



## Naval Services FamilyLine Guideline Series Resources

# INFORMATION & ASSISTANCE

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## **GENERAL MILITARY INFORMATION AND ASSISTANCE**

### **United States Navy**

Official Department of the Navy Website

[www.navy.mil](http://www.navy.mil)

### **Commander, Navy Installations Command (CNIC)**

CNIC is responsible for worldwide shore installation support for the United States Navy under the Chief of Naval Operations (CNO).

[www.cnic.navy.mil](http://www.cnic.navy.mil)

### **Department of Veterans Affairs**

The VA administers a variety of benefits and services that provide financial and other forms of assistance to service members, veterans, their dependents and survivors.

1-800-827-1000

[www.va.gov](http://www.va.gov)

### **ID Cards - RAPIDS**

To find the office closest to you to obtain a military ID card

[www.dmdc.osd.mil/rsi](http://www.dmdc.osd.mil/rsi)

### **Military One Source**

Military One Source is a DoD Information and Referral Program providing comprehensive information on every aspect of military life at no cost to active duty, guard, and reserve service members and their families.

CONUS: 1-800-342-9647 OCONUS: 800-3429-6477

TTY/TTD: 1-866-607-6794

Espanol: 1-877-888-0727

[www.militaryonesource.mil](http://www.militaryonesource.mil)



### **Morale, Welfare and Recreation (MWR)**

Morale, Welfare and Recreation (MWR) covers a wide scope of worldwide operations that provide Sailors and their families with the finest facilities, programs, and activities to meet their recreational and social needs.

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

### **National Military Family Association**

National Military Family Association is the leading non-profit organization focusing on issues important to military families.

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

### **NAVY 311**

NAVY 311 provides non-tactical, on-demand informational assistance for non-emergency services and can answer questions related to: maintenance, ship parts and/or repair, logistics, personnel or career matters, training, IT systems, quality of life, facilities, medical support, chaplain care, ordnance, and other topics.

1-855-NAVY311 (1-855-628-9311)

[www.Navy311.navy.mil](http://www.Navy311.navy.mil)

### **Navy Customer Service Center**

Receive a variety of information on many important topics including: pay and benefits, selective reenlistment bonuses, CSB/Redux, service record entries, PCS moves, reenlistment, continuation, FITREP/Evals, promotion, advancement, rating conversion requests, and a gamut of other information.

1-866-U-ASK-NPC (1-866-827-5672)

[www.npc.navy.mil](http://www.npc.navy.mil)

### **Ombudsman Registry**

This registry allows family members to locate their ombudsman and will enable them to send an email to the listed assigned Command Ombudsman.

<https://ombudsmanregistry.cnic.navy.mil/?m=login>



## **CHILD AND YOUTH PROGRAMS**

### **Child Care Aware of America**

Child Care Aware provides information, referrals, tools, and resources to families seeking child care nationwide.

[www.usa.childcareaware.org](http://www.usa.childcareaware.org)

### **Child Development Centers (CDC)**

Child Development Centers provide full and part-day child care for ages 6 weeks to 5 years of age.

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

### **MilitaryChildCare.com (MCC)**

MCC is a DoD website for military families seeking childcare.

[www.militarychildcare.cnic.navy.mil](http://www.militarychildcare.cnic.navy.mil)

### **Military Families Near and Far**

Military Families Near and Far is an online resource with tools, information, and materials to help your family stay connected when a service member is far away.

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

### **Navy Child and Youth Programs (CYP)**

[www.cnic.navy.mil/ffr/fleet\\_readiness/child\\_and\\_youth\\_programs.html](http://www.cnic.navy.mil/ffr/fleet_readiness/child_and_youth_programs.html)

### **United Through Reading**

The United Through Reading Military Program helps ease the stress of separation for military families by having deployed parents read children's books aloud via DVD for their child to watch at home.

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



## **CRISIS INTERVENTION**

### **American Foundation for Suicide Prevention (AFSP)**

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

### **American Red Cross**

Emergency Hotline: 1-877-272-7337

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

### **Chaplin Core: Navy 311**

1-855-NAVY-311 (1-855-928-9311)

Email: Navy311@navy.mil

Text: Navy311@navy.mil in the "to" line

[www.navy311.navy.mil](http://www.navy311.navy.mil)

### **Child Welfare Information Gateway**

1-800-394-3366

[www.childwelfare.gov](http://www.childwelfare.gov)

List of Toll-Free Crisis Hotline Numbers

[www.childwelfare.gov/pubs/reslist/tollfree](http://www.childwelfare.gov/pubs/reslist/tollfree)

### **Childhelp National Child Abuse Hotline**

1-800-4-A-Child (1-800-422-4453)

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

### **Fleet and Family Support Center**

[www.cnic.navy.mil/ffr/family\\_readiness/fleet\\_and\\_family\\_support\\_program.html](http://www.cnic.navy.mil/ffr/family_readiness/fleet_and_family_support_program.html)

### **Military Helpline**

1-888-457-4838

Text "MIL1" to 839863

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



**Military One Source**

1-800-342-9647

[www.militaryonesource.mil](http://www.militaryonesource.mil)

**National Center for Victims of Crimes**

1-855-4-VICTIM (1-855-484-2846)

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

**National Human Trafficking Resource Center**

1-888-373-7888 text:233733

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

**List of National Hotlines and Helpful Links**

[www.victimsofcrime.org/help-for-crime-victims/national-hotlines-and-helpful-links](http://www.victimsofcrime.org/help-for-crime-victims/national-hotlines-and-helpful-links)

**National Domestic Violence Hotline**

1-800-799-SAFE (1-800-799-7233)

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

**National Resource Directory**

[www.nrd.gov](http://www.nrd.gov)

**National Sexual Assault Hotline**

1-800-656-HOPE (1-800-656-4673)

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

**National Suicide Prevention Lifeline**

1-800-273-TALK (1-800-273-8255)

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

**Navy-Marine Corp Relief Society**

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



## **Navy Suicide Awareness and Prevention**

[www.public.navy.mil/BUPERS-NPC/support/21st\\_century\\_sailor/suicide\\_prevention/Pages/default.aspx](http://www.public.navy.mil/BUPERS-NPC/support/21st_century_sailor/suicide_prevention/Pages/default.aspx)

## **Sexual Assault Crisis Support**

1-877-995-5247

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

## **United Services Organization**

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

## **Veterans Crisis Line**

1-800-273-8255, press 1

Text to 838255

[www.veteranscrisisline.net](http://www.veteranscrisisline.net)

Veterans Self Check Quiz - determine whether stress and depression might be affecting you

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

## **DEPLOYMENT ASSISTANCE**

### **Everyone Serves**

A handbook for family and friends of service members during pre-deployment, deployment, and reintegration.

[www.everyoneservesbook.com](http://www.everyoneservesbook.com)

### **Fleet and Family Support Centers (FFSC)**

The Fleet and Family Support Center offers a variety of deployment support programs to assist commands, Sailors and their families.

[www.ffsp.navy.mil](http://www.ffsp.navy.mil)



### **Military Kids Connect (MKC)**

Military Kids Connect is an online community of military children (ages 6-17 years old) that provides access to age-appropriate resources to support children from pre-deployment, through a parent's or caregiver's return.

<https://militarykidsconnect.dcoe.mil/>

### **Reserve Affairs**

Supports the Reserve Component community through initiatives including the Yellow Ribbon Program, Wounded Warrior Care, Employer Support of the Guard and Reserve, TRICARE Reserve Select, and Military OneSource.

[ra.defense.gov](http://ra.defense.gov)

### **Yellow Ribbon Reintegration Program (YRRP)**

YRRP 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.

[www.yellowribbon.mil](http://www.yellowribbon.mil)

## **EDUCATION AND SCHOLARSHIPS**

### **Anchor Scholarship Foundation**

For dependents of qualified surface Navy members.

[www.anchorship.com](http://www.anchorship.com)

### **Chief Petty Officer Scholarship Fund**

For children of Chief Petty Officers of the sea services. Sponsored by Chief Petty Officers world-wide.

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





**Department of Defense Education Activity**

A network of schools, both primary and secondary, that serve dependents of United States military personnel outside the United States.

571-372-5863

[www.dodea.edu](http://www.dodea.edu)

**Dolphin Scholarship Foundation**

For children and stepchildren of qualified active, retired and former members of the Submarine Force.

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

**FinAid**

Links to scholarships, loans, grants, and other financial educational aid.

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

**Free Application for Federal Student Aid (FAFSA)**

Apply for federal and state financial aid.

[www.fafsa.ed.gov](http://www.fafsa.ed.gov)

**Military Child Education Coalition**

To serve as a model of positive leadership and advocacy for ensuring inclusive, quality educational opportunities for all military-connected children.

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

**Military OneSource Exceptional Family Member Program**

Offers DoD families with special medical and/or educational needs access to information, resources, and each other.

1-800-342-9647

[www.militaryonesource.mil/efmp](http://www.militaryonesource.mil/efmp)



### **Navy-Marine Corps Relief Society (NMCRS)**

A variety of scholarships and education assistance is available to active duty service members and their dependents.

[www.nmcrs.org/pages/education-loans-and-scholarships](http://www.nmcrs.org/pages/education-loans-and-scholarships)

### **Scholarships for Military Children Program**

Sponsored by the Fisher House Foundation.

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

### **Seabee Memorial Scholarship Association**

For children and grandchildren of Seabees.

<https://seabee.org/scholarship>

### **Servicemembers Opportunity Colleges (SOCNAV)**

Degree programs for Navy Sailors and their spouses.

<https://www.apus.edu/TransferCredit/accepted/Undergraduate/SOC/socnav.htm>

### **U.S. Department of Education**

Find information about all of your education needs and questions.

[www.ed.gov](http://www.ed.gov)

### **Voluntary Education Program**

Detailed information on programs and services, and links to the voluntary education programs, Veterans Affairs, Department of Education and many other educational sites.

[www.militaryonesource.mil/voluntary-education](http://www.militaryonesource.mil/voluntary-education)

### **Wings Over America**

Provides college scholarships to dependents of the Navy Aviation community.

[wingsoveramerica.us/](http://wingsoveramerica.us/)



## **Yellow Ribbon Program**

The Yellow Ribbon Program allows approved institutions of higher learning and the VA to partially or fully fund tuition and fee expenses that exceed the established thresholds under the Post-9/11 GI Bill.

[https://www.benefits.va.gov/gibill/yellow\\_ribbon.asp](https://www.benefits.va.gov/gibill/yellow_ribbon.asp)

## **FAMILY EMPLOYMENT**

### **Career One Stop**

Tools to help job seekers, students, businesses and career professionals.

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

### **Hiring Our Heroes**

Nationwide initiative to help veterans, transitioning service members, and military spouses find meaningful employment opportunities.

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

### **Military Spouses' Corporate Career Network (MSCCN)**

MSCCN is a non-profit organization that offers no-cost services to all military-affiliated spouses, retired military spouses and caregivers to war wounded heroes.

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

### **Military Spouse Employment Partnership (MSEP)**

MSEP is a targeted recruitment and employment solution for spouses and companies that connects military spouses with employers seeking the essential 21st-century workforce skills and attributes they possess.

[www.msepjobs.militaryonesource.mil](http://www.msepjobs.militaryonesource.mil)

### **Spouse Education and Career Opportunities (SECO)**

The DoD established the SECO program to provide education and career guidance to military spouses worldwide, offering comprehensive resources and tools related to career exploration, education, training and licensing, employment readiness and career connections.

[www.myseco.militaryonesource.mil](http://www.myseco.militaryonesource.mil)



## **USA Jobs**

USAJOBS is the U.S. Government's official system/program for Federal jobs and employment information.

[www.usajobs.gov](http://www.usajobs.gov)

## **FINANCIAL INFORMATION**

### **Basic Allowance for Housing - BAH**

[www.defensetravel.dod.mil/site/bah.cfm](http://www.defensetravel.dod.mil/site/bah.cfm)

### **COLA and Overseas Housing Allowance**

[www.defensetravel.dod.mil/site/cola.cfm](http://www.defensetravel.dod.mil/site/cola.cfm)

### **Navy-Marine Corps Relief Society**

The Society provides financial assistance and education, as well as other programs and services, to members of the United States Navy and Marine Corps, their eligible family members, widows, and survivors.

1-800-654-8364

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

### **Pay and Allowances**

[www.dfas.mil](http://www.dfas.mil)

### **Servicemember's Group Life Insurance (SGLI)**

A program that provides low-cost term life insurance coverage to eligible Servicemembers.

1-800-419-1473

[www.insurance.va.gov](http://www.insurance.va.gov)

### **Thrift Savings Plan (TSP)**

TSP is a defined contribution retirement savings plan for Federal employees.

[www.tsp.gov](http://www.tsp.gov)



## **HEALTHCARE**

### **Defense Eligibility Enrollment Reporting System (DEERS)**

To enroll in DEERS or make changes to your contact information.

1-800-538-9552.

[www.tricare.mil/deers](http://www.tricare.mil/deers)

### **Fisher House**

Provides homes where military and veterans' families can stay at no cost while a loved one is receiving treatment. These homes are located at major military and VA medical centers nationwide, close to the medical center or hospital it serves.

1-888-294-8560

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

### **Military Crisis Line**

Confidential support is available 24 hours a day, 7 days a week, 365 days a year by phone, online chat, and text. This free service is available to all service members, including Veterans and members of the National Guard and Reserve, coping with stress, anxiety, post-traumatic stress disorder, challenges with civilian life, difficulties in relationships, transitioning back to employment, and education.

1-800-273-8255 Press 1

In Europe call 00800 1273 8255 or DSN 118

Text 838255

[www.veteranscrisisline.net](http://www.veteranscrisisline.net)

### **Navy Wounded Warrior Safe Harbor**

Safe Harbor is the Navy's organization for coordinating the non-medical care of seriously wounded, ill, and injured Sailors, Coast Guardsmen, and their families.

855-NAVY WWP (628-9997)

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



## **TRICARE**

TRICARE is the health care program serving Uniformed Service members, retirees, and their families worldwide.

TRICARE East Region 1-800-444-5445

TRICARE West Region 1-844-833-9378

TRICARE Overseas: See International SOS for country-specific toll-free numbers

[www.tricare.mil](http://www.tricare.mil)

## **TRICARE Dental**

The TRICARE Dental Program is a voluntary, premium-based dental insurance plan for family members of active duty and reserve service members.

1-855-984-2337

[www.tricare.mil/dental.aspx](http://www.tricare.mil/dental.aspx)

## **LODGING AND HOUSING**

### **Department of Defense Lodging - Air Force**

1-888-AF-LODGE (1-888-235-6343)

[www.af.dodlodging.net](http://www.af.dodlodging.net)

### **Department of Defense Lodging - Army**

1-800-GO-ARMY-1 (1-800-462-7691)

[army.dodlodging.net](http://army.dodlodging.net)

### **Department of Defense Lodging - Navy Gateway Inn and Suites**

1-877-NAVY-BED (1-800-628-9233)

[www.ngis.dodlodging.net](http://www.ngis.dodlodging.net)

### **Navy Housing**

[www.housing.navy.mil](http://www.housing.navy.mil)



### **Navy Lodge**

1-800-NAVY-INN (1-800-628-9466)

[www.navy-lodge.com](http://www.navy-lodge.com)

## **MAGAZINES AND NEWSPAPERS**

### **All Hands Magazine**

[www.ah.mil](http://www.ah.mil)

### **Armed Forces Journal**

[www.armedforcesjournal.com](http://www.armedforcesjournal.com)

### **Department of the Navy Information Technology Magazine**

[www.doncio.navy.mil/chips/](http://www.doncio.navy.mil/chips/)

### **It's Your Move (PDF)**

[www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_1.pdf](http://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf)

### **Marine Corps Times**

[www.marinecorpstimes.com](http://www.marinecorpstimes.com)

### **Military Families Magazine**

[www.militaryfamilies.com](http://www.militaryfamilies.com)

### **Military Living Magazine**

[www.militaryliving.com](http://www.militaryliving.com)

### **Military Spouse Magazine**

[www.militaryspouse.com](http://www.militaryspouse.com)

### **National Military Family Association Newsletter**

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



### **Reservist**

[www.uscg.mil/reservist](http://www.uscg.mil/reservist)

### **Seabee Online Magazine**

[seabeemagazine.navylive.dodlive.mil](http://seabeemagazine.navylive.dodlive.mil)

### **SeaPower**

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

### **The Coast Guard Magazine**

[www.uscg.mil/magazine](http://www.uscg.mil/magazine)

### **TNR The Navy Reservist**

[www.navyreserve.navy.mil](http://www.navyreserve.navy.mil)

### **TNR The Navy Reservist Almanac**

[www.navyreserve.navy.mil/Documents/tnr\\_current/tnr\\_almanac\\_current.pdf](http://www.navyreserve.navy.mil/Documents/tnr_current/tnr_almanac_current.pdf)

## **RELOCATION ASSISTANCE**

### **Defense Personal Property System (DPS)**

An Internet-based system to manage DoD household goods moves.

[www.move.mil](http://www.move.mil)

### **Military Installations**

Find out about your next base and “Plan Your Move.”

[www.militaryinstallations.dod.mil](http://www.militaryinstallations.dod.mil)

### **Navy Supply Systems Command**

Household Goods and Navy Personal Property

[www.navsup.navy.mil/household](http://www.navsup.navy.mil/household)





## **UNIFORM/EXCHANGE SERVICES**

**Army and Air Force Exchange Services (AAFES )**

[www.shopmyexchange.com](http://www.shopmyexchange.com)

**Marine Corps Exchange**

[www.mymcx.com](http://www.mymcx.com)

**Navy Exchange**

[www.mynavyexchange.com](http://www.mynavyexchange.com)



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