall well-being of National Guard children and youth.



The Oregon Military Teen Panel program aims to improve resiliency, team building and leadership skills in the youth that we serve. The Teen Panel is open to military connected (Army and Air National Guard) teens entering 9th grade to 12th grade. Applications accepted April and May each year. If you would like to receive an application contact your coordinators at [ng.or.orang.list.cyp@army.mil](mailto:ng.or.orang.list.cyp@army.mil)

### LORENE MOORE

Lead Child & Youth Program Coordinator  
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### KATIE MORDHORST

Child & Youth Program Coordinator  
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Connect with us!



# **Military & Family Readiness Program**

Installation Military and Family Readiness Program Offices provide programs and services to assist commanders in identifying, assessing, and preventing Military and Family Readiness related challenges from impeding efforts to build and maintain unit cohesion and strengthen operation readiness. The services offered by MFRPOs enable development and sustainment of ready, resilient Military and their Families.

## **142nd Wing**



### **Casey Clarke**

142nd Military & Family Readiness Program Manager

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## **173d Fighter Wing**



### **Cecily Gaudinski**

173d Military & Family Readiness Program Manager

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# MILITARY & FAMILY Readiness Program



The Oregon National Guard Military and Family Readiness Program serves as the foundation of support for the Service Members and Families of the Oregon National Guard.

Our goal is to prepare and empower our Total Military Family to meet the challenges of military and civilian life by providing resources and services to enhance knowledge, life skills, well-being, and retention.

The Military and Family Readiness Specialists (MFRS) coordinate and provide Service Members and Families with a wide variety of services related to:

- Soldier & Family Readiness Groups
- Crisis Intervention
- Financial Assistance & Literacy
- Employment
- Legal
- Tricare
- Community Information & Outreach
- Exceptional Family Member Program
- Emergency Family Assistance Center
- ID Cards & Defense Enrollment Eligibility Reporting System (DEERS)

## VISION

The Service Member & Family Support (SMFS) branch supports the *ALWAYS READY* operational force through the collaboration of internal resources while seeking external partnerships that directly support and improve the quality of life for our Service Members and Families.

## CONNECT

Soldier and Family Readiness Groups (SFRG) are a command-sponsored organization of Service Members, civilian employees, Family members (immediate and extended), and volunteers appointed to a unit. SFRGs provide mutual support and assistance, and a network of communications among the Family members, the chain of command, and community resources. SFRGs assist unit commanders in meeting military and personal deployment preparedness and enhance the Family Readiness and Resilience.

## GET INVOLVED

Contact your local MFRS for information on how to connect with your unit's Soldier & Family Readiness Group, and for volunteer opportunities!



## STAY UP-TO-DATE

For resources, events, and information connect with us on Facebook at:  
[www.facebook.com/orngsmfs](https://www.facebook.com/orngsmfs)

## CONTACT

### Lead Military & Family Readiness Specialist

#### Tara Howie

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[tara.j.howie.civ@army.mil](mailto:tara.j.howie.civ@army.mil)

### Regional Military & Family Readiness Specialists

#### SALEM

##### Stephanie Torres - *Bi-lingual*

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##### Jill Behunin

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#### BEND

##### Darlene Strupith

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# SURVIVOR OUTREACH SERVICES

***Mission:** Embrace and reassure Survivors that they are continually linked to the Army Family through a unified support program that enables them to remain an important part of the Army for as long as they desire.*



The Survivor Outreach Services (SOS) program is an Army-wide program which demonstrates the Army's commitment to Families of the Fallen. SOS is a holistic and multi-agency approach to deliver services to survivors by providing services at garrisons and communities closest to where the Families live.



## **WHAT DOES THE SOS PROGRAM DO?**

- SERVES THE FAMILIES OF ALL COMPONENTS WITHIN THE STATE OF OREGON; NATIONAL GUARD, RESERVES, AND ACTIVE DUTY
- PROVIDES INFORMATION ON THE BENEFITS AND ENTITLEMENTS AVAILABLE TO MILITARY FAMILIES
- COORDINATES SUPPORT GROUPS
- PERFORMS AS AN ADVOCATE ON BEHALF OF SURVIVORS
- PROVIDES BUDGETING/FINANCIAL MANAGEMENT RESOURCES
- SERVES ALL MILITARY FAMILIES REGARDLESS OF TRAINING STATUS; M-DAY, VETERAN, AND RETIRED
- PROVIDES LIFE SKILLS EDUCATION RESOURCES
- ENSURES ACCESS TO ALL ENTITLED BENEFITS FOR FAMILIES
- PROVIDES MENTAL HEALTH COUNSELING RESOURCES
- FUNCTIONS AS LONG-TERM SUPPORT FOR SURVIVORS

## **WHO DO I CONTACT AT THE SOS PROGRAM?**

### **Luke Summers**

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C: 503-309-4251

robert.l.summers68.ctr@army.mil

Please visit us on Facebook: [www.facebook.com/orngsmfs](http://www.facebook.com/orngsmfs)



# Youth Outreach Coordinator

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PROVIDES STATEWIDE SUPPORT FOR MILITARY FAMILIES WITH  
CHILDREN AGED 0-5

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- Helps navigate all aspects of **Child Care Aware- Military Fee Assistance Program** for Military Families
- Works with early learning and childcare providers to obtain approval for the Military Fee Assistance Program
- Collaborates with early learning and youth community organizations throughout the State to support military families
- Facilitates **United Through Reading**- a national program to keep Service Members and their Children connected during deployments
- Provides deployment support materials to childcare centers and family care centers
- Provides Early Learning (0-5 years) resources and information to military families

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## SUPPORTS ALL BRANCHES

• ARMY NATIONAL GUARD • AIR NATIONAL GUARD • NAVY RESERVES • MARINE RESERVES • COAST GUARD

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## YOUTH OUTREACH COORDINATOR

TARA JEWELL-MIXON | 971-355-3081 | TARA.JEWELL-MIXON@JTSI.NET

CAMILLE PFAU-JOHNSON | 541-880-2529 | 541-880-9620 | CAMILLE.PFAU-JOHNSON@JTSI.NET



ESGR is a Department of Defense program 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. ESGR also assists in resolving conflicts between Service Members and their employers.



## Why is employer support important?

- Almost half of our military force resides in the Guard and Reserve
- The men and women who serve in the Reserve Component are unique in that they also have civilian employers

## What do we do?

- **Advocate** relevant initiatives on behalf of the employers, Service Members, and their Families
- **Recognize** employers who practice human resource personnel policies
- **Inform** and educate Service Members and their civilian employers regarding their rights and responsibilities
- **Mediate**: Trained ombudsmen provide information and mediation concerning the USERRA law. ESGR has hundreds of trained volunteer ombudsmen

## Contact Us:

General Information: 971.355.3442

USERRA Information: 971.355.3445

oregonesgr@gmail.com

www.esgr.mil

<https://www.oregon.gov/omd/ong/pages/employer-support-of-the-guard-and-reserve.aspx>





# RESERVE COMPONENT TRANSITION ASSISTANCE ADVISORS



Are you a member of a Reserve Component? Have you served 180 or more consecutive days on Title 10? Do you have a service-related injury or health care issue? Perhaps you're about to retire from service and need someone to show you how to get back into the swing of civilian life. Getting to know your Reserve Component Transition Assistance Advisor (RCTAA) means you'll have reliable, professional support when you need it.

I am here to help with the following benefits:

- **State and Local Benefits**
- **VA Assistance for Physical and Mental Health**
- **Disabled Veterans Program Assistance**
- **Education and Training Assistance**
- **Employment Assistance**
- **Health and Life Insurance**
- **Financial Assistance**
- **Legal Assistance**
- **Relocation Assistance**
- **Effects of a Career Change**

Since 2005, RCTAAs have assisted Reserve Component service members with 180 days or more T-10 AD service obtain their federal benefits and entitlements. You could save an average of:

- Employment Counseling (\$75/hour)
- Health Insurance (\$1430/Service Member)
- Legal Assistance (\$255/hour)
- VHA DAV Benefit Received (\$15,034/Service Member)
- VA Benefit Received (\$5786/Service Member)
- Education Benefits Received (\$15,285/Service Member)

Average benefit per eligible Reserve Component service member across all benefits areas=\$11,970.

If you or someone you know needs assistance with federal benefits and entitlements, don't hesitate to contact me. You can either scan this QR code and fill out the attached form or contact me directly using the information below.



***Thank you for serving, now let me serve you.***

According to the National Defense Authorization Act 2013, [Reserve Component] transition assistance advisors "serve as points of contact to assist eligible members of the reserve components in accessing benefits and health care furnished under laws administered by the Secretary of Defense and benefits and health care furnished under the laws administered by the Secretary of Veterans Affairs" (Sec. 513).

**Shannon Compton**

Reserve Component  
Transition Assistance Advisor  
Federal Contractor  
202-987-3819  
SCompton@gapsi.com

**DIRECTION | BENEFITS | COMPASSION**



**YELLOW  
RIBBON  
REINTEGRATION  
PROGRAM**

*For Those Who Serve and Those Who Support<sup>SM</sup>*

The Yellow Ribbon Reintegration Program is a DoD-wide effort to promote the well-being of National Guard and Reserve Members, their Families, and communities, by connecting them with resources throughout the deployment cycle.

### **SUPPORT THROUGHOUT THE DEPLOYMENT CYCLE**

Events are held throughout the Deployment & Reintegration cycle:

- Pre-Deployment
- During Deployment
- Post 1 Deployment (30-60 days)
- Post 2 Deployment (within 365 Days of return)

### **COMMUNITY BUILDING**

Events are the singular opportunity for Commanders, Leaders, Service Members, Families, Designated Individuals, & Resource Providers to all gather and build meaningful connections.

### **EMPOWERING THROUGH RESOURCES**

Events provide the opportunity to meet and ask personally tailored questions directly from Providers on:

- TRICARE
- Education
- Employment
- Financial & Legal Benefits
- VA Benefits
- Drug & Alcohol Prevention

### **FOR MORE INFORMATION:**

Visit us on Facebook: [www.facebook.com/orngsmfs](https://www.facebook.com/orngsmfs) or  
call Oregon Service Member & Family Support: (971) 355-3050

# Oregon National Guard Building Strong & Ready Teams (BSRT) Program

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## What is BSRT?

*Chaplain-led program which builds relationship resiliency. The BSRT mission is to increase Soldier and Family readiness through relationship education and skills training.*

## Who may attend?

- *Married couples - spouse enrolled in DEERS*
- *Family events are open to both single and dual parent families*
- *Single Soldier events are open to any unmarried member of the Oregon Army National Guard*

## What is covered?

- *Relationship training*
- *Two nights' stay at a selected venue*
- *Up to five (5) meals during the weekend*
- *A typical event includes a total of 8-12 hours of instruction time throughout the weekend*



*For more information  
contact:*

CH (COL) Jacob Scott  
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971.355.3090

SGT John Nowacki  
john.a.nowacki.mil@army.mil  
971.355.3091

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Call **Military OneSource** at **800-342-9647** or visit [www.militaryonesource.mil](http://www.militaryonesource.mil).

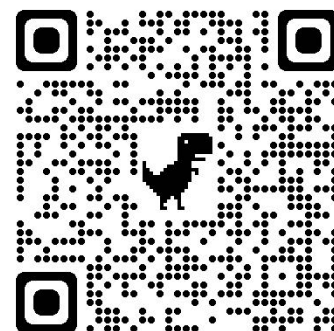
# A RANGE OF SUPPORT

To Help You **Live** Your Best **MilLife**



To Help You Live Your Best  
Military Life Contact:

*Sean Krause*  
Community Outreach Manager



Cell: 503.583.0324  
Email: [sean.krause@militaryonesource.com](mailto:sean.krause@militaryonesource.com)





# Personal Financial Counselor for the Oregon Military Community



**George Katsinis, AFC<sup>®</sup>**

Accredited Financial Counselor



**971.355.3078**



**503.949.4090**



**george.katsinis2.ctr  
@army.mil**

## **Topics include:**

- Paying off Debts
- Improving Credit Scores
- Buying a Home
- Funding Kids Education
- Reduce Money Stress

**ANY** financial topics

**ANY** day

**ANY** time

**ANY** place

**ALL** Service Members

**No financial crisis necessary!**

**No judgement or criticism!**

**...AND Families**

**Free and Confidential**  
**Schedule your Appointment Today**




**OREGON MILITARY DEPARTMENT**  
**JOINT FORCE HEADQUARTERS, OREGON NATIONAL GUARD**  
3406 CHERRY AVE NE  
KEIZER, OR 97303

NGOR-PER-D

August 1, 2025

SUBJECT: DEERS/RAPIDS Operating Facilities in or near the State of Oregon

<b>CAMP WITHYCOMBE AFRC (Clackamas)</b> <b>Appointment Only</b> 15300 SE Minuteman Way, Clackamas, OR 97015 Mon,Tues,Thur 0800-1600 Wed 0800-1700 Friday 0600-1300 Office: (971) 355-1933 <b>*Schedule Appts through ID Card Office Online</b>	<b>ARMY RESERVE CENTER (FT Vancouver)</b> 15005 NE 65th St Vancouver, WA 98682 Mon-Fri 0800- 1430 Office: (719) 366-5402 <b>*Schedule Appts through ID Card Office Online</b>
<b>SPRINGFIELD AFRC/NAVY RESERVE CENTER</b> 3106 Pierce Parkway Springfield, OR 97477 <b>Appointment Only</b> Tues-Thur 0900-1030 & 1230-1430 Staff Duty: (971) 355-5644 *Site ran by USNR	<b>AIR NATIONAL GUARD (PANG)</b> 6801 NE Cornfoot Rd, Bldg. 170 Portland, OR 97218 Tues-Friday <b>Appointment Only @<a href="https://142fss.setmore.com/">https://142fss.setmore.com/</a></b> Office: (503) 335-4046 Fax: (503) 335-5053
<b>USACE PORTLAND (CAC CARDS ONLY)</b> 333 SW 1 <sup>st</sup> Ave., Portland, OR 97204 <b>Appointment Only</b> Office: (503) 808-4443	<b>U.S COAST GUARD</b> 2000 Connecticut Ave North Bend, OR 97459 <b>CALL FOR HOURS</b> Phone: (541) 756-9622, Fax: (541) 756-9203
<b>ANDERSON READINESS CENTER (Salem)</b> 3225 State Street, Room 231, Salem, OR 97301 <b>Appointment Only:</b> Mon-Thur 0800-1530, Fri 0800-1400 Office: (971) 355-2896  <b>*Schedule Appts through ID Card Office Online</b>	<b>ARMY NATIONAL GUARD (Bend)</b> 875 Simpson Ave, Bend, OR 97702 <b>Appointment Only:</b> Mon 0800-1730, Tue 0800-1630, Wed/Thur 0800-1700, Fri 8-1400 Office Closed 1300-1430 Office: (971)355-7629 <b>*Schedule Appts through ID Card Office Online</b>
<b>ARMY NATIONAL GUARD (Medford)</b> 1701 S. Pacific Hwy Medford, OR 97501 <b>WALK IN</b> M-F 0800-1600 Lunch 1200-01300 Voicemail updated to reflect office hour changes. Phone: (971) 355-8416	<b>AIR NATIONAL GUARD (Kingsley Field)</b> 211 Arnold Ave, Bldg 211, Room 306 Klamath Falls, OR 97603 <b>Appointment Only:</b> M-F 0900-1400 ID Renew Kiosk Available 24/7 (Retiree/Dept Only) Phone: (541) 885-6133, 6529
<b>ARMY NATIONAL GUARD (Gowen Field)</b> 4250 W Cessna Street, Bldg 270 Boise, ID 83705 <b>WALK IN</b> Tues-Fri 0700-1600 Phone: (208) 272-3795/3802	<b>ARMY NATIONAL GUARD (La Grande)</b> 404 12th St La Grande, OR 97850 <b>CALL FOR HOURS</b> <b>Phone: (971) 355- 7315 or (971) 355-7614</b>
<b>DMDC BENEFICIARY LINE: 1-800-538-9552</b>	<b>ID Card Office Online</b> *Link: <a href="https://idco.dmdc.osd.mil/idco/">https://idco.dmdc.osd.mil/idco/</a> 

The POC for this memorandum is SFC Stephen Cherry at [stephen.l.cherry.mil@army.mil](mailto:stephen.l.cherry.mil@army.mil)

STEPHEN CHERRY  
SFC, ORARNG  
State Site Security Manager



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