

2.1 Utilizing Community Resources

Military Resources

Did you know that the military provides all kinds of resources for families?

The military recognizes that families play an important part in military preparedness. All services offer a wide array of services to ensure that families have what they need, when they need it. Whatever questions you may have or help you may need – from financial assistance, to childcare, to help with a PCS (Permanent Change of Station) – the military has organizations in place to help you.

If you are near a military installation, you may want to check out the local Family Center for more information. Each service has similar programs that focus on providing essential information and support to service members, civilian employees, and family members.

Programs you would expect to find at any Family Center (names may vary by branch of service):

- Information and Referral
- Relocation Assistance
- Life Education Skills (Financial Readiness, Employment)
- Family Advocacy
- Deployment Support
- Family Team Building Classes
- Volunteer Opportunities

Additional Military Resources:

Go to the [Wellness and Readiness](#) website to find additional resources for:

- General Assistance and Referral
- Medical
- Childcare and Education
- Veterans
- Elder Care
- Relief Societies
- Family Support
- Employment
- Financial Information
- Volunteer Resources

Military Resources Exercise

Read each problem and determine the best agency for you to go to for help.

1. Need for marital counseling
 - a. Chaplain or community mental health service
 - b. Staff Judge Advocate

- c. Red Cross, casualty assistance officer, and chaplain
- d. Civilian Personnel Office or Family Center

2. Legal Assistance

- a. Chaplain or community mental health service
- b. Staff Judge Advocate
- c. Red Cross, casualty assistance officer, and chaplain
- d. Civilian Personnel Office or Family Center

3. Death and illness notification

- a. Chaplain or community mental health service
- b. Staff Judge Advocate
- c. Red Cross, casualty assistance officer, and chaplain
- d. Civilian Personnel Office or Family Center

4. Stress Management

- a. Chaplain or community mental health service
- b. Staff Judge Advocate
- c. Red Cross, casualty assistance officer, and chaplain
- d. Civilian Personnel Office or Family Center

Answers: 1. a, 2. b, 3. c, 4. d

Civilian Resources

In addition to military resources, there are numerous civilian resources found in most communities. Many of them were identified in the section above as **Additional Resources**. There may be additional resources in your area that can provide information and support to families living off the military installation:

- Family therapists
- Guidance counselors
- Libraries
- Marriage counselors
- Medical facilities
- Mental health centers
- Pastors/churches
- Professional counselors
- Psychiatrists
- Psychologists
- School system (Department of Education)
- Veterans of Foreign Wars/American Legion/Disabled Veterans Association
- Local volunteer organizations

The following organizations have web pages where you can look for more information:

- **Local employment offices**

- [United Services Organization, Inc. \(USO\)](#)
- [Alcoholics Anonymous](#)
- [Parents Anonymous](#)
- [Salvation Army](#)
- [United Way](#)
- [Young Men's Christian Association \(YMCA\)](#)
- [Young Women's Christian Association \(YWCA\)](#)

Civilian Resources Exercise

Read each problem and pick the best agency to go to for help.

1. Need for marital counseling
 - a. Pastor or professional counselor
 - b. Lawyer, local college or legal aid center, credit counselor
 - c. Alcohol Anonymous or local counseling service
 - d. Red Cross or pastor

2. Death and illness notification
 - a. Pastor or professional counselor
 - b. Lawyer, local college or legal aid center, credit counselor
 - c. Alcohol Anonymous or local counseling service
 - d. Red Cross or pastor

3. Drug or alcohol abuse
 - a. Pastor or professional counselor
 - b. Lawyer, local college or legal aid center, credit counselor
 - c. Alcohol Anonymous or local counseling service
 - d. Red Cross or pastor

4. Financial Counseling
 - a. Pastor or professional counselor
 - b. Lawyer, local college or legal aid center, credit counselor
 - c. Alcohol Anonymous or local counseling service
 - d. Red Cross or pastor

Answers: 1. a, 2. d, 3. c, 4. b

Story: Lisa Gains Confidence

Now, let's look at some situations that are examples of the problems experienced by military families, and demonstrate where families might go to seek help and guidance.

The Problem

Lisa's husband, Bob, left for annual training/field exercises on Friday. Sunday evening the washing machine breaks down. Lisa is at home with two small children and a sick baby. Monday morning a very large phone bill arrives... which Lisa cannot afford.

Working It Out

Her washing machine needs repairs and she doesn't have enough money for her bills, and Lisa feels scared and unsure of what to do. She calls Sharon, the Readiness Support Group Volunteer Coordinator. Sharon talks to Lisa about her problem. She tells Lisa to use the yellow pages to find a repairman for the washing machine, and then call the phone company about the bill. Lisa calls several places to get an estimate of for repairing her machine, and finds out that the minimum cost for a house call will be \$40.00. Next, she calls the phone company's customer service representative and works out a payment schedule within her budget. This enables her to pay for both the telephone bill and the washing machine repair.

A Happy Ending

Tuesday evening, Sharon calls to check on Lisa. Lisa is excited to report that she was able to solve the problem on her own. With great pride, she writes to her husband about her experience and closes the letter with her newfound self-confidence of being able to handle any problem that arises. Did you notice that Lisa's problem was resolved with the help of another spouse? This is often the case, and it shows you how important it is to be a part of the military community.