



# MILITARY DEPLOYMENT

A guide to help support individuals,  
families, and communities.

Compiled by:  
United Way's First Call &  
AFL-CIO Labor Liaison



## **MILITARY DEPLOYMENT**

The deployment of active duty and reserve military personnel has a significant and immediate impact on individuals, families and communities. The massive mobilization of reservists and deployment of troops creates an increase in demand for social services of families who have been dependent on two incomes and must now survive on one. The services most commonly requested include subsidized childcare, counseling and access to loved ones in the military (a result of heightened security measures).

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- **ARMED FORCES EMERGENCY SERVICES**
  - **SOUTH CENTRAL WI**

- **American Red Cross** – Greater Milwaukee Chapter 800-236-8680; For families of service Members Red Cross Helps With:
  - Communications Worldwide
  - Emergencies involving illness, accidents, and death
  - Concerns about mail and messages
  - Personal and family problems
  - Information about benefits available to military personnel and their families
  - Referral to other agencies for services.

### **UNITED WAY - ACCESSING RESOURCES**

United Way Information and Referral (I&R) services throughout the country have a history of providing services to military personnel and communities in both peace time and war. I&R played an important role during Operation Desert Storm over a decade ago. Experience gained at that time shows that those most likely to be impacted include, young families, lower ranking military personnel and the families of reservist. The military community can meet many needs. However, it is likely that you will also require access to additional community resources.

United Way's First Call, information and referral program for Rock County and the Stateline area is prepared to provide information and referral services to individuals who are seeking help identifying local or area resources that can meet their needs. First Call is a joint program of Stateline United Way and United Way of North Rock County.

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## **INFORMATION AND REFERRAL**

- **United Way's First Call, information and referral for Rock County and the Stateline area: (608) 752-3100:** Website: [www.firstcallrock.com](http://www.firstcallrock.com) First Call maintains a database of other 2,400 programs offering services.
- **Rock County Council on Aging 758-8455:** The Information & Assistance (I&A) program is designed to assist residents of Rock County who are at least 60 years or older, or anyone who is in need of information or guidance in caring for the needs of an older relative, friend, or neighbor.

## **IMPORTANT PAPERS CHECKLIST**

Important papers should be identified and organized for easy access. Military papers such as; ID cards, dog tags, line badge, the emergency data card must be current and accessible. Please note that personnel should not wait to request documents as it may take a month or more to secure ID cards and papers due to current backlogs.

Other important papers include insurance policies, powers of attorney, a will, marriage and birth certificates, tax forms and mortgages papers. In case of something unforeseen like theft or a natural disaster a personal property inventory is useful for the insurance company.

### **CURRENT MILITARY DOCUMENTS:**

- ❑ ID cards
- ❑ Dog tags
- ❑ Line badge
- ❑ Emergency data card

### **OTHER DOCUMENTS:**

- ❑ Car title and registration
- ❑ Insurance policy
- ❑ Power of attorney – Last Will and Testament
- ❑ Marriage/birth certificates
- ❑ Tax forms
- ❑ Mortgage papers

## **IMPORTANT NUMBERS CHECKLIST**

It's very important that the family knows whom to contact and has emergency phone numbers. The Squadron is the point of contact, so family members will need the name and phone number. There is also a reserve family support person in each state for each branch of the military

- ❑ Squadron point of contact:
- ❑ Emergency phone numbers:
- ❑ Home/Renters Insurance
- ❑ Home Repairs – heat/cooling/plumbing:
- ❑ Home Service – trash/lawn services/landlord:
- ❑ Automobile Insurance:
- ❑ Automobile repairs:
- ❑ Automobile car loan or title:

## **PERSONAL READINESS & PLANNING CHECKLIST**

Many of the most common problems related to deployment or economic disruptions can be prevented or minimized through careful planning. Things as mundane as house and car repairs need to be considered. Who to contact if the car breaks down. This is a good time to get an extra set of house keys, and also an extra set of car keys. What about yard maintenance? Suppose somebody needs to sell a car? Family members who are left behind need to have the car title and registration. The checklists on the following page can be used to create a guide to help you organize your outreach and collaborating efforts. Detailed checklists are also available at the family support websites listed in the handbook.

- Do you have a budget?
- Does it take into account changes during deployment?
- Do you know how much to expect in allotments? Other Income?
- Do you have a cycle established for payment of bills? (If you choose a joint account, you will need to have a way to keep track of the balance.)
- Do you have an emergency fund?
- Do you understand emergency notification procedures?
- Do you know where to go for help if you need it?
- Do you have an extra set of car/house keys?

**ORGANIZE YOUR OUTREACH AND COLLABORATING EFFORTS  
USING A TABLE OR OTHER TOOL.**

Organization	Out-reach Activities	Service Provision	Resource Request	Other Activity
<i>Military Bases/Services</i>				
<i>Local/State Agencies</i>				
<i>Community Organizations</i>				
<i>United Way</i>				
<i>Volunteer Org.</i>				
<i>Service Providers</i>				
<i>Businesses</i>				
<i>Foundations</i>				
<i>Media</i>				
<i>Newspapers</i>				
<i>Radio</i>				
<i>Television</i>				
<i>Other</i>				

## CHILD CARE, PARENTING & YOUTH SERVICES

The stresses of being temporarily disrupted from family life do not just impact you, but your children as well. Quality youth service programs are available where your children can be involved in supervised safe environments. These organizations also will build and maintain the child's self-esteem.

### Youth Services:

- **Big Brothers/Big Sisters – 362-8223**
- **Boys and Girls Club of Beloit – 365-8874**
- **Boys and Girls Club of Janesville – 755-0575**
- **Programs for Teens at the Boys & Girls Club of Janesville – 755-0575**
- **Hub Club in Beloit – 364-9885**
- **Family YMCA of Janesville – 754-6654**
- **Edgerton Teen Center – [www.nontoxieteencenter.com](http://www.nontoxieteencenter.com)**
- **LSS Runaway and Youth Services – 752-7660 or 24 Hour Crisis Hotline 800-924-7238**
- **1<sup>st</sup> Wisconsin Young Marines – 815-670-1001:** The Young Marines Program provides an alternative for youth to instill a sense of pride in themselves, in their community, and in their country. Young Marines make a pledge to maintain a drug-free lifestyle and are encouraged to influence family, friends and schoolmates to share this commitment.

### Child Care Services:

- **Janesville Community Day Care – 752-8035:** Day and night childcare.
- **YMCA of Beloit – 365-2261:** Growing Tree Preschool Center and School Age Center.
- **Community Action Child Care – 755-2488:** Day and night childcare.
- **Community Action Drop-In Child Care, Rock County Job Center – 741-3423:** *Reservations are highly recommended.*
- **YWCA of Rock County – 752-5445:** Before and after school child care.
- **Child Care Resource & Referral of South Central Wisconsin, Inc. – Janesville 741-3426, Toll Free 888-713-5437:** Provides information on licensed current child care providers in the area..

### Parenting Programs:

- **Family Living Parent Education – 757-5694:** Programs are provided via newsletters, publications, multi-session and in-home teaching.
- **Parents and Teens Together – 752-7660:** Parents and their teens attend eight weekly two-hour sessions. Topics include; communication, dealing with stress and anger, problem solving, decision making, family rules.
- **Positive Parenting Classes, Beloit Area Community Health Center – 361-0311:** Parenting group meets monthly; programs and childcare are free. Call Cindy for dates and times.
- **Positive Parenting Program – 752-7660:** An eight-week evening program for parents of children ages' birth to 12 years. Childcare and children's programs provided.

### Family Resource Centers:

- **Beloit Families First Family Resource Center – 361-4197:** Community outreach, group education and support, individual assistance, and resource and referrals are provided to all Beloit parents and their children, free of charge.
- **Love For Children Resource Center – 364-4291:** Life skills activities, which promote excellence in school, job readiness and community involvement.
- **Exchange Family Resource Center – 314-9006:** Enhances the quality of family life by offering resources, referrals, support, parenting classes, and lending library for all Rock County Families.
- **Family Resource Centers – School District of Janesville – 743-5054:** Parent Education Series, Workshops, Support Group, Individualized Parenting Education Meetings, "Warm line", Toy Lending Library, Family Events and Celebrations, Parent advisory Committee: Adams: **743-6322**, Jackson: **743-6593**, Jefferson: **743-6615**, Kennedy: **743-7511**, Lincoln: **743-6746**, Madison: **743-6827**, Roosevelt: **743-7074**, Van Buren: **743-7119**, Washington: **743-7249**, Wilson: **743-7343**

## **FAMILY/INDIVIDUAL COUNSELING**

- **Beloit Inner City Council – 365-6600:** Individual and family counseling in identifying and obtaining treatment for alcoholism and other drug addictions. Employee drug education. Support groups
- **Catholic Charities – Janesville 752-4906; Beloit 313-8511:** Individual and family counseling. Coping with the stress of being alone. Support group for military families.
- **Family Service of Southern Wisconsin and Northern Illinois – 365-1244:** Strengthening families through counseling, education, and support groups for military families.
- **Lutheran Social Services – Janesville area – 752-7660; Beloit – 362-6629:** Family and individual counseling. Parenting skills. Provides help with substance abuse problems.
- **Sexual Assault Recovery of Rock County – 365-1244:** Provides 24 hour/7 days a week sexual assault victim advocacy in local hospitals. Free mental health and legal advocacy is also provided

## **BEREAVEMENT COUNSELING AND SUPPORT GROUPS**

### **Beloit Regional Hospice, Inc - 363-7421**

Open to anyone suffering a loss through death. Groups begin every three months for seven consecutive weeks. Encouragement, coping skills and various aspects of grief are discussed. CHILDREN'S SUPPORT GROUP Is held in the spring and fall. Children and their caregivers meet in separate groups to gain a better understanding of the grief experience. Children use art, games, and storytelling to express their loss. INDIVIDUAL COUNSELING Sometimes talking to someone helps you to feel better. Short term counseling and referral information, both free of charge, are available to anyone who is dealing with bereavement, loss and end of life issues. LENDING LIBRARY has a wealth of resources available to the public. Books, tapes and videos can be checked out for three-week intervals. *All groups are held at 2958 Prairie Ave. Beloit. Bereavement services are available at no charge. To register, or for more information, call Beloit Regional Hospice Office, Mary Jane*

### **Bereavement Support Group - 754-2201**

Grieving the loss of a loved one? Share and receive support from other individuals facing the challenges associated with the grieving process. Second Wednesday 3pm, 4:30pm. Mercy Assisted Care, 901 Mineral Pt. Ave., Janesville.

### **Grief support Group, Roscoe - 815-623-2292**

Anyone struggling with the loss of a loved one is invited to join this group. Thursdays 1 p.m. to 3:00 p.m. Roscoe United Methodist Church, 10816 Main St., Roscoe.

### **HospiceCare Inc. – 755-1871**

JOURNEY THROUGH GRIEF SUPPORT GROUP is a six-week series for those who are grieving the death of someone important in their lives. The group offers a safe and supportive environment to talk about thoughts and feelings, and to find support from others who are sharing similar experiences. A commitment to attend all six sessions is recommended. Call for dates and times. FAMILY SERIES: FOR CHILDREN AND PARENTS family groups meet at HospiceCare weekly, for seven weeks. Children's and parent's groups meet separately, but concurrently, in order for participants to receive age-appropriate support. A commitment to attend all seven sessions is recommended. Call for dates and times. GRIEF STEPPING STONES is an informative and supportive series examining the grief process in three consecutive sessions. In addition to support, presenters offer practical information and advice. Participant may attend any or all three sessions in the series. No pre-registration is required. Call for dates and times. HOLIDAY GRIEF AND REMEMBRANCE SERVICE is a special gathering open to the public, to give those who are grieving the opportunity to find strength and fellowship as they enter the holiday season. Information on coping skills and creating holiday rituals will be offered. Music, readings, and a time for remembering those who have died are also included in this program. ADDITIONAL GROUPS may be offered depending upon need; they may include, *Pet loss group, Mother Loss group, Men's Group, Teen Group, or Loss of Child Group.* HospiceCare also offers workshops and group presentations to schools, businesses and communities dealing with a loss to help them understand the grieving process. *HospiceCare Inc. Grief Center, 3001 W. Memorial Dr., Janesville.*

## EMERGENCY AND GENERAL ASSISTANCE

- **Acts of Kindness (A-OK) – 728-0841:** Donations include everything from clothing, shoes, bedding, household items, furniture, appliances, toiletries, baby items and toys.
- **Aware – Evansville – 882-9900:** Provides safety net for individuals needing assistance in Evansville area.
- **Bare Necessity Pantry – 531-1880:** Diapers, feminine and paper products, basic all purpose household cleaning products.
- **Believer’s Faith Fellowship – 755-5707:** Serves Rock County. Food distribution every Wednesday.
- **Beloit Area Community Health Center – 361-0311:** Comprehensive primary health care for all ages.
- **C.A.R.E. – Beloit area – 362-7663:** Central Christian Church ministry helps families in need with food, furniture and other necessities of life.
- **Caritas House – 362-4403:** Emergency food, clothing, medication, and rental assistance to qualifying Beloit area residents.
- **Clinton Community Outreach – 676-5324:** Emergency food supply. Provide food baskets at Easter, Thanksgiving and Christmas with gift baskets for children. Refer to Christ Lutheran Food Pantry if outside Clinton School District.
- **Christ Lutheran Food Pantry – 676-4994:** Individual services depend on size of family and circumstances surrounding the request. Also Government Commodity Program for Clinton.
- **Crisis Intervention Services – 757-5025:** Emergency assessment and referral provided to individuals experiencing mental health, alcohol and other drug abuse related problems. Problem solving with individuals and community organizations. Phone support for those experiencing a crisis or needing emotional support.
- **ECHO – 754-5333:** Emergency shelter, food, clothing, household items, medicine, and gasoline for Janesville residents.
- **Energy Assistance Program – 363-9200:** Assists qualified Rock County households with heat with all kinds of fuel, including wood, as well as renters whose heating costs are included in their rent.
- **Edgerton Community Outreach – 884-9593:** Services Edgerton School District area. Provides emergency assistance such as rent, utility assistance, food, clothing, and school supplies. Counseling program provides assessment of family needs and budgeting assistance.
- **Evansville Community Care Closet – 882-4044:** Food and clothing provided. Proof of income and I.D required.
- **Healthnet of Janesville – 756-4638:** Healthcare and dental care for uninsured.
- **Housing Counselor – Salvation Army, Janesville Social Services – 757-8302:** Provides assistance, information and support for tenants/landlords involved in rental housing disputes or just needing help on all aspects of renting.
- **Legal Action of Wisconsin – 800-362-3904:** Provides free legal assistance to low-income persons. Assistance in civil matters in the areas of housing (landlord-tenant, eviction, public and subsidized housing): W-2, (Food Stamps, Medical Assistance, SSI). Family Law such as; divorce, custody, support, and domestic violence.
- **Love INC of Rock County – 531-1880:** A cooperative efforts of Christian churches, and their members to meet the need of the poor in Rock County.
- **Milton Food Pantry – 868-1166:** Services Milton residents with emergency food and gas vouchers.
- **Operation Care – 365-9131 ext.3:** Services Beloit area. Food distribution every Thursday, persons are limited to once a month.
- **Orfordville Food Pantry (CUP) 876-6855:** Food pantry is a project of churches and other organizations. Area served: Parkview School district, Footville, Hanover, Orfordville and Newark.
- **Rock County Human Services – 741-3488; Economic Support: 757-5271; Administration Office: 757-5271** Food Stamps, Rent Assistance, Badger Care, and Subsidized Child Care, W-2.
- **Rockton Township General Assistance – 815-624-7788:** General assistance provided in rent, food, medical, and utilities.
- **S.H.A.R.E. – 800-548-2124:** Participants receive nutritious grocery package every month that is affordable, basic and consistent. 15-18 items are included: meat, poultry, fresh fruit, fresh vegetables and staples. Cost \$16.00.

- **Samaritan Ministry Team – Beloit area – 632-7663:** Provides chore service.
- **Salvation Army – Janesville area – 757-8300; Beloit area – 365-6572:** Provides emergency assistance, food pantry, lunch program, and clothing.

## **SOLDIER AND MILITARY FAMILY ASSISTANCE**

- **Air Force Aid Society, Inc. – (800) 769-8951:** The only official charity of the USAF, whose mission is to help relieve the financial distress of Air Force members and families, and to assist them in financing their own higher education.
- **Army Emergency Assistance (AER) – (703) 728-0000 or Toll Free (866) 876-6378:** Sole priority is to help soldiers and their dependents with financial assistance. Funds are made available to commanders who then provide the AER funds to their soldiers, ACTIVE or RETIRED, as well as their dependents when there is a valid need.
- **Coast Guard Mutual Assistance – (800) 881-2462:** Provides financial assistance to the Coast Guard community
- **Navy – Marine Corps Relief Society – (703) 696-4904:** Mission is to provide, in partnership with the Navy and Marine Corps, financial, educational, and other assistance to members of the Naval Services of the United States. Eligible for family members and survivors when needed.

## **MEAL SITES**

### **BELOIT:**

- **Emmanuel Baptist Church Lunch Program – 362-0562:** Monday, Wednesday, and Friday, 12 noon. 1151 E. Grand Ave.
- **Salvation Army 365-6572:** Free Public Breakfast: Monday, Wednesday, and Friday, 9a.m., **Tuesday** and Thursdays, Free Public Lunch, open to all ages. 628 Broad Street.

### **JANESVILLE:**

- **ECHO Community Meal – 754-5333:** Last Saturday of the month, 419 E. Court.
- **Salvation Army – 757-8300:** Free Public Lunch: Monday – Sunday, 12 noon. 514 Sutherland Ave.

## **MORTGAGE DEFAULT SERVICES**

- **Foreclosure Prevention – Neighborhood Housing Service of Beloit – 362-9051**
- **Mortgage Default Services, Community Action, Inc. – 800-424-8297:** Default mortgage counseling.

## **MONEY MANAGEMENT SERVICES**

- It is recommended that you keep all of your creditors informed of you current status.
- **Consumer Credit Counseling Services – Beloit 365-1244; Janesville 752-5813:** Functions as a neutral party between the creditor and debtor to work out repayment plan; stops calls from creditors; and, in some cases, interest on accounts may be dropped or lowered and/or late fees dropped or waived. Family/individual financial planning and budgeting skills.

## **MISCELLANEOUS SERVICES**

- **Family Respite Services of Rock County – 757-2005:** Ask for Valerie.
- **Independent Disability Services – 754-1117:** Respite program providing temporary relief for caregivers of developmentally disabled persons.

- **Operation Shoebox – (352) 307-6723:** Providing donated cell phones, calling cards, postage writing materials, etc. to wounded U.S. military personnel. Write or send a package to overseas military personnel. Adopt a military family and learn other ways to help.
- **Soldiers’ Angels – (626) 529-5114:** Volunteer-based non-profit group with 30 teams supporting all branches of the U.S. armed forces. Organization has many different projects to make a difference in the lives of members of the armed forces. A great way to support the troops.
- **Voluntary Action Center – 365-1278; Volunteer Network of North Rock County – 757-3058:** Volunteer opportunities will provide fulfilling experiences and contacts in the business community.

## VETERANS

- **AMVETS – Dept of Wisconsin – (414) 273-5288:** Organization is dedicated to getting its fellow veterans the support they truly deserve. Their focus ranges from professional advice from their service officers about veterans benefits all the way to legislative efforts on Capitol Hill to the work their hospital volunteers do. The ultimate aim is improving the quality of life in local communities.
- **Disabled American Veterans Dept. of Wisconsin - (920) 406-0620; or Larry for rides at 280-7019; Chapter #6(Janesville) – (608) 757-5552:** DAV provides services to America's disabled veterans. Transportation can be provided in Madison, Dane County and the counties adjacent to Dane county by contacting Larry Hauger to schedule. Transportation is also available to Milwaukee VA hospital.
- **Honor Flight Network – (937) 521-2400:** Provides free air transportation to World War II veterans to Washington D.C. to see their memorial. Offers free air transportation to terminally ill veterans of other wars to Washington D.C. to see their memorials as well. The organization also plans to expand service to veterans of Korea and Viet Nam wars and veterans of other wars.
- **National Coalition for Homeless Veterans – VET-HELP: (800) 838-4357; (202) 546-1969:** Will end homelessness among veterans by shaping public policy, promoting collaboration, and building the capacity of the service providers.
- **Paralyzed Veterans of America –Wisconsin Chapter – (414) 328-8910, (800) 795-4327; National Headquarters – (800) 424-8200:** A congressionally chartered veterans service that has developed a unique expertise on a wide variety of issues involving the special needs of member-veterans of the armed services who have experienced spinal chord injury or dysfunction.
- **Rock County Veterans Service Office – Janesville: 757-5552; Beloit 363-6280:** Serving veterans and dependents. County, State and Federal benefits i.e., home loan certificates, pension, compensation, burial, headstone application, widow's benefits, grants and various other benefits. Will refer to drug and alcohol treatment or homeless shelters.
- **United Service Organization (USO) – Wisconsin: (414) 271-3133:** Serving the men and women that serve America.
- **United States Dept. of Veteran’s Affairs – (800) 827-1000; Healthcare Benefits: (877) 222-8387; Milwaukee Regional Office: (888) 469-6614; Madison Vet Center: (608) 264-5342; Janesville Clinic: 758-9300:** Information and assistance for qualified veterans. The goal of the program is to help veterans who are homeless or at risk of becoming homeless obtain steady employment and affordable housing.
- **VA Homeless Assistance Information – (800) 827-1000; Washington D.C. Office: (202) 273-6084:** The numbers can be used anywhere in the country and transfer veterans to the local veterans office.
- **Vet Center – Madison: (608) 264-5342; Vet Place Central – Milwaukee: (414) 342-5000:** Readjustment counseling for combat veterans and their families. Client referrals when needed. Local support groups are available (Beloit). Call for information and referral.
- **William S. Middleton Memorial Veterans Hospital – (608) 256-1901:** Care facility providing comprehensive tertiary care in medicine, surgery, neurology, psychiatry. A full range of services are provided at the hospital and its clinics eligible veterans.

## **TRANSITION ASSISTANCE**

The Air Force, Army, Navy, Marines and Reserves Provide websites that offer a variety of supportive services and information. Visit these sites for more detailed information regarding deployment readiness/services information specific to deployments.

### **Military Family Resource Center - <http://www.militaryhomefront.dod.mil/>**

The Department of Defense website for official Military Community and Family Policy (MC&FP) program information, policy and guidance designed to help troops and their families, leaders, and service providers. Whether you live the military lifestyle or support those who do, you'll find what you need!

### **Air Force Family website – <http://www.afcrossroads.com>**

Excellent service information and family readiness guides.

### **Army Family Liaison Force – <http://www.aflo.org>**

### **Navy Lifelines Services Network – <http://www.navy.mil/local/lifelines/>**

Excellent site for accessing user-friendly information, guides and service information.

### **Marine Corps Community – <http://www.usmc-mccs.org/>**

### **Reserve Officer Association – [www.roa.org](http://www.roa.org)**

Provides a 24-page guide to reserve benefits and another guide to the Soldiers' and Sailors' Civil Relief Act (SSCRA).

## RELATED WEBSITES

- <http://www.stompproject.org/> - STOMP is the only National Parent Training and Information Center for military families providing support and advice to military parents without regard of the type of medical condition their child has.
- <http://www.tricare.osd.mil> - Tri-care is a Military Health System
- <http://www.militaryonesource.com> - Military OneSource is provided by the Department of Defense at no cost to active duty, Guard and Reserve (regardless of activation status) and their families. It is a virtual extension of installation services.
- <http://www.defenselink.mil/sites/c.html#civjobs>  
Links 16 websites with civilian job opportunities in the military and federal government, including <http://dticaw.dtic.mil/mapsite/jobs.html> especially for military commissary benefit.
- [http://dticaw.dtic.mil/prhome/des\\_mcfp.html](http://dticaw.dtic.mil/prhome/des_mcfp.html)  
Deputy Assistant Secretary of Defense for Military Community and Family Policy.

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[www.unitedwayjanesville.org](http://www.unitedwayjanesville.org)

United Way's FIRST CALL  
(608) 752-3100  
[www.firstcallrock.com](http://www.firstcallrock.com)

AFL-CIO Labor Liaison  
(608) 757-3040

United Way's Volunteer Network  
(608) 757-3058

United Way of North Rock County's  
Mission



Mobilizing Our Communities,  
Improving Lives